



GROWING your business checklist

- analysing your business
- improving internal processes
- growth in your workplace
- opportunities for business growth



Congratulations on taking steps towards growing your business!

Finding the right information quickly and easily when growing and improving your business can help your venture become a success.

Developed by the Australian Government, this checklist covers many of the issues you need to know when growing your business — whether you are increasing staff, diversifying products or services, exporting goods, franchising your business or simply moving to bigger premises.

Because businesses are so diverse, this checklist cannot cover all issues and situations, so you will need to contact the relevant government agencies that can help you. With a focus on the compliance and regulatory aspects of growing a business, this checklist cannot cover topics such as business planning, financial management and marketing in great depth. This checklist focuses on Australian Government information, although the contact details of relevant state, territory and local agencies have also been included.

The four main sections of this checklist are:

- Analysing your business
- Improving your internal processes
- Growth in your workplace
- Opportunities for business growth

This checklist will be updated regularly. To ensure you have the latest version, visit business.gov.au, the Australian Government's principle business resource.

Please note that every effort has been made to ensure that information provided in this checklist is accurate. You should note however that the checklist is intended as a guide only, providing an overview of general information available for businesses looking to grow. The checklist is not intended to be an exhaustive source of information and should not be seen to constitute legal advice. You should, where necessary, seek your own legal advice for any legal issues raised in relation to growing your business.

How to use this checklist

Print

To print a copy of this checklist, select the Printer icon on the toolbar, or select File then Print on the main menu.

Tick boxes

Monitor your progress within each topic by ticking off each question as you complete it. Like a to-do list, you can see what you have already done and what is left to do.

My notes

Add relevant information about your progress in the notes pages located at the end of this checklist. For example, you can write down your business reference numbers or the contact details of people or agencies you deal with.

Translation

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 13 14 50 and ask them to telephone the Small Business Support Line on 1800 777 275.

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There are a number of government services available to help you grow or improve your business. These services can provide general advice, workshops, seminars and networking events, and can even match you with a mentor or business coach.

- **business.gov.au** through our Contact us page at www.business.gov.au/contactus.
- **Small Business Support Line**
The Support Line provides an initial 'single' point of contact to access information and referral services that assist small businesses during the global recession. The Support Line is also responsible for the Small Business Credit Complaints Clearing House, which provides an avenue for small businesses to direct their issues about access to and the cost of bank finance.
Phone 1800 777 275
Website www.ausindustry.gov.au/smallbusiness
- **Small Business Advisory Services (SBAS) program**
SBAS provides low cost information and advice to small businesses. The advisory services funded under SBAS are located in suburban, rural and regional Australia. A list of the contact details of each small business advisory service is available on the AusIndustry website.
Phone 13 28 46 (AusIndustry hotline)
Website www.ausindustry.gov.au/smallbusiness
- **Enterprise connect**
Enterprise connect provides comprehensive support to Australian small and medium sized enterprises (SMEs), to help them become more innovative, efficient and competitive.
Phone 13 17 91
Website www.enterpriseconnect.gov.au
- **Business Enterprise Centres (BECs)**
BECs or Small Business Centres provide advice and assistance to small businesses located throughout Australia.
Phone 1300 363 551
Website www.beca.org.au
- **Indigenous Coordination Centres (ICCs)**
ICCs operate in 30 locations around Australia. They look after most of the Australian Government's Indigenous programs and can bring together innovative funding packages to meet local and regional needs.
Phone 1800 079 098
Website www.icc.gov.au/icc
- Refer to our Business agencies list on page 26.
- Your industry or business association. For contact details, search the Government and business associations directory at www.business.gov.au/directory.
- A business adviser, accountant or solicitor for advice.

Do you know what events are happening near you?

Small business workshops and seminars are run regularly in most areas of Australia, and deal with issues such as planning, financial management, innovation, employing staff and exporting.

You may also find it useful to attend networking events to help expand your business. By developing networks, you can keep up-to-date on industry and local information, promote your business through new contacts and learn key skills from other businesses.

- Search for networking and training events and seminars on the business.gov.au Events calendar at www.business.gov.au/events.
- Local government councils often hold small business events and seminars. For contact details, search the Directory of government and business associations at www.business.gov.au/directory.

Have you considered taking on a mentor or business coach?

Participating in mentoring or coaching programs can help you develop a greater understanding of business processes and practices, and equip you with the skills you need to grow and improve your business

- Search for mentoring and coaching opportunities on our business.gov.au Events calendar at www.business.gov.au/events.
- Your state or territory business agency can provide you with information on mentoring and business coaching. For contact details, see our Business agency index on page 26.

Market research is an important factor in expanding your business. Collecting statistics and market research data will help you meet the needs of existing and potential customers and help you gain a greater understanding of your industry.

Are you aware of the resources that are available to you?

Consider collecting information from businesses, government bodies, trade publications, customers, industry associations and market reports. This information can assist you in revising your business and marketing plans, provide information on the activities of your competitors and help you identify new areas to grow.

- **Australian Bureau of Statistics (ABS)**

Contact the ABS for a wide range of business, industry and economic statistics.

Phone 1300 135 070 (National Information and Referral Service)

Website www.abs.gov.au

- Contact your state or territory business agency for assistance. For contact details, see our Business agency list on page 26.
- Your council, industry or business association may be able to assist you. For contact details, search the Directory government and business associations directory at www.business.gov.au/directory.

Have you reflected your market research in your marketing strategy?

Once you have a clearer understanding of market trends you are then able to implement practices to help your business grow. Ensure that your revised marketing strategy reflects your research and implements its results.

- For more information, see our Business and marketing plans checklist on page 4.

Your business plan got you this far, but frequent planning is crucial to the ongoing growth of your business. As your business expands, you should regularly review and update your plans.

- There are a number of agencies you can contact for assistance. For contact details, see our Advice and support checklist on page 1.
- State and territory governments provide a range of templates to help you develop business plans. For contact details, see our Business agencies list on page 26.
- Consult a business adviser, accountant or solicitor for advice.

Have you reviewed your business plan?

A regularly updated business plan can help you manage changes to your business and accommodate new directions. As your business expands, you will need to reconsider issues such as risk management, finances, marketing, intellectual property (IP), insurance and your business structure.

Have you updated your marketing plan?

A responsive marketing plan provides direction and ensures a systematic, clear approach to promoting your business. Increasing your efforts in marketing and promotion can be a crucial step toward expanding your business and customer base. If you have made significant changes to your business, remember to also update your advertising materials, such as business cards, signage and logos.

- **IP Australia**

Contact IP Australia before changing your logo or updating your registered trade marks

Phone 1300 651 010

Website www.ipaustralia.gov.au

Have you considered creating or updating your export plan?

If you plan to expand your business overseas by exporting, you will need to develop an export plan. Within the plan, you will need to examine issues such as your target markets, Customs requirements, international intellectual property and marketing strategies.

