



Meeting Minutes

Small Business LDG

4 May 2026

Ashfield Service Centre, 260 Liverpool Road, Ashfield

Meeting commenced at 6.05pm and concluded at 7.47pm.

Attendees

Community members	Council officers	Councillors
Natalie Britton	Daniel East	
Belinda Daly	Leah Chiswick	
Heleana Genaus	Ken Welsh	
Joe Rechichi	Maxx Dunn	
Alexandra Gibson Roy		
Charu Hurria		



Chairperson

Natalie Britton

Acknowledgement of Country

Natalie Britton made an Acknowledgement of Country.

Apologies and membership changes

Nil

Disclosures of conflicts of interest

All members have completed their disclosure forms.

Endorse previous meeting minutes

Minutes were endorsed.

Discussion Items

Agenda Item	Discussion summary	Agenda item outcome/action (as required)
Presentations		
Customer Experience Improvements	Council's Website Transformation Specialist delivered a presentation on Council's new website and the integration of Snap Send Solve with Council's Customer Request Management System (TechnologyOne). The group provided the following feedback: • Business Chamber representatives reported issues when attempting to upload events (e.g. workshops) to What's On, with submissions being rejected due to the inclusion of ticket costs, despite the organisation being a not-for-profit rather than a commercial operator. • The Business section of the website would benefit from more comprehensive content, in particular: ○ Information about Business Chambers should be positioned	Feedback will be shared with relevant internal teams and considered for improvements. Further feedback will be sought from the group in approximately 12 months, following continued use of the new website.

	more prominently, rather than being nested under “Business Support”. ○ Cross-referencing to business grants and meeting minutes of the Small Business Local Democracy Group (SBLDG) to make more visible and accessible. • The group was impressed by the significant reduction in staff workload resulting from the integration of Snap Send Solve with TechnologyOne.	
Strategic Transport Review	Council’s Coordinator of Strategic Transport Planning delivered a presentation as part of Council’s preliminary consultation for the upcoming Strategic Transport Review, focusing on shaping the vision and direction ahead of formal review and engagement. The group provided the following feedback: • The street user hierarchy outlined in the current plan, which prioritises walking, people living with disability and specialist transport services at the top, with private vehicles positioned at the lower end, is largely supported and considered appropriate to retain.	Comments were noted and will be taken on board to inform the next steps in the review. The group is welcome to provide any further comments to the Coordinator of Strategic Transport Planning via email for the next week. It was noted that some matters sit outside Council’s direct remit, such as public transport; however, Council will continue to play an advocacy role in these areas.

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	• Strong support for an integrated transport planning approach, rather than a focus on individual projects. • Concerns regarding the integration of bus and ferry services on the Balmain Peninsula. • A preference for greater emphasis on precinct-level integration, rather than strategies developed around individual transport modes. • A key priority is making it easy for people to access local businesses to increase footfall. • Important to balance outdoor dining and pedestrian access, especially within Shared Environment Precincts (SEPs), to ensure accessibility and safe movement while supporting business activity. • Access challenges in Newtown and Enmore were noted. While increased car use should not be encouraged, public transport access was identified as challenging.	
Update on Council reports		
Parklets and On-Road Dining	On 17 March 2026 Council resolved to partner with UNSW students to develop cost-effective, accessible and sustainable parklet design	Noted by the group.

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	options; review and update the Interim Outdoor Dining Guidelines; investigate changes to fees so businesses cover installation costs; integrate successful parklets into Public Domain Master Plans; and report back to Council by June 2026.	
Illawarra Road Roundtable	On 17 March 2026 Council endorsed the Illawarra Road Roundtable Action Plan and resolved to receive a progress report in June 2026 covering short-, medium- and long-term actions across all business roundtables.	Noted by the group.
Supporting a Vibrant Night-Time Economy	On 17 March 2026 Council reaffirmed support for the NSW Government's Vibrancy Reforms, raised concerns about proposed highly restrictive NSW Police licence conditions for the Marlborough Hotel, and resolved to advocate to state agencies to balance safety, venue viability and night-time vibrancy.	Noted by the group.
Illawarra Road Traffic and Safety Concern	On 21 April 2026 Council acknowledged ongoing rat-running concerns, referred the issue to the Local Transport Forum, and requested investigations into traffic calming, place-making trials, pedestrian safety measures and a review of Local Area Traffic Management plans.	Noted by the group.

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Business Facade Improvement Grant Program	On 21 April 2026 Council approved five grant recipients, increased program funding to \$50,000 in 2027, and resolved to undertake a full evaluation of the program outcomes at its conclusion	Noted by the group.
Christmas in the Inner West	On 21 April 2026 Council endorsed Christmas decoration rollout plans, new feature decorations, community initiatives for Christmas 2026, and requested further feasibility analysis for additional activations and communications activities.	Noted by the group.
Lackey Street, Summer Hill (Plug and Play)	On 21 April 2026 Council endorsed making Lackey Street 'event-ready' and approved ongoing free traffic management support for Plug and Play event locations.	Noted by the group.
Australia Street Parklets	On 21 April 2026 Council endorsed two new parklets in Australia Street, Newtown, noting supportive stakeholder feedback and planned construction by the end of June 2026. The group queried the specific locations of the parklets.	The parklets will be located in front of 206–208 Australia Street and 243–245 Australia Street. Further detail is available in the relevant Council report.

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Street Cleansing Service Update	On 21 April 2026 Council noted the success of enhanced cleansing standards in special entertainment precincts and endorsed the rollout of the “Love Your Lanes” education initiative, with further updates to be provided in six months. The group noted the update and advised it would await further detail, however some members expressed reservations that an education initiative would not sufficiently address ongoing rubbish issues in laneways.	Noted by the group.
King Street Crawl and Summer Crawl Partnership	On 21 April 2026 Council acknowledged the success of the Summer Crawl, approved \$75,000 in one-off funding for King Street Crawl 2026, and resolved to pursue a longer-term partnership to support ongoing delivery.	Noted by the group.
Metro Activations – Marrickville and Dulwich Hill	On 21 April 2026 Council resolved to develop activation plans linked to the Metro opening, conduct business outreach with Service NSW, improve the public domain, and report back to Council in June 2026 with a detailed activation plan.	Noted by the group.

Supporting LGBTQ+ Businesses	On 21 April 2026 Council acknowledged the contribution of LGBTQ+ businesses, committed to promotion, partnerships and inclusion in economic strategies, and resolved to co-host a roundtable with the City of Sydney to identify priorities and opportunities. There was general support from the group, with members highlighting the importance of representation from all Business Chambers and Associations at the roundtable.	All Business Chambers and Associations will be invited to the roundtable.
General Business	1. Councillor priority to establish a new Women's Business Chamber was noted. An information session is planned for July 2026 to engage local women in business on the establishment of the chamber, and an invitation will be extended to members of the Small Business Local Democracy Group. 2. The Balmain Rozelle Business Chamber advised that it is partnering with Sydney Secondary College to match students with local work experience opportunities, involving approximately 220 students. The Chamber is facilitating the program, with strong engagement and support from the school principal.	Noted by the group.



Next meeting

Monday 3 August 2026

Time: 6.00pm - 7.30pm

Ashfield Service Centre – 260 Liverpool Road Ashfield, Meeting Room 1 Level 5