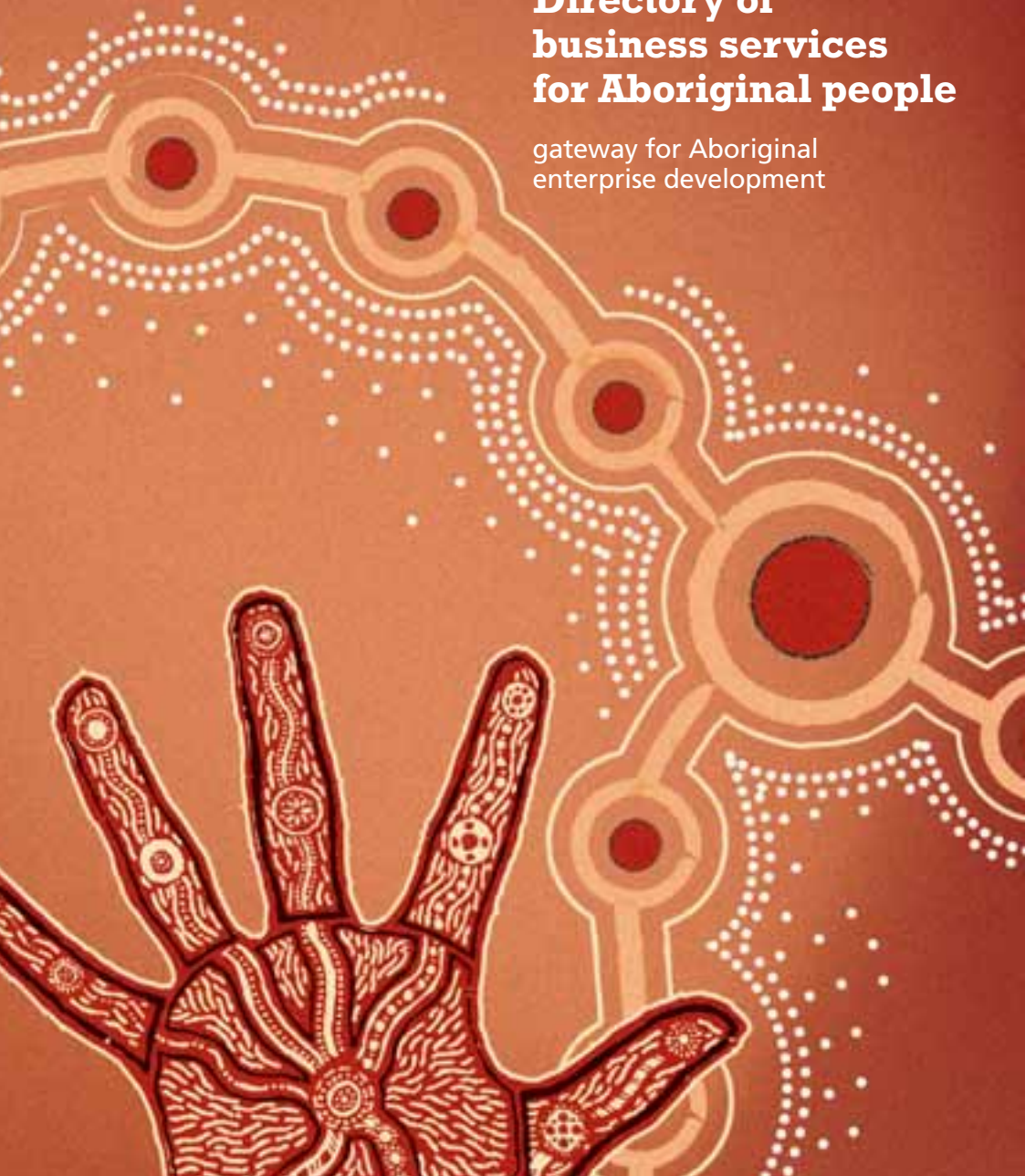




Department of State and
Regional Development

Directory of business services for Aboriginal people

gateway for Aboriginal
enterprise development



NSW Department of State and Regional Development

Contact details

Business Advisory Services

Hotline: 1300 650 058

Email: first@business.nsw.gov.au

Website: www.smallbiz.nsw.gov.au
www.aboriginalbiz.nsw.gov.au

Small Business Development Division

Level 43 Grosvenor Place
225 George Street
Sydney NSW 2000
PO Box N818 Grosvenor Place
Sydney NSW 1220