- **Austrade**

Austrade is the Australian Government's export and investment facilitation agency.

Phone 13 28 78

Website www.austrade.gov.au

- **Australian Customs and Border Protection Service**

Find out what Customs requirements apply to your export goods.

Phone 1300 363 263

Website www.customs.gov.au

- For information on exporting, visit our Exporting checklist on page 22.

If not already achieved, best practice is one way your business can improve its operations and service, ultimately increasing your business competitiveness and the morale of both customers and staff. Best practice can be achieved by following standards, codes of practice or even benchmarking your business against others in your industry.

Are you aware of mandatory Australian Standards?

Businesses must adhere to mandatory product safety and information standards under the *Trade Practices Act 1974*.

- **Australian Competition and Consumer Commission (ACCC)**

The ACCC is responsible for the administration of the *Trade Practices Act 1974* and regulates mandatory standards including product recalls, product labelling and product safety information

Phone 1300 302 021 (Small business helpline)

Website www.accc.gov.au

Are you aware of voluntary Australian Standards?

One of the most well known voluntary standards is ISO 9000, an international standard for quality management including quality of products and services. For more information on voluntary standards including ISO 9000, contact Standards Australia.

- **Standards Australia**

Standards Australia is Australia's peak standards body, and develops and maintains around 7 000 Australian Standards.

Phone 1800 035 822

Website www.standards.org.au

Are you aware of mandatory industry codes of practice?

Codes of practice can be mandatory or voluntary and provide a minimum standard of protection to consumers in particular industries. Businesses should already adhere to mandatory codes of practice under the state and territory fair trading laws.

- For more information on mandatory codes of practice, contact your state or territory Consumer Affairs Office. For contact details, see our Consumer Affairs agency index on page 27.

Are you aware of voluntary industry codes of practice?

Adhering to voluntary codes of practice can not only ensure you provide a higher standard of protection to your customers, but can also ensure your business is competitive against others in your industry.

- Check with your industry association to see which codes of practice may apply to your business. For contact details, search the business.gov.au the Directory of government and business associations at www.business.gov.au/directory.

Have you considered benchmarking against other businesses?

Benchmarking is the process of speaking to businesses in your industry and learning different or better ways of running your business. Establishing a network with these businesses will also ensure you regularly share skills and keep up-to-date on industry and local information.

- Search for networking opportunities on our business.gov.au Events calendar at www.business.gov.au/events.

As your business changes and grows you need to ensure that you manage these changes successfully. Growth can lead to significant changes affecting your business structure and your business and tax requirements. If you have made significant changes to your business, remember to also update your advertising materials, such as business cards, signage and logos.

Do you know if you need to change your business structure?

Your business structure is often the first thing to change when your business grows, particularly if you start as a sole trader and then want to take on a partner or even register as a company.

Choosing the right business structure is an important decision, so you need to investigate each option carefully to decide which best suits your needs.

- **Australian Tax Office**
Obtain a copy of the *Tax basics for small business* booklet from the **Tax Office** website
Phone 13 28 66
Website www.ato.gov.au
- **Australian Securities and Investment Commission (ASIC)**
Contact ASIC if you wish to form a company.
Phone 1300 300 630
Website www.asic.gov.au
- Consult a business adviser, accountant or solicitor for advice.

Have you notified the relevant agencies of your changes?

You need to ensure that your registration details are up to date as certain changes may affect your tax and other regulatory obligations. If you wish to change your business structure, your legal or trading name or your contact details, you will need to inform the relevant agencies.

If your business structure changes, for example from a partnership to a company, you may need to cancel your existing goods and services tax (GST) and Australian Business Number (ABN) registrations and re-register your new business structure.

- To access change of details forms online, visit **GovForms** at <http://govforms.business.gov.au>.
- To change your business name registration details, contact each state or territory consumer affairs agency you are registered with. For contact details, see our Consumer affairs agencies list on page 27.
- When you change your business structure, you will need to apply for a new ABN:
 - Apply for a new ABN through the **Australian Business Register (ABR)** at www.abr.gov.au
 - Phone the **Tax Office** Business Infoline on 13 28 66
 - Contact your tax agent.
- Contact **IP Australia** if you want to change your contact or ownership details for your existing registered patents, trademarks, designs or plant breeder's rights.
Phone 1300 651 010
Website www.ipaustralia.gov.au
- Contact the **Australian Securities & Investments Commission (ASIC)** if you wish to change your company details:
Phone 1300 300 630
Website www.asic.gov.au

Good financial management is essential for the expansion of your business. Getting your finances in order means your business can work more efficiently and puts you in a better position when seeking funding for growth.

Do you know how to improve your financial situation?

Successfully managing your finances such as budgeting and cash flow can mean you always have enough to pay your creditors and also have enough profits to put back into your business. There are several ways you can improve your financial situation including seeking professional advice, introducing financial systems or obtaining financial training for yourself or your employees.

- If you are thinking of investing in your own business growth and want to improve your personal finances, download a copy of the *Understanding money* handbook from the Understanding money website at www.understandingmoney.gov.au or phone 1300 300 630 (Australian Securities & Investments Commission).
- For more information on training, visit our Training checklist on page 11.
- Seek advice from a professional business adviser, accountant or solicitor.

Do you know where to obtain additional finance for growth?

Obtaining finance is often a crucial step in business growth. An up-to-date business plan supporting your new goals will also ensure you are well prepared when seeking finance. Sources of business finance include:

- **Loans**
From a bank or other type of financial institution.
- **Savings**
Sourcing your own funds.
- **Business angels**
Private investors that finance or mentor growing businesses.
- **Venture capitalists**
May invest their time and money by becoming your business partner and may provide mentoring and advice to help you research and develop new ideas or products.
- **Share ownership or equity**
A private part-ownership arrangement that shares the business profits with these investors. Similar schemes exist with employees to encourage increased productivity.
- **Floating on the stock exchange**
Companies can sell shares publicly on the stock market to raise money. Shareholders receive dividends or payments in return for ownership.
- **Government funding**
Australian, state and local governments offer funding and incentive schemes for various activities such as research and development, innovation and exporting.

For more information:

- See our Business and marketing plans topic on page 4.
- See our Grants and financial assistance topic on page 22.
- Seek advice from a professional business adviser, accountant or solicitor.

Various laws may affect your business as it grows. These can include laws relating to employment and environmental management

- See our Employing additional staff topic on page 10 and our Environmental management topic on page 20.

Have you considered the tax implications of your business growth?

Growing your business also means more money and in most circumstances, a higher turnover means more tax. You will also need to register for goods and services tax (GST) if your growth means you expect your turnover to exceed \$75 000.

