

Where to get assistance **and support**



NSW Government

The Department of State and Regional Development (DSRD) provides many programs and services for people wishing to start a small business and for people already in business. Some of these programs and services are specifically for Aboriginal people, while others are available to both indigenous and non-indigenous people.

The Department's programs and services specifically for Aboriginal people include:

- **Aboriginal Business Development Managers** who manage the Indigenous Business Advisory Service and provide business services to Aboriginal people throughout NSW, including the Binaal Billa and Murdi Paaki ATSI regions. The business development managers provide information on other programs and services for Aboriginal businesses. Call the Senior Manager, Aboriginal Business, on 1300 134 359
- **Budyari Ngalaya** which fosters partnerships between Aboriginal enterprises and communities, and Australian corporations
- **Aboriginal Business Link Program** which assists Aboriginal businesses to participate in trade shows, and supports the involvement of Aboriginal businesses in other DSRD programs
- **Aboriginal Business Reviews** in which established Aboriginal firms can be assisted to assess their current stage of business activity and identify ways to grow the business.

– Industry Networking Sessions

which provide opportunities for Aboriginal firms to develop links with the wider business community.

The Department's programs for both indigenous and non-indigenous people include:

- **The Business Advisory Services** that provide additional advice and information about all issues covered in this guide. Contact the nearest service by calling 1300 650 058
- **Women in Business Program**
- **Regional Business Development Scheme**
- **New Export Opportunities Program.**

For further information about these and other programs, contact the Aboriginal Business Development Managers on 1300 134 359, or visit the Small Business Website www.smallbiz.nsw.gov.au

Federal Government

Indigenous Business Australia (IBA)

provides programs and services to advance the commercial and economic interests of Indigenous people. IBA can be contacted on (02) 6121 2700 or you can check out their website at www.iba.gov.au

Indigenous Business Development Program

aims to increase the number of Aboriginal and Torres Strait Islander owning and operating commercially successful businesses throughout Australia. To find out what they offer, call 1800 804 754.

Useful phone numbers and websites

Setting up the business

General inquiries

Business Advisory Services on 1300 650 058

Useful information

www.aboriginalbiz.nsw.gov.au

For more detailed advice, talk to a solicitor and or an accountant.

Specific inquiries

Forming a co-operative business

Office of Fair Trading on 1800 502 042 or www.fairtrading.nsw.gov.au

Forming a company

Australian Securities and Investments Commission on 1300 300 630 or www.asic.gov.au

Forming an Aboriginal corporation

Office of the Registrar of Aboriginal Corporations on 1800 622 431 or www.orac.gov.au

Forming an incorporated association

Office of Fair Trading on 1800 502 042 or www.fairtrading.nsw.gov.au

Finding a lawyer

Law Society of NSW on (02) 9926 0333 or www.lawsociety.com.au

Finding an accountant

CPA Australia on 1300 737 373 or www.cpaaustralia.com.au

Institute of Chartered Accountants in Australia on 1300 137 322 or www.icaa.com.au

National Institute of Accountants on (02) 8262 6000 or www.nia.com.au

Corporate governance

NSW Audit Office has two very useful documents available on its website

www.audit.nsw.gov.au

- *On Board: Guide to Better Practice for Public Sector Governing and Advisory Boards*, and
 - *Public Sector Corporate Governance – Ready Reckoner* (a short version of *On Board*)
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Possible alternative sources of financing

Australian Venture Capital Association on (02) 8243 7000 or www.avcal.com.au

Australian Business Angels on 02 9660 6641

Micro credit

National Australia Bank www.nab.com.au/microenterpriseloans

Other commercial and not for profit providers may offer this service.

Working from home (Homebiz kit)

Department of State and Regional Development on 1300 134 359 or

www.smallbiz.nsw.gov.au/hbb

Shared premises (incubators)

Business Advisory Services 1300 650 058

Retail tenancy information

Retail Tenancy on (02) 8222 4800 or www.retailtenancy.nsw.gov.au

Registering your business name

Office of Fair Trading on 13 32 20 or www.fairtrading.nsw.gov.au

Licences/permits

Office of Fair Trading on 13 32 20 or www.fairtrading.nsw.gov.au and search licences.

Risk management (printed guide)

Department of State and Regional Development on 1300 134 359 or

www.smallbiz.nsw.gov.au

Insurance

Business Advisory Service on 1300 650 058
Insurance Brokers Network Australia on (02) 8913 1640 or www.ibna.com.au
National Insurance Brokers Association on (02) 9964 9400 or www.niba.com.au

Intellectual Property

IP Australia on 1300 651 010 or www.ipaccess.gov.au

Running a business**Marketing****Customer service**

Office of Fair Trading on 13 32 20 or www.fairtrading.nsw.gov.au

Employees**NSW industrial awards**

Office of Industrial Relations Award Enquiry Service on 13 16 28 or
www.industrialrelations.nsw.gov.au

Federal industrial awards

Workplace Infoline 1300 363 264 or www.workplace.gov.au

NSW Enterprise Agreements

Office of Industrial Relations on 13 16 28 or www.industrialrelations.nsw.gov.au

Federal workplace agreements

Workplace Infoline 1300 363 264 or www.workplace.gov.au

Occupational health and safety (information kit)

WorkCover Publications Hotline on 1300 799 003 or www.workcover.nsw.gov.au

Workers compensation

WorkCover Assistance Service on 13 10 50 or www.workcover.nsw.gov.au and follow the workers compensation tile at the website.

Superannuation

Australian Taxation Office Superannuation Guarantee Helpline on
13 10 20 or www.ato.gov.au/super

Taxation**Australian Business Number (ABN)**

Australian Business Register at www.abr.gov.au
Business Entry Point at www.business.gov.au

Business tax inquiries

Australian Taxation Office on 13 28 66 or www.ato.gov.au

Fringe Benefits Tax

Australian Taxation Office on 13 28 66 or www.ato.gov.au

Free Tax Basics seminar

Australian Taxation Office on 1300 661 104 or www.ato.gov.au/seminarsNSW

Information on State taxes

Office of State Revenue on (02) 9689 6200 or on
www.osr.nsw.gov.au

Bad Debts**Legal processes to claim**

Community Justice Centre on 1800 990 777 or www.lawlink.nsw.gov.au/cjc
Information from Local Courts at www.lawlink.nsw.gov.au/lc
Information from Office of NSW Sheriff at www.lawlink.nsw.gov.au/ots