Senior Manager, Aboriginal Business

Telephone: (02) 9338 6754
Facsimile: (02) 9338 6705

Sydney Region – Aboriginal Business Development Manager

Telephone: (02) 9338 6683

Northern NSW – Aboriginal Business Development Manager

Telephone: (02) 6622 4609

Central Western NSW and Orana – Aboriginal Business Development Manager

Telephone: (02) 6361 2444

Business Advisory Services

The Department provides a free business advisory service to people starting and operating a business. The service, available at 39 offices across the State, provides practical advice and assistance, seminars, workshops and networking opportunities for business owners and managers to plan the growth and development of their businesses.

Aboriginal Business Review

Aboriginal majority owned-and-operated established businesses can receive a free business review consultation to assess the current stage of business activity and identify ways to grow the business. Financial assistance of up to \$2,500 for a fully-funded business review is available.

Industry Networking

Small business operators can use networking to tackle marketplace challenges, such as increased competition and regulatory changes. The Department conducts Industry networking sessions between Aboriginal businesses and the wider business community to support the growth of networks.

Aboriginal Business Link Program

Assistance is available to support business owners to develop new markets by participating in industry trade shows and industry networking.

Budyari Nagalaya: business partnerships

Support is provided for business partnerships between Aboriginal people and Australian corporations which seek to: employ Aboriginal people, involve Aboriginal firms in joint venture arrangements, supply chains and/or buying products from Aboriginal firms, and provide support through business mentoring.

NSW Department of State and Regional Development

Contact details

Regional Development Division

Level 44 Grosvenor Place
225 George Street
Sydney NSW 2000
PO Box N818 Grosvenor Place
Sydney NSW 1220

Telephone: (02) 9228 3111

Facsimile: (02) 9228 3626

Email: first@business.nsw.gov.au

Website: www.business.nsw.gov.au/regions

New Market Expansion Program

Businesses are assisted to develop skills and networks to enter new markets outside the regions where businesses currently operate.

To be eligible for the program, businesses need to be viable, currently employing at least two full-time or equivalent part-time employees or contractors and be seeking to expand to new targeted markets. Assistance is available for market research, e-commerce, marketing and promotion, and attendance at domestic trade shows.

Regional Business Development Scheme

This scheme assists new businesses in regional NSW and established businesses to expand or improve their competitiveness. It also assists companies based in Sydney, interstate and overseas to relocate to regional NSW.

Assistance is provided for the costs incurred in creating new jobs. Eligibility for the scheme is based upon a range of factors, such as employment, investment, technology, export and import markets, and regional strengths.

Developing Regional Resources Program

Funding is provided for local or regional organisations to explore and develop new economic and business opportunities. Regional development boards, development corporations, local councils, business advisory service centres, industry associations and alliances of regional firms are eligible to apply. The program provides assistance for external costs, such as contracting specialists or short-term personnel.

AusIndustry

Contact details

AusIndustry

NSW State Office
GPO Box 9839
Sydney NSW 2001

Hotline: 13 28 46

Email: ainsw@industry.gov.au
Website: www.ausindustry.gov.au

Small Business Enterprise Culture Program

Grants are available to small businesses for initiatives to enhance skills and mentoring opportunities for owner-managers. Organisations that deliver services to small businesses may also apply for assistance under the program.

Small Business Incubator Program

Funding is provided towards the development of small business incubators to assist new and growing businesses to become established and profitable. Community-based and non-profit organisations are eligible to apply.

Small Business Answers Program

Advisory services are delivered to small business owners and managers across Australia, particularly in regional areas without existing advisory services. Information and advice is provided on small business issues, such as regulatory requirements, and other programs and services offered by government agencies. The services are delivered by more than 50 small business answers officers in regional areas across Australia.