- The Tax Office provides a series of free seminars and workshops on a variety of topics in each state or territory. Register online at www.ato.gov.au.
- The Tax Office offers free and confidential on-site visits to discuss your business tax questions. Register for a business assistance visit at www.ato.gov.au.
- The Tax Office provides a free computer program to check whether you are ready to meet your tax obligations and to give you helpful information. Download a copy of *Is your business tax ready?* from the Tax Office website at www.ato.gov.au/TaxReady.
- You can register for GST on the ABN application form located at www.abr.gov.au.
- For more information on GST, obtain the *GST for small business* booklet from the **Tax Office** website at www.ato.gov.au or phone 13 28 66.

Have you considered what privacy obligations you may have as your business grows?

If your annual turnover exceeds \$3 million, you will need to comply with the *Privacy Act 1988* in relation to your handling of personal information. Find out your *Privacy Act* obligations from the:

- **Office of the Privacy Commissioner**
Phone 1300 363 992
Website www.privacy.gov.au

Do you know what additional licences and permits you will need?

Expanding your service or diversifying your products could mean your business needs to comply with additional licences or permits. To find licences or permits specific to your business see the information below.

- Contact your state or territory Business Licence Information Service (BLIS). For contact details, see our BLIS list on page 26.
- Contact your local council or planning authority. For contact details search the Directory of government and business associations at www.business.gov.au/directory.
- For online versions of government forms, search the business.gov.au **GovForms** website at <http://govforms.business.gov.au>.

Do you know if your record keeping and information management requirements have changed?

Under tax law, you must keep records of income tax, GST, payments to employees and other business payments for five years. There are also record keeping requirements for many other measures including workers compensation. Under the *Fair Work Act 2009*, you need to keep employee information such as time and wages records for seven years.

- For more information on record keeping requirements, obtain a copy of the *GST for small business* booklet from the **Tax Office**.

Phone 13 28 66

Website www.ato.gov.au

Do you understand your ongoing employer obligations?

As an employer, you have certain obligations to your employees. This includes providing minimum standards of pay, conditions and entitlements. Most employers in Australia are now covered by the national workplace relations system. This system includes minimum National Employment Standards (NES), modern awards, minimum wage orders and unfair dismissal protections.

- **Fair Work Australia**

Fair Work Australia provides free advice and information on Australia's workplace relations system, minimum wages and awards. Fair Work Australia also accepts lodgements of enterprise agreements and assesses whether they pass the better off overall test.

Phone 1300 799 675

Website www.fwa.gov.au _

- **Fair Work Ombudsman**

The Fair Work Ombudsman provides free advice and information on Australia's workplace relations system, investigates workplace complaints and enforces compliance with national workplace laws.

Phone 13 13 94

Website www.fwo.gov.au

- **Australian Human Rights Commission**

The Commission can give you advice on creating an equal employment opportunity workplace, free from discrimination and harassment.

Phone 1300 369 711

Website www.humanrights.gov.au

- **Australian Taxation Office**

The Tax Office provides information on your taxation and superannuation obligations.

Phone 13 28 66

Website www.ato.gov.au

- For information on state awards and conditions, contact your state or territory Workplace agency. For contact details, see our Workplace relations index on page 28.

 Do you know what is required when recruiting?

You will need to consider the type of employee and skills you need, which will affect employment conditions, level of pay and other costs. For further information:

- **JobSearch**

The Australian Job Search website, which can match you with jobseekers to meet your recruitment needs.

Phone 13 17 15

Website www.jobsearch.gov.au

- **Job Services Australia**

Job Services Australia can offer you free recruitment services.

Phone 13 17 15

Website www.deewr.gov.au/jobservicesaustralia _

Do you know what is required when hiring: contractors?

You will need to treat your contractors differently to your employees for Pay As You Go withholding, Fringe Benefits Tax and superannuation guarantee purposes.

- Visit www.ato.gov.au and use the *Employee/contractor decision tool* to help you assess whether your workers are employees or contractors.
- For more information, obtain a copy of the *Tax basics for small business* booklet from the **Tax Office** website at www.ato.gov.au or phone 13 28 66.

 apprentices and trainees?

Employers have an obligation to treat apprentices and trainees as employees, withhold the correct amount of PAYG withholding and make superannuation contributions.

No matter what industry you are in, investing in training through an Australian Apprenticeship can provide your business with real benefits and contribute to your bottom line.

- **Australian Apprenticeships**

Phone 13 38 73 (Skilling Australia)

Website www.australianapprenticeships.gov.au/employer

 people from overseas?

Employing workers from overseas can give you an advantage by introducing new ideas and skills.

- **Department of Immigration and Citizenship (DIAC)**

Phone 13 18 81

Website www.immi.gov.au/employers

- For more information, refer to our Business agencies index on page 26.

 Do you know your tax and superannuation obligations?

If your business has employees or contractors then you will need to know how to meet tax and superannuation obligations.

 Do you need to register for Pay As You Go (PAYG) withholding?

You have a legal requirement to withhold tax from payments you make to employees and some businesses. You need to make sure you register for PAYG withholding and make regular payments to the **Tax Office**. You also need to ensure you withhold correct amounts from salary and wages and report them on your activity statement.

- To register for PAYG online, visit www.abr.gov.au.

 Do you understand your superannuation obligations?

You need to pay superannuation guarantee contributions for most employees and certain contractors. You also need to know your obligations if your employees fall under choice of superannuation fund legislation.

- For further information, visit the **Tax Office** website at www.ato.gov.au/super or phone the Superannuation hotline on 13 10 20.

 Do you need to register for Pay-roll Tax?

Pay-roll tax is a state tax on the wages paid by employers.

- To register for pay-roll tax, contact your state or territory Revenue Office. For contact details, see our Revenue Office index on page 28.

Employing additional staff

Do you need to register for Fringe Benefits Tax (FBT)?

You may need to register and pay FBT if you give your employees non-salary benefits, such as the use of a company car or paying for private health insurance.

- For more information, obtain a copy of the *Tax basics for small business* booklet from the **Tax Office** website at www.ato.gov.au or phone 13 28 66.
- The Tax Office provides free employer update seminars in each state or territory. Register online at www.ato.gov.au.

Do you understand your legal obligations under Occupational Health & Safety (OH&S) and workers compensation law?

As an employer, you are obliged by the law in your state or territory to exercise a duty of care to protect your employees against potential OH&S risks. You must also take out workers compensation insurance for your staff. In the event of injury in your business, you will have to contact the relevant state or territory agency. You also may have other obligations such as assisting an injured worker to return to work.

- Contact your state or territory OH&S and workers compensation agency. For contact details, see our OH&S and workers compensation agencies list on page 28.

Training

To keep up with or create business growth, you need to ensure you are continually upgrading your skills and those of your staff. Attending training on new technologies, industry specific topics or internal processes such as financial management can help increase your profits, productivity, staff motivation and customer satisfaction. You could also consider employing an Australian Apprentice who will be trained to your business requirements.

