

# HILLTOPS ORDINARY MEETING AGENDA

23 May 2018

Held in the Hilltops Council, Boorowa, 6-8 Market Street, Boorowa

## ACTING GENERAL MANAGER'S LATE REPORT

### 18/100 – EASY TO DO BUSINESS INITIATIVE

Reference: File No. F:30.00  
Responsible Officer: Acting General Manager

#### PURPOSE

The purpose of this report is to provide background information and seek support to enter into a contract with Service NSW for the Easy to do Business program.

#### REPORT

##### BACKGROUND

The previous Boorowa Council had participated in the Small Business Friendly Councils (SBFC) initiative. This program provides the opportunity for participating councils to implement programs that support small business, share resources and information with other participating councils and promote this to the local business community.

##### PROPOSAL

Further to SBFC initiative, the Small Business Commissioner and Services NSW have developed the "Easy to do Business" program. This free program provides a number of benefits for Councils:

- Increased productivity with 'decision ready' applications and reduced transaction costs
- Effective tools to help boost our local economy, enabling more jobs in the region – and assisting Council to deliver on Hilltops Economic Action Plan

The program aims to reduce the amount of contacts, approvals and departments to have a simplified streamlined process. The Commissioner has indicated that "previously, cafes, small bars and restaurants would have to deal with up to 13 agencies, 75 regulations, up to 30 phone numbers and complete 48 forms, taking as long as 18 months to navigate. This program has seen this reduced to one digital application and one phone number, reducing the opening time for businesses to 90 days."

The initiative will provide a customer, who wishes to set up cafés, restaurants or small bars, with a single point of contact within Service NSW who will help them navigate all the required approvals to operate the business, for example registering the business, obtaining an ABN, and required Council approvals.

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Those looking to start up a café, restaurant or small bar can benefit from Council being involved in Easy to do Business; such benefits include:

- Get a unique digital profile that can help fast track the approval process across local, state and federal government;
- Receive step by step guidance through the application process;
- Have the support of a dedicated Business Concierge who can answer questions, liaise with council, and review applications to ensure they are 'decision ready';
- Know upfront the time, fees and effort involved.

The intention of the program is to build awareness of specialist advice services available, ensure Council staff can direct enquiries to these and provide applicants with the skills to be better informed and researched prior to lodging any applications.

Service NSW presented to Hilltops Council in February outlining the benefits of the program and seeking Council's support to become members of the program. The program is focused on the café, small bar and restaurant sector at present, however the intention is to expand to other designated subsectors of the business economy in the future. To move forward with the program, Council will need to enter into a contract with Service NSW. Following this, the Easy to do Business Council/Agency Lead personnel will make a presentation to key Council staff to provide them with the information and skills for "Operational Readiness". Once Council staff are prepared, there will be an official launch and announcement of the program.

## STATUTORY PROVISIONS

- There is no statutory requirement for Council to be involved in this program, however it does signal that Council is willing to participate in initiatives that support the start-up of small businesses which contribute to the local economy.

## CONSULTATION

Council's Economic Development Officer organised for Easy to Business staff to meet with Council's Director Sustainable Growth and Manager Building and Compliance. To date, no other consultation has been undertaken. Should Council resolve to take part in the program an official launch and media release will be undertaken to make the public aware of this initiative.

## POLICY IMPLICATIONS

At this stage there are no policy implications for Council in being involved in this initiative. Service NSW acts as a single point of contact for those wishing to start up a café, restaurant or small bar and Council will liaise with Service NSW in regard to its requirements for applications.

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## ATTACHMENTS

Attachment 1 - Service NSW - Easy to do Business Council Poster -  
December 2017

## RECOMMENDATION

It is recommended that Council;

1. delegate authority to the General Manager to enter into a contract with Service NSW for the Easy to do Business initiative; and
2. delegate authority to the Mayor and General Manager to execute any necessary documents under the Common Seal of Council.

# Opening and running a café, restaurant or small bar just got easier



**Service  
NSW**  
Easy to do Business



We're working with the Office of the NSW Small Business Commissioner to make it easier to do business.

Previously, cafes, small bars and restaurants would have to deal with up to 13 agencies, 75 regulations, up to 30 phone numbers and complete 48 forms, taking as long as 18 months to navigate. Our program has seen this reduced to one digital application and one phone number, reducing the opening time for businesses to 90 days or less.

We are creating a brand new way for businesses to interact with government through one online portal. Businesses in your community will receive step-by-step guidance and support across local, state and federal government requirements, whether they wish to open, grow or finalise their business.

Benefits for Councils include:

- Increased productivity with 'decision ready' applications and reduced transaction costs
- Effective tools to help boost your local economy, enabling more jobs in your region – and assisting Council to deliver on its strategic plan

You can also become a member of the Office of the NSW Small Business Commissioner Small Business Friendly Council initiative that supports Councils with information and resources, access to a networking group and free conferences to help build small business friendly capability.

With new sectors such as housing and construction being added in the near future, we are working hard to make it easier to do business in NSW.

For more information visit [service.nsw.gov.au/business](http://service.nsw.gov.au/business)

**service.nsw.gov.au • 13 77 88**



**Small  
Business  
Commissioner**