Australian Tourism Development Program

Grants of between \$50,000 and \$500,000 are available for projects that increase tourism opportunities in regional and metropolitan locations. Grants are available to:

- private sector businesses
- businesses specialising in Indigenous tourism
- non-profit organisations
- tourism or economic development organisations
- tourism industry associations
- local government agencies
- state/territory government agencies involved in land management for tourism purposes.

Business Ready Program for Indigenous Tourism

Funding is provided to business mentors to train majority Indigenous owned, controlled and operated tourism businesses on small business and the tourism industry. Existing and start-up businesses are assisted to develop business skills and knowledge to establish and run a viable tourism operation.

Indigenous Business Australia

Contact details

Indigenous Business Australia

PO Box 13
Woden ACT 2606

Telephone: (02) 6285 3031
Facsimile: (02) 6285 2348

Business Development Program

Hotline: 1800 804 754

Email: info@iba.gov.au
Website: www.iba.gov.au

Indigenous Business Australia

Indigenous Business Australia provides assistance to advance the commercial and economic interests of Indigenous people.

Business Development Program

The program assists Indigenous individuals, partnerships, joint ventures, corporations and community groups through business support and finance. Support includes access to professional business and marketing advice, training, mentoring and other public and private sector services. Business finance incorporates loans, loan-grant mix and/or guarantees to eligible Indigenous clients.

Department of Employment and Workplace Relations

Contact details

Indigenous Employment Manager

GPO Box 9879
All Capital Cities

Indigenous Employment Information Line

Hotline: 1802 102

Website: www.workplace.gov.au/indigenous

Department of Employment and Workplace Relations

The Indigenous Community Volunteers Program links skilled volunteers with Indigenous communities seeking expert assistance in business, financial management and trades.

Indigenous Employment Program

Assistance is provided through:

- Structured Training and Employment Projects (STEP) – financial assistance for projects to achieve lasting employment for Indigenous Australians through structured training
- Wage Assistance – wage subsidy over 26 weeks for employers offering ongoing full-time work, or substantial part-time jobs for Indigenous Australians.

Indigenous Self Employment Program

Assistance is given to Aboriginal people to establish their own small business by providing business advice and support, and financial training. Up to \$5,500 is available through a loan funding arrangement.

Austrade

Contact details

Austrade

Level 23 Aon Tower
201 Kent Street
Sydney NSW 2000

Hotline: 13 28 78

Email: info@austrade.gov.au

Website: www.austrade.gov.au

New Exporter Development Program

Assistance is provided to small and medium sized Australian companies with potential to develop their business overseas and make their first export sale. Domestic export advisers and Austrade's international network help potential exporters to assess export capability, investigate and prioritise export markets and visit selected markets. To be eligible to apply, businesses must have a viable product or service, a strong commitment to becoming an exporter and be prepared to commit resources and reasonable management time to the program.

Export Market Development Grants Scheme

Grants are available to small and medium sized Australian businesses to develop export markets by reimbursing the costs of export promotional activities. Up to 50 per cent of expenses incurred on eligible export promotional activities, less the first \$15,000, can be reimbursed. The minimum grant amount is \$5,000 and the maximum is \$150,000. Australian individuals, partnerships, companies, associations, cooperatives, statutory corporations or trusts that have carried on export business in Australia during the year are eligible to apply for an export grant.

Register online at www.austrade.gov.au/exportgrants to receive an application information pack.

Services for Exporters

Services provided to companies include export advice and information, links to the Austrade network, industry-specific export expertise, identifying market opportunities and referrals.

Many of Austrade's services, such as initial advice and information, the distribution of export opportunities and some introductions and market assessments, are free of charge. More detailed services are charged at a rate of \$190 per hour.

Australian Customs Service

Contact details

Customs House

10 Cooks River Drive
Sydney International Airport
Sydney NSW 2020

Hotline: 1300 363 263

Email: information@customs.gov.au

Website: www.customs.gov.au

Australian Customs Service

Booklets, brochures and fact sheets dealing with various aspects of the importing process are available from the customs service. A useful overview of customs procedures is available in Customs Guide for Business, a free booklet available from any Customs Information Centre.