• Department of Education, Employment and Workplace Relations (DEEWR)

Website www.training.com.au or www.skillsinfo.gov.au

• National Training Information Service (NTIS)

The NTIS website is the database of vocational education and training in Australia. It includes information on training packages, qualifications, units of competency and Registered Training Organisations (RTOs).

Website www.ntis.gov.au

- Attend a seminar or workshop in your state or territory. You can find a list on our business.gov.au Events calendar at www.business.gov.au/events.
- Contact your local TAFE college, private or online training provider, or industry association.
- Contact your local Business Enterprise Centre for business training and workshops. Find information at www.beca.org.au.
- Contact your local Australian Apprenticeships Centre to get information on all aspects of employing an Australian Apprentice. Call 13 38 73 (Skilling Australia) or visit www.australianapprenticeships.gov.au.

As your business grows, the size of your operations, staff or even the quantity of your stock may mean you need to move to larger premises. You may even consider diversifying your product or service and decide you need to open multiple premises to capitalise on customers in different suburbs, states or territories.

Have you considered moving to larger premises?

Before you move, you should carefully assess the right amount of space for your business requirements.

- Consult a business advisor or an industry professional for advice on the optimal size of your business premises.
- Contact your local council or planning authority for information on permits and licences. For contact details, search the Directory of government and business associations at www.business.gov.au/directory.
- Contact your local Business Enterprise Centre to see if there is a business incubator near you. Visit www.beca.org.au for contact details.

Have you considered setting up in another location?

Before you decide on a location or even multiple locations, you should carefully research each area's demographics and economic characteristics to see if they are suitable for your type of business. Visiting the area and speaking to local government authorities is often useful as they can help you familiarise yourself with the area and inform you of local laws and grants.

- Contact local councils for detailed information about business activities in their regions. For contact details, search the Directory of government and business associations at www.business.gov.au/directory.
- Consult a business advisor, accountant or solicitor for advice on setting up a second business premises.

Have you decided whether to buy or lease your business premises?

Choosing to lease or buy is a very important decision, as each option will have different financial implications for your business. Sharing a serviced office is also a low cost leasing option for those operating from an office for the first time.

- Consult a business advisor, accountant or solicitor for advice on the merits of purchasing or leasing your business premises.

Are you aware of your legal rights and responsibilities?

Moving to bigger premises is likely to result in new leasing arrangements for your business.

Australian state and territory governments are responsible for regulating retail tenancies and each state and territory has retail tenancy legislation or regulation. While there is no federal retail tenancy law, the Commonwealth adds further protection against unfair trading through general business laws such as the *Corporations Act 2001* and the *Trade Practices Act 1974*.

In most states and territories, neither the tenant or the landlord can enforce anything in a retail lease that is contrary to the legislation.

- For further information, including state and territory contact details, download the *Look before you lease: avoiding the pitfalls in retail leasing* booklet from the Department of Innovation, Industry, Science & Research website at www.innovation.gov.au.

Innovation can be a catalyst to the growth and success of your business. New and innovative ideas can help you create dynamic products or improve your existing services. Innovation can also help your business adapt and expand in the marketplace.

Have you considered employing innovative practices?

There are a number of steps involved in developing your new ideas and products. It's important to research, design and test your ideas carefully to determine whether they are useful to your growing business.

- **Department of Innovation, Industry, Science and Research (DIISR)**
DIISR provides an innovation page with information on national policy and programs for innovation.

Website www.innovation.gov.au/innovation

- **AusIndustry**
You can find a list of government grants that support industry, research and innovation.

Phone 13 28 46 (AusIndustry hotline)

Website www.ausindustry.gov.au

- **Enterprise connect**
Enterprise connect provides comprehensive support to Australian small and medium sized enterprises (SMEs), to help them become more innovative, efficient and competitive.

Phone 13 17 91

Website www.enterpriseconnect.gov.au

Have you considered investing in research and development (R&D)?

Research and development can be used to enhance the productivity of your business. Grants, tax concessions and other funding programs are available to assist investment in R&D so you can develop your ideas.

- For further assistance, see our Grants and financial assistance checklist on page 22.

Is your Intellectual Property (IP) protected?

You should ensure your innovations are protected from unlawful use by others. IP represents the property of your mind or intellect. In business terms, this also means your proprietary knowledge.

- **IP Australia**
IP Australia is the Australian Government agency responsible for administering patents, trademarks, designs and plant breeder's rights.

Phone 1300 651 010

Website www.ipaustralia.gov.au

- Seek advice from an IP professional when considering IP protection and strategies.

One way your business can expand locally and overseas is through the use of technology for communication and to do business. Doing business online can also help your business introduce efficiencies in your internal processes.

Can an online business help your business grow?

An online business or simply selling your products or services online can help you reach a much wider customer base. An online shopfront can also help you link your online presence to your sales system. For further assistance with setting up an online business or providing an online shopfront, contact the below agencies.

- **Australian Communications and Media Authority (ACMA)**

Visit the ACMA website for advice and information on your online legal obligations.

Phone 1300 850 115

Website www.acma.gov.au

- **Treasury**

Obtain a copy of the *Australian Guidelines for Electronic Commerce* publication.

Phone 1800 020 008

Website www.treasury.gov.au

Have you set up a secure website?

To set up a website you can employ the services of your internet service provider (ISP), a specialist web designer or develop the site yourself by choosing to invest in web skills.

Once you have established your website it is important to ensure that it is properly protected, to prevent sensitive data being stolen, corrupted or destroyed. In particular, any pages within your website where you accept customer information and credit card details must be secure.

- The **Stay Smart Online** website provides a range of information on securing your computer and smart transacting online.

Website www.staysmartonline.gov.au

- The **SCAMwatch** website provides information on a wide range of scams, including examples of scams and tips on protecting your business against online scams.

Phone 1300 302 021 (Small business helpline)

Website www.scamwatch.gov.au

Have you considered the laws and regulations that apply to online shopfronts?

Even if your business solely operates through a website, you still need to follow the same laws and regulations as if you were operating from a shopfront. There are also additional regulations like spam laws that may apply to your online business.

- **Australian Communications and Media Authority (ACMA)**

Spam is electronic junk mail. Under the *Spam Act 2003* it is illegal for you to send unsolicited commercial electronic messages. For more information contact ACMA:

Phone 1300 850 115

Website www.spam.acma.gov.au

- **Office of the Privacy Commissioner**

If you are covered by the *Privacy Act 1988* you also need to protect your customers' personal information you collect and use online.

Phone 1300 363 992

Website www.privacy.gov.au

- Search the *Legal Issues Guide for Small Business*. For information on general legal issues relevant to small business, visit <http://sblegal.innovation.gov.au>
- See our Legal obligations checklist on page 8.
- Consult a business adviser, accountant or solicitor for advice.

 Do you understand Trade practices laws?

You need to comply with the *Trade Practices Act 1974* when you conduct transactions with your customers or publish business and product information online.

- **Australian Competition and Consumer Commission (ACCC)**

The ACCC administers the *Trade Practices Act 1974*.

Phone 1300 302 021 (Small business helpline)

Website www.accc.gov.au

- For information on state fair trading laws, contact your state or territory Consumer Affairs Office. For contact details, see our Consumer Affairs agency index on page 28.

 Do you know how to keep electronic records?

The Tax Office provides free online services and tools to help you keep good business records and meet your tax reporting obligations. Utilising these online resources can save you time and improve accuracy.

- Download the *Record keeping evaluation tool* from the Tax Office website at www.ato.gov.au to see which records you need to keep.
- Search the Tax Office's Product register, a list of registered commercial programs available at www.ato.gov.au.

Once you establish a successful business, you could consider expanding your operations by franchising. Franchising is a way of selling to others the right to run a style of business and sell a product or service for a period of time.

Do you understand the Franchising Code of Conduct?

As a franchisor, you must comply with the *Franchising Code of Conduct*. This code regulates the conduct of participants in franchising towards each other and ensures that prospective franchisees are sufficiently informed about a franchise before entering into it. The code also provides a cost-effective dispute resolution scheme for franchisees and franchisors to resolve any disputes.

- **Australian Competition and Consumer Commission (ACCC)**

For more information on the obligations contained in the *Franchising Code of Conduct* and other trade practices considerations, or to download a copy of the *Franchising Code of Conduct*, visit the ACCC website.

Phone 1300 302 021 (Small business helpline)

Website www.accc.gov.au

- Contact your state or territory Consumer Affairs Office. For contact details, see our Consumer Affairs agency index on page 28.

Have you prepared a franchise agreement and operations manual?

Franchise agreements should be written by a solicitor experienced in franchise issues. The agreement is a legal contract that outlines the rights and obligations of both the franchisor and the franchisee. You should also create an operations manual that sets out in detail how the franchise is to be run. Both the agreement and manual are important in ensuring a successful franchise.

- Consult a business adviser, accountant, solicitor or franchise consultant for advice.

Are you aware of the Intellectual Property (IP) issues?

Your trademark, business method or unique business idea can be the basis of a successful franchise business. As a franchisor, you need to ensure you protect your IP and develop clear guidelines for its terms of use before entering into an agreement.

- **IP Australia**

Phone 1300 651 010

Website www.ipaustralia.gov.au

Do you know where to go in the event of a franchising dispute?

The *Franchising Code of Conduct* sets out a clear process for the resolution of disputes in the franchising relationship. If a dispute occurs and it cannot be resolved between the franchisor and franchisee, the Office of the Mediation Adviser (OMA) can help you resolve it without going to court.

- **Office of the Mediation Adviser**

Phone 1800 150 667

Website www.mediationadviser.com.au

Have you considered franchising your own business overseas?

If you want to franchise overseas, you will have additional requirements. For further information on taking your franchise overseas contact Austrade.

- **Austrade**

Phone 13 28 78

Website www.austrade.gov.au

Tenders and contracts **Have you considered selling your goods or services to government?**

Expanding your business may mean you can access greater opportunities to do business with government. There are a number of government tender opportunities available across Australia.

- **AusTender**

Find current tenders available from the Australian Government.

Phone 1300 651 698

Website www.tenders.gov.au

- **Department of Finance and Deregulation**

You can apply to become a registered supplier on the Information and Communication Technology Multi-Use List (ICT MUL) on the Department's AusTender website

Phone 1300 651 698

Website www.tenders.gov.au/ictmul

- Obtain a copy of the *Selling to the Australian Government: A guide for business* booklet from the Department of Finance and Deregulation website at www.finance.gov.au

- **Industry Capability Network (ICN)**

The ICN can assist you in maximising your opportunities from both the government and private sector.

Phone (02) 6285 2033

Website www.icn.org.au

- Visit your state or territory government online tenders website. For contact details, see our Tender agency index on page 28.
- Contact your local council. For contact details, search the Directory of government and business associations at www.business.gov.au/directory.

Have you considered collective bargaining?

Collective bargaining refers to an arrangement under which two or more competitors in an industry come together to negotiate terms and conditions with a supplier or a customer. These arrangements will ordinarily raise concerns under the competition provisions of the *Trade Practices Act 1974* (TPA) as they involve agreements between competitors, often in relation to pricing.

In some circumstances (and where there is a public benefit that outweighs any detriment arising from the arrangement) collective bargaining arrangements can be granted immunity from prosecution under the TPA. This can occur through authorisation or notification of the conduct.

- **Australian Competition and Consumer Commission (ACCC)**

The ACCC can provide further information on collective bargaining, the authorisation and notification processes, and the lodgement of a collective bargaining notification or application of an authorisation for collective bargaining.

Phone 1300 302 021 (Small business helpline)

Website www.accc.gov.au

Managing your impact on the environment and complying with your legal responsibilities ensures your growing business is competitive, environmentally friendly and able to realise the financial benefits.

- **Department of the Environment, Water, Heritage and the Arts**

The Australian Government Environment portal provides a range of information on general environmental issues.

Phone (02) 6274 1111

Website www.environment.gov.au

- **Department of Climate Change**

The Department of Climate Change leads the development and coordination of Australia's climate change policies.

Phone (02) 6159 7000

Website www.climatechange.gov.au

Do you have an environmental management plan?

Incorporating environmental management strategies into your existing business plan or developing an environmental management plan can help you introduce effective 'green' practices in your business. As part of your planning, you can perform an environmental audit to help you assess which areas of your business impact on the environment, and to what extent. An environmental management system can also help you manage your impacts by integrating environmental management into your daily operations.

Do you understand how you can minimise your impact?

Using sustainable resources and employing proper recycling and waste reduction measures can not only have a positive effect on the environment, but can also improve your profitability and your reputation with customers.

- For further information on how you can minimise your impact, visit www.livinggreener.gov.au.

Do you know which licences apply to your business?

To ensure your business and the environment is protected, you need to know if your business activities fall under environmental legislation and licensing.

Australian, state and territory environment legislation applies to certain business activities and is administered by both state and local governments in the form of licences and permits.

- **Department of the Environment, Water, Heritage and the Arts**

Find information on environmental codes of practice, approvals and legislation.

Phone (02) 6274 1111

Website www.environment.gov.au

- Contact your state Business Licence Information Service (BLIS). For contact details see our BLIS index on page 26.
 - For online versions of government forms, search the business.gov.au **GovForms** website at <http://govforms.business.gov.au>.
-

Are you aware of environmental standards and labelling requirements?