Customs also provides the Information for Exporters package to assist industry to improve compliance relating to export data.

NSW Department of Aboriginal Affairs

Contact details

Department of Aboriginal Affairs

Level 13, Tower B
Centennial Plaza
280 Elizabeth Street
Surry Hills NSW 2010

Telephone: (02) 9219 0700

Facsimile: (02) 9219 0790

Toll free: 1800 019 998

Email: enquiries@daa.nsw.gov.au

Website: www.daa.nsw.gov.au

NSW Department of Aboriginal Affairs

The Department's Aboriginal Communities Development Program is a capital construction and upgrade program to raise the health and living standards of Aboriginal communities with urgent environmental health needs. The program objectives are to provide environmental health and essential infrastructure which addresses identified needs in housing, water, sewerage, roads and services.

The program aims to achieve this through:

- focusing funding and effort within selected, priority communities rather than through existing State-wide government programs;
- increasing the capacity of selected Aboriginal communities to maintain these facilities and systems within agreed sustainability frameworks; and
- adherence to the fundamental principles of community capacity building through consultation, community development and encouraging participation and self-determination in the Aboriginal communities involved through Community Working Parties.

NSW Office of Fair Trading

Contact details

Office of Fair Trading
Coordinator Aboriginal Programs - Newcastle

Level 5, 400 Hunter Street
Newcastle NSW 2300

Telephone: (02) 4925 7000
Facsimile: (02) 4925 7028
Hotline: 13 32 20

Website: www.fairtrading.nsw.gov.au

NSW Office of Fair Trading

The NSW Office of Fair Trading provides information and advice to businesses and traders on operating a business. Services include:

- business names: registration and searches
- residential building
- trade measurement
- dispute resolution
- business licences
- setting up associations and cooperatives
- product safety and standards
- customer service best practice.

Aboriginal Customer Service Officers are located in 10 Fair Trading Centres across NSW in Parramatta, Dubbo, Grafton, Hurstville, Lismore, Newcastle, Orange, Port Macquarie, Wagga Wagga and Wollongong.

Registrar of Aboriginal Corporations

Contact details

Office of the Registrar of Aboriginal Corporations

Level 4 Churches Centre
PO Box 2029
Woden ACT 2606

Telephone: (02) 6212 2266
Facsimile: (02) 6281 2739

Email: info@orac.gov.au
Website: www.orac.gov.au

Registrar of Aboriginal Corporations

The Registrar regulates new and established corporations for Indigenous people throughout Australia. It provides publicly available information, assistance and regulatory support for a range of agencies with interests in Indigenous corporations and their members.

The Office of the Registrar of Aboriginal Corporations provides service and support to Indigenous groups and corporations before, during and after their incorporation. It offers an extensive program of training to assist members, particularly board members, to better govern and manage their corporations.

Australian Competition and Consumer Commission

Contact details

Australian Competition and Consumer Commission

Sydney Office
GPO Box 3648
Sydney NSW 2001

Indigenous

Hotline: 1300 302 502
Hotline: 1300 303 143

Email: small.business@acc.gov.au
Website: www.accc.gov.au

Australian Competition and Consumer Commission

The Australian Competition and Consumer Commission (ACCC) helps people in business, or planning to go into business, to understand their rights and responsibilities under the Trade Practices Act.

The Indigenous Hotline provides information to Indigenous people and Indigenous peak bodies on the role of the ACCC and Trade Practices Act and helps to identify any breaches of the Act.

IP Australia

Contact details

NSW State Office
IP Australia

Level 1, 45 Clarence Street
Sydney NSW 2000

Telephone: 1300 65 1010
Facsimile: (02) 9249 5807

Website: www.ipaustralia.gov.au

IP Australia

IP Australia grants intellectual property rights to businesses, specifically for patents, to protect inventions for new or improved technology, trade marks, to distinguish goods and/or services from other traders and designs, to protect the visual appearance of manufactured products.