Certain goods or appliances manufactured or imported into Australia may need to comply with environmental standards before they can be sold. Each standard sets out a rating and labelling system to inform consumers on how efficiently a product uses an environmental resource, and has the added benefit of promoting suppliers with high rating products.

- **Energy rating**

Find out if the appliances you sell require an energy rating label on the Energy Rating website at www.energyrating.gov.au.

- **Fuel consumption**

Find out more about the fuel consumption labelling standard for your newly imported vehicles on the **Department of Infrastructure, Transport, Regional Development and Local Government** website at www.infrastructure.gov.au or phone (02) 6274 7111.

- **Water efficiency**

To find out about the mandatory Water Efficiency Labelling and Standards (WELS) Scheme and determine whether your products require a WELS label, visit www.waterrating.gov.au or phone 1800 803 772.

 Do you know your environmental reporting obligations?

Before you can reduce your impact on the environment, you need to know which areas of your business are causing the most impact. Some common reports that can help you measure your impact include greenhouse and energy reporting, corporate sustainability reporting or triple bottom line reporting, and natural resource management monitoring.

For most businesses, environmental reporting is voluntary but there are some mandatory industry reporting requirements that may apply to your business.

- **National Greenhouse and Energy Reporting System**

A mandatory reporting system for corporate greenhouse gas emissions and energy production and consumption commenced on 1 July 2008. To find out if you need to report, visit www.climatechange.gov.au or phone 1800 018 831.

- **National Pollutant Inventory (NPI)**

Find out whether you need to report annually on your facility emissions and waste transfers by visiting the National Pollutant Inventory website at www.npi.gov.au or call 1800 657 945.

- **National Industrial Chemicals Notification and Assessment Scheme (NICNAS)**

If your business manufactures or imports certain industrial chemicals you must register and provide annual reports to NICNAS. Find out more on the NICNAS website at www.nicnas.gov.au or phone 1800 638 528.

- **Australian Securities and Investments Commission (ASIC)**

Companies in certain circumstances are required to report their environmental compliance to ASIC. Contact ASIC at www.asic.gov.au or phone 1300 300 630.

Do you know what grants and assistance are available?

Grants and other funding programs are available from Australian, state and territory governments and in some cases from local councils. There are grants and other forms of financial assistance available for a range of business activities such as expanding your business, research and development, innovation and exporting. For more information on available grants and assistance, see the below resources.

- **Grant Finder**

The business.gov.au *Grant Finder tool* can help you find government grants including specific grants for employers, industry, environmental projects and Indigenous businesses.

Website www.business.gov.au/grantfinder

- **GrantsLink**

On GrantsLink you can find a number of Australian, state and territory government grants including specific grants for Indigenous business, women and young people, as well as general and industry specific grants.

Phone 1800 026 222

Website www.grantslink.gov.au

- **AusIndustry**

You can find a list of government grants that support industry, research and innovation.

Phone 13 28 46 (AusIndustry hotline)

Website www.ausindustry.gov.au

- **Small Business Support Line**

The Small Business Support Line provides an initial 'single' point of contact to access information and referral services that assist small business. The Support Line can help you find information on a range of government initiatives, grants and assistance.

Phone 1800 777 275

Website www.ausindustry.gov.au/smallbusiness

- **Indigenous Business Australia (IBA)**

IBA provides support and funding for Indigenous people looking to start or who are already running a business.

Phone 1800 107 107

Website www.iba.gov.au

- Contact your state or territory business agency for information on state government grants. For contact details, see our Business agency index on page 26.
- Contact your local council for information on local government grants. For contact details, search the Directory of government and business associations at www.business.gov.au/directory.
- For further assistance, see our Advice and support checklist on page 1.

Growth through expanding your market overseas can mean bigger profits and bigger risks. Successful exporting doesn't happen by accident — it needs careful planning and commitment.

Are you ready to export?

Understanding and preparing for risks associated with exporting before you get started can be crucial. These risks can include foreign exchange, political, shipping, quarantine and legal issues. Integrating risks into your business or export plan can help you mitigate them.

- **Austrade**

Phone 13 28 78 to speak with an Export Adviser

Website www.austrade.gov.au

- **Export Finance and Insurance Corporation (EFIC)**

EFIC is Australia's export credit agency and assists Australian companies exporting and investing overseas.

Phone 1800 887 588

Website www.efic.gov.au

- **Australian Quarantine and Inspection Service (AQIS)**

AQIS regulates the export of food, live animals, animal products, fish, aquatic products, plants and grains.

Phone 1800 020 504

Website www.aqis.gov.au

- See our Business and marketing plans checklist on page 3.

Do you understand your Customs requirements?

The Australian Customs Service will need to clear your goods for export. You also need to know what restrictions and export regulations apply. For more information contact:

- **Australian Customs and Border Protection Service**

Phone 1300 363 263

Website www.customs.gov.au

Have you considered promoting your business overseas?

You can promote your business overseas by registering on Austrade's Australian Suppliers Directory. This directory contains a list of Australian companies, products and services targeted at overseas buyers.

- **Austrade**

Phone 13 28 78

Website www.austrade.gov.au/asd

Have you considered exporting online?

Exporting online can be a cost-effective way of entering the overseas market. Online tools commonly used to market internationally include websites, e-mail, e-marketplaces and collaboration tools. For information on these and a range of other issues contact:

- **Austrade**

Phone 13 28 78

Exporting

Have you considered international intellectual property protection?

As well as registering in Australia, you can apply to register a trademark, patent or design in overseas countries. This is particularly important when you export goods or sell goods and services over the internet. You should also ensure that your export goods will not infringe the intellectual property of others in the overseas market.

- **IP Australia**

Phone 1300 651 010

Website www.ipaustralia.gov.au

 Do you know how Australia's Free Trade Agreements (FTAs) can affect your export business?

Australia has a number of FTAs with overseas countries that give businesses better access to those markets. To find out more about Australia's FTAs and the opportunities overseas.

- **Department of Foreign Affairs and Trade (DFAT)**

Phone (02) 6261 1111

Website www.dfat.gov.au/trade/ftas.html

 Do you need further information on exporting or financial assistance?

Financial assistance and advice is available from a number of government agencies. To find out if you are eligible for financial assistance or for more information, contact the following agencies:

- **Austrade**

Phone 13 28 78

Website www.austrade.gov.au

- **Australian Customs and Border Protection Service**

Phone 1300 363 263

Website www.customs.gov.au

- **Export Finance and Insurance Corporation (EFIC)**

EFIC provides exporters with finance and insurance services.

Phone 1800 887 588

Website www.efic.gov.au

- For more information on grants and assistance, see our Grants and financial assistance checklist on page 22.

Do you understand your Customs requirements?

Customs will need to clear your goods on import. You also need to know what permits, duties and import regulations apply.