Patent, trade mark and design application kits, and the Smart Start kit for new businesses are available from IP Australia. Additional tools and resources, such as fact sheets, news updates, business strategy information, database searching services, an IP portal (IP Access at www.ipaccess.gov.au) and information on protecting ideas internationally are available on the IP Australia website.

Office of State Revenue

Contact details

Office of State Revenue

GPO Box 4042
Sydney NSW 2001
DX 456 Sydney

Telephone: (02) 9689 6200
Facsimile: (02) 9689 6464

Website: www.osr.nsw.gov.au

Office of State Revenue

The Office of State Revenue (OSR) is responsible for the development and administration of taxation including payroll tax, land tax and duties in NSW.

OSR runs free seminars in metropolitan and country centres throughout NSW to explain State tax information to taxpayers, professional advisers, and small and large businesses.

Australian Taxation Office

Contact details

Australian Taxation Office

GPO Box 9990
All Capital Cities

Tax basics seminar enquiries

Hotline: 1300 661 104

Business enquiries

Hotline: 13 28 66

Non-profit enquiries

Hotline: 1300 130 248

Email: nsw.taxbasics@ato.gov.au

Website: www.ato.gov.au

Australian Taxation Office

The Australian Taxation Office (ATO) provides information and advice to small businesses on tax obligations.

The ATO website contains free e-Record software, tax laws, rulings, fact sheets and other publications for people in business. Online services pages can be accessed at www.ato.gov.au/onlineservices for Australian business number applications or to lodge a business activity statement.

Tax publications and fact sheets can be ordered by phoning 13 28 60.

Tax officers conduct advisory visits at home or work, and free tax seminars for new and intending business operators are offered.

WorkCover NSW

Contact details

WorkCover NSW

92-100 Donnison Street
Gosford NSW 2250
Locked Bag 2906
Lisarow NSW 2252

Hotline: 13 10 50

Email: contact@workcover.nsw.gov.au

Website: www.workcover.nsw.gov.au

WorkCover NSW

WorkCover NSW administers workplace safety, injury management and compensation legislation for workers and employers in NSW.

WorkCover provides practical advice and assistance to small to medium enterprises on workplace safety. It can also assist with developing injury management strategies.

The WorkCover telephone hotline gives workers and employers up-to-date, confidential information and advice on occupational, health and safety and workers' compensations issues.

NSW Office Of Industrial Relations

Contact details

Office Of Industrial Relations

PO BOX 847

Darlinghurst NSW 1300

Hotline: 131 628

Aboriginal Torres Strait Islander Unit

Hotline: 1300 361 968

Facsimile: (02) 9020 4735

Website: www.industrialrelations.nsw.gov.au

NSW Office Of Industrial Relations

The Office of Industrial Relations provides advice on legal rights and obligations when employing staff. Information on awards, pay rates, employment conditions and changes to industrial relations are available on the OIR website.

Seminars, workshops and publications on employment issues are also offered to businesses.

The Aboriginal and Torres Strait Islander Unit

Assistance is provided to Aboriginal and Torres Strait Islanders on rights and obligations as employees, managers and committee members.

The unit provides information, education and advice on rates of pay, employment conditions, leave entitlements, workplace policies and managing employment issues.

The Aboriginal and Torres Strait Islander Employment Information Kit provides information to employers on their obligations and rights in the workplace under NSW industrial relations laws. An easy-to-read guide on employing Aboriginal and Torres Strait Islander staff in NSW is also available.

NSW Department of Education and Training

Contact details

Department of Education and Training

Aboriginal Community Programs

Education Access

Level 13, 1 Oxford Street

Darlinghurst NSW 2010

Telephone: (02) 9266 8350

Facsimile: (02) 9266 8505

Website: www.det.nsw.gov.au/eas/acomm

Aboriginal Enterprise Development Officer Program

The program assists the establishment of local, viable Aboriginal businesses.

AEDO programs are staffed by Aboriginal people who have experience in small business management, understand the needs of Aboriginal communities and work closely with Business Enterprise Centres.