- **Australian Customs and Border Protection Service**

Phone 1300 363 263

Website www.customs.gov.au

Have you checked if your goods are prohibited or restricted?

Before you import goods, find out if you are allowed to import them or if they carry special restrictions.

- **Australian Customs Service**

Phone 1300 363 263

Website www.customs.gov.au

Have you checked if your goods contain an industrial chemical?

Your goods require additional registration if they contain industrial chemicals like cosmetics, solvents, adhesives, plastics, inks, printing and photocopying chemicals, paints, household cleaning products and toiletries.

- **National Industrial Chemicals Notification and Assessment Scheme (NICNAS)**

Phone 1800 638 528

Website www.nicnas.gov.au

Do you know what quarantine requirements apply to your goods?

If your goods also fall under quarantine regulations, the Australian Quarantine and Inspection Service (AQIS) will need to inspect and possibly treat them.

- **Australian Quarantine and Inspection Service**

Phone 1800 020 504

Website www.aqis.gov.au

Have you considered applying for import assistance?

Find out if you are eligible for import assistance through the following agencies:

- **Australian Customs and Border Protection Service**

Phone 1300 363 263

Website www.customs.gov.au

- **AusIndustry**

If you import goods intended for re-export or to be used as inputs to exports, you may be eligible for an up-front exemption from Customs duty and Goods and Services Tax (GST) under the Tradex scheme.

Phone 13 28 46 (AusIndustry hotline)

Website www.ausindustry.gov.au

Do you know if safety or information standards apply to your imports?

Before you import goods, find out whether they are subject to mandatory safety or information standards.

- **Australian Competition and Consumer Commission (ACCC)**

Phone 1300 302 021 (Small business helpline)

Website www.accc.gov.au

Australian Government agencies

checklist for growing your business

Please find below a list of business related Australian Government agencies referenced within this checklist. For a more complete list of agencies, visit the business.gov.au Government and business associations directory at www.business.gov.au/directory.

Agency	Phone	Website
AusIndustry	13 28 46	www.ausindustry.gov.au
Austrade	13 28 78	www.austrade.gov.au
Australian Bureau of Statistics (ABS)	1300 135 070	www.abs.gov.au
Australian Communications and Media Authority (ACMA)	1300 850 115	www.acma.gov.au
Australian Competition and Consumer Commission (ACCC)	1300 302 021	www.accc.gov.au
Australian Customs and Border Protection Service	1300 363 263	www.customs.gov.au
Australian Fair Pay Commission	1300 139 699	www.fairpay.gov.au
Australian Human Rights Commission	(02) 9284 9600	www.humanrights.gov.au
Australian Quarantine and Inspection Service (AQIS)	1800 020 504	www.aqis.gov.au
Australian Securities and Investments Commission (ASIC)	1300 300 630	www.asic.gov.au
Australian Taxation Office	13 28 66	www.ato.gov.au
Broadband, Communications and the Digital Economy, Dept of (DBCDE)	(02) 6271 1000	www.dbcde.gov.au
Centrelink	13 11 58	www.centrelink.gov.au
Climate Change, Dept of	(02) 6274 1888	www.climatechange.gov.au
Education, Employment and Workplace Relations, Dept of (DEEWR)	1300 363 264	www.deewr.gov.au
Environment, Water, Heritage and the Arts, Dept of the	(02) 6274 1111	www.livinggreener.gov.au
Export Finance and Insurance Corporation (EFIC)	1800 887 588	www.efic.gov.au
Fair Work Ombudsman	13 13 94	www.fwo.gov.au
Families, Housing, Community Services and Indigenous Affairs, Dept of (FaHCSIA)	1300 653 227	www.fahcsia.gov.au
Finance and Deregulation, Dept of	(02) 6215 2222	www.finance.gov.au
Immigration and Citizenship, Dept of (DIAC)	13 18 81	www.immi.gov.au
Indigenous Business Australia (IBA)	1800 107 107	www.iba.gov.au
Infrastructure, Transport, Regional Development and Local Government, Dept of	(02) 6274 7111	www.infrastructure.gov.au
Innovation, Industry, Science and Research, Dept of (DIISR)	1800 024 095	www.innovation.gov.au
IP Australia	1300 651 010	www.ipaustralia.gov.au
National Industrial Chemicals Notification and Assessment Scheme (NICNAS)	1800 638 528	www.nicnas.gov.au
Office of the Mediation Adviser (OMA)	1800 150 667	www.mediationadviser.com.au
Office of the Privacy Commissioner	1300 363 992	www.privacy.gov.au
Resources, Energy and Tourism, Dept of (DRET)	1800 024 095	www.ret.gov.au
Safe Work Australia	(02) 6121 5317	www.safeworkaustralia.gov.au

Business agencies

Each state and territory has a business agency or department that provides advice and support to small businesses.

State	Name	Phone	Website
ACT	Business and Industry Development	1800 244 650	www.business.act.gov.au
NSW	Department of State and Regional Development	1300 134 359	www.smallbiz.nsw.gov.au
NT	Department of Business and Employment	1800 193 111	www.nt.gov.au/business
QLD	Department of Tourism, Regional Development and Industry	1300 363 711	www.business.qld.gov.au
SA	Department of Trade and Economic Development	(08) 8303 2400	www.southaustralia.biz
TAS	Department of Economic Development and Tourism	1800 440 026	www.development.tas.gov.au
VIC	Department of Innovation, Industry and Regional Development	13 22 15	www.business.vic.gov.au
WA	Small Business Development Corporation	13 12 49	www.sbdc.com.au

Business Licence Information Service (BLIS)

The BLIS provides businesses with access to licences and permits from all three levels of government.

State	Name	Phone	Website
ACT	ACT BLIS (Business and Industry Development)	1800 244 650	www.blis.act.gov.au
NSW	NSW BLIS (NSW Office of Fair Trading)	13 32 20	www.blis.fairtrading.nsw.gov.au
NT	BLIS NT (Territory Business Centre)	1800 193 111	www.bli.net.au/nt
QLD	SmartLicence	1300 363 711	www.business.qld.gov.au/dsdweb/htdocs/slol/
SA	BLIS SA (Department of Trade and Economic Development)	1800 188 018	www.bli.net.au/sa
TAS	BLIS Tas (Business Point)	1800 440 026	www.blis.tas.gov.au
VIC	Registration and Licence Finder	13 22 15	http://services.business.vic.gov.au/licences/prod/start
WA	Business Licence Finder	131 249	www.licence.smallbusiness.wa.gov.au/BusinessLicenceFinder/prod/search

Consumer affairs agencies

Contact your local consumer affairs agency for business name registration, fair trading and consumer affairs.

State	Name	Phone	Website
ACT	Fair Trading Information Line (Office of Regulatory Services)	(02) 6207 0400	www.ors.act.gov.au
NSW	NSW Office of Fair Trading	13 32 20	www.fairtrading.nsw.gov.au
NT	Department of Justice	(08) 8935 7777	www.nt.gov.au/justice
QLD	Office of Fair Trading	13 13 04	www.fairtrading.qld.gov.au
SA	Office of Consumer and Business Affairs	1300 138 918	www.ocba.sa.gov.au
TAS	Consumer Affairs & Fair Trading (Service Tasmania)	1300 654 499	www.consumer.tas.gov.au
VIC	Consumer Affairs Victoria	1300 558 181	www.consumer.vic.gov.au
WA	Consumer Protection Advice Line	1300 304 054	www.commerce.wa.gov.au

Revenue offices

Each state and territory has a Revenue Office responsible for state taxes.

State	Name	Phone	Website
ACT	ACT Revenue Office	(02) 6207 0088	www.revenue.act.gov.au
NSW	Office of State Revenue	1300 139 814	www.osr.nsw.gov.au
NT	Territory Revenue Office	1300 305 353	www.revenue.nt.gov.au
QLD	Office of State Revenue	1300 300 734	www.osr.qld.gov.au
SA	Revenue SA	(08) 8226 3750	www.revenuesa.sa.gov.au
TAS	State Revenue Office (Department of Treasury and Finance)	(03) 6233 3100	www.sro.tas.gov.au
VIC	State Revenue Office Victoria	13 21 61	www.sro.vic.gov.au
WA	State Revenue	(08) 9262 1400	www.osr.wa.gov.au

Workplace relations agencies

Information about pay and conditions in the national Fair Work system is available on the Fair Work Online website at www.fairwork.gov.au or via the Fair Work Infoline on 13 13 94. Information is also available from the below state organisations

State	Name	Phone	Website
NSW	Office of Industrial Relations	13 16 28	www.industrialrelations.nsw.gov.au
QLD	Industrial Relations Services	1300 369 945	www.deir.qld.gov.au
SA	SafeWork SA	1300 365 255	www.safework.sa.gov.au
TAS	Workplace Standards	1300 366 322	www.wst.tas.gov.au
WA	Labour Relations (for information about state based pay and conditions)	1300 655 266	www.commerce.wa.gov.au

OH&S and workers compensation agencies

Each state and territory agency is responsible for promoting and enforcing Workers Compensation and Occupational Health & Safety legislation.

State	Name	Phone	Website
Federal	Safe Work Australia	(02) 6121 5317	www.safeworkaustralia.gov.au
ACT	ACT WorkCover	(02) 6205 0200	www.ors.act.gov.au/workcover
NSW	WorkCover NSW	13 10 50	www.workcover.nsw.gov.au
NT	NT WorkSafe	1800 019 115	www.worksafe.nt.gov.au
QLD	Workplace Health and Safety Queensland	1300 369 915	www.worksafe.qld.gov.au
	WorkCover Queensland	1300 362 128	www.workcoverqld.com.au
SA	WorkCover SA	13 18 55	www.workcover.com
	Safework SA	1300 365 255	www.safework.sa.gov.au
TAS	Workplace Standards Tasmania	1300 366 322	www.wst.tas.gov.au
VIC	WorkSafe Victoria	1800 136 089	www.worksafe.vic.gov.au
WA	WorkSafe WA	1300 307 877	www.worksafe.wa.gov.au
	WorkCover WA	1300 794 744	www.workcover.wa.gov.au

Tender agencies

Each state and territory tender agency lists available tenders on their website.

State	Name	Phone	Website
Federal	AusTender	1300 651 698	www.tenders.gov.au
ACT	ACT Procurement Solutions	(02) 6207 7377	www.procurement.act.gov.au
NSW	1800 NSW Buy (NSW Procurement Client Support Centre)	1800 679 289	www.tenders.nsw.gov.au
NT	Contracts and Procurement Services	(08) 8999 1937	www.nt.gov.au/tenders
QLD	Old Government Chief Procurement Office	1800 631 991	www.qgm.qld.gov.au
SA	SA Tenders & Contracts (Shared Services)	(08) 8462 1401	www.tenders.sa.gov.au
TAS	Tenders (Department of Treasury and Finance)	(03) 6233 8389	www.purchasing.tas.gov.au
VIC	Victorian Government Purchasing Board (Tenders VIC)	(03) 9651 2268	www.tenders.vic.gov.au
WA	Government Electronic Market	(08) 9222 5468	www.gem.wa.gov.au

Glossary

Australian Business Number (ABN)	A single identifying number used when dealing with other businesses and the Tax Office.
Benchmarking	The process of speaking to businesses in your industry and learning different or better ways of running your business.
Best practice	Improving business operations and service by following standards, codes of practice and benchmarking.
Cash flow	The measure of actual cash flowing in and out of a business.
Codes of practice	Set out specific standards of conduct in an industry. Can be mandatory or voluntary.
e-business	Business conducted over the internet, including buying and selling, and servicing customers.
Environmental management	Managing your impact on the environment as well as your environmental responsibilities.
Franchise	A business model where a franchisee purchases the right to trade in goods or services, within the terms of a franchise agreement.
Franchise agreement	A legal contract setting out the operational terms and conditions of a franchise business. This usually covers franchisor and franchisee responsibilities, lease agreements, intellectual property, marketing and payments.
Franchisee	A person or business that legally purchases the right to operate a franchise outlet.
Franchisor	A person or business that owns a franchise and agrees to sell the rights, within the terms of a franchise agreement.
Free Trade Agreement (FTA)	An agreement between two or more countries to improve the flow of goods and services between borders, and eliminate or significantly reduce tariffs and trade barriers.
Fringe benefits tax (FBT)	A tax paid by employers on behalf of their employees, on non-salary benefits including company cars and mobile phones.
Goods and services tax (GST)	A broad-based tax of 10 per cent on the sale of most goods and services in Australia.
Intellectual property (IP)	Laws that protect the property rights in creative and inventive endeavours including art, literature, music, films, sound recording, broadcasts and computer programs.
Licence	A legal document that grants a business or person with official permission to conduct a certain activity.
Quarantine	A term describing controls, regulations and isolation imposed on goods, animals or plants brought to or from foreign countries in order to prevent the spread of pests and diseases.
Spam	An unwelcome electronic mail message usually sent to a large number of recipients.
Tax file number (TFN)	A unique number issued by the Tax Office to individuals and organisations to monitor income and tax details.
Tender	A process a government agency or company follows to seek quotes for required goods or services.
Trade mark	Any letter, number, word, phrase, sound, smell, shape, logo, picture, aspect of packaging or any combination of these that is adopted for use with particular goods or services and the owner of the trade mark. A registration of the trademark gives the owner the legal right to use, licence, or sell it within Australia.
Workers compensation	A payment made to an employee affected by a work related injury or illness, to compensate for the loss of earning capacity, medical and rehabilitation expenses.

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