The AEDO program helps people to start a small business or provides ongoing support to established businesses. This is a free service.

TAFE Plus

Contact details

TAFE Plus

47 York Street
Sydney NSW 2000

Hotline: 1300 131 499
Facsimile: (02) 9299 6327

Email: tafepus@tafensw.edu.au
Website: www.tafepus.com.au

TAFE Plus

TAFE Plus offers a range of practical business training services useful for small business owner-operators.

Programs include skill development to increase technical capabilities and improving efficiency in finance, information technology, sales, marketing and human resources. Programs also provide up-to-date information on legislative and licensing requirements.

Aboriginal Tourism Australia

Contact details

Aboriginal Tourism Australia

PO Box 1831
5 Collins Street East
Melbourne VIC 3000

Telephone: (03) 9654 3811
Facsimile: (03) 9654 3822

Email: admin@rocprogram.com
Website: www.rocprogram.com
www.aboriginaltourism.com.au

Respecting Our Culture Tourism Development Program

Direct assistance, advice and support is provided to assist tourism operators to develop business practices that will lead to long term business growth and enhanced opportunities for local employment.

Mentoring and coaching is offered to Indigenous tourism businesses. Business development workshops also provide participants, particularly those in rural and remote regions, with practical information for day-to-day business operations.

Financial Management Guide – The Business of Indigenous Tourism

The guide helps tourism businesses to recognise sound business decisions, develop a business plan, manage day-to-day issues, understand the tourism industry, undertake regular financial monitoring and manage financial crisis.

Tourism NSW

Contact details

Tourism NSW
Aboriginal Product Development Officer

GPO Box 7050
Sydney NSW 2001

Telephone: (02) 9931 1435
Facsimile: (02) 9931 1424

Website: www.tourism.nsw.gov.au

Tourism NSW

Tourism NSW offers a number of services to Aboriginal tourism operators.

Operator Tool Kit

These research kits assist operators to develop their business and marketing plans. The kit includes the Start Smart booklet, an introductory guide to the tourism industry, focused on helping operators or individuals to plan and research their business ideas.

Other publications include a best practice case study for Aboriginal tourism businesses and a fact sheet for Aboriginal people/communities/businesses contemplating setting up a tourism business. The case study is based on the award winning Harry Nanya Outback Tours. These are available on the Tourism NSW corporate website www.tourism.nsw.gov.au/corporate

Australian Tourism Exchange

Tourism NSW sponsors Aboriginal products suppliers to attend the Australian Tourism Exchange, a showcase for the Australian tourism industry to exhibit their products and services and meet with select international travel wholesalers and retailers.

NSW State Tourism Data Warehouse

Membership of Tourism NSW's free Get Connected website is available to Aboriginal tourism operators. Members can update their own online listing which is available to domestic and international audiences.

State Chamber of Commerce (New South Wales)

Contact details

State Chamber of Commerce

Level 12, 83 Clarence Street
Sydney NSW 2000

Telephone: 1300 137 153

Facsimile: (02) 9350 8199

Website: www.thechamber.com.au

State Chamber of Commerce (New South Wales)

The State Chamber of Commerce is the peak industry body in NSW. Metropolitan and regional Chambers of Commerce offer their members, through the State Chamber, advice on business issues such as unfair dismissal claims, new international markets, or privacy laws.

Members can network and build business relationships, develop their expertise and learn from industry leaders, and grow their business locally and internationally.

The Chamber offers members advocacy on issues that impact on the profitability and long-term growth of business such as tax reform, promotion of corporate social responsibility, investment priorities and economic policy.

A guide to developing an Aboriginal business

Are you interested in:

- starting a business
- turning an idea into a business
- finding an outline of a business plan
- getting marketing advice for your business?

If you answered “yes” to any of the above
A guide to developing an Aboriginal business
is for you.

A guide to developing an Aboriginal business
provides the knowledge and information you
need to start and operate a business.

To get your free copy of the guide go
to www.aboriginalbiz.nsw.gov.au
or phone 1300 134 359.

