

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're 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 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 principal 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've already done and what's 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 phone the Translating and Interpreting Service (TIS) National on 13 14 50 and ask them to phone 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.
- **Advisor Finder**
business.gov.au's Advisor Finder will put you in touch with your nearest government funded small business advisor. Enter the type of advice you're looking for, your industry and your location and Advisor Finder will produce a tailored map with details of your nearest advisors.
Website www.business.gov.au/advisorfinder
- **Small Business Support Line**
The Support Line provides an initial 'single' point of contact to access information and referral services that assist small businesses. 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
- **Live Chat**
business.gov.au's Live Chat allows you to chat online to a Small Business Support Line agent if you have a question about: your business, business information, using business.gov.au, referral services and other queries.
Website www.business.gov.au/livechat
- **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.becaustrialia.org.au
- **Indigenous Coordination Centres (ICCs)**
ICCs are located in remote, regional and metropolitan areas and look after local coordination and planning of Australian Government programs and services assisting Indigenous people.
Phone 1300 653 227
Website www.indigenous.gov.au

- **Regional Entry Point**
The Department of Regional Australia, Regional Development and Local Government Regional Entry Point website can help you find information about a range of Australian Government programs and services for businesses in rural, regional and remote Australia.
Website www.regionalaustralia.gov.au
- **Access to Justice**
The Attorney-General's Department Access to Justice website can help you locate someone in your area who can provide information, help you understand your options, and decide what to do.
Website www.accesstojustice.gov.au
- Refer to our Business agencies list in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.
- Contact your industry or business association. For contact details, search the Government and business associations directory at www.business.gov.au/directory.
- Contact a business advisor, 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 agencies list in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.

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 agencies list in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.
- 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 will be 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 & marketing plans topic 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 & support](#) topic 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](#) in the *business.gov.au Checklist companion* available at www.business.gov.au/checklist.
- Consult a business advisor, 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'll need to reconsider issues such as risk management, finances, marketing, intellectual property (IP), insurance and your business structure.

- Download our *Business plan template* and *Business plan guide* at www.business.gov.au/businessplan.

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've made significant changes to your business, remember to update your advertising materials, such as business cards, signage and logos.

- Download our *Marketing plan template & guide* at www.business.gov.au/businessplan.
- **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'll need to develop an export plan. Within the plan, you'll need to examine issues such as your target markets, Customs requirements, international intellectual property and marketing strategies.

- **Austrade**
The Australian Trade Commission (Austrade) is the Australian Government's export and investment development agency.
Phone 13 28 78
Website www.austrade.gov.au/exportingonline
- **Australian Customs and Border Protection Service (Customs and Border Protection)**
Find out what Customs and Border Protection requirements apply to your export goods.
Phone 1300 363 263
Website www.customs.gov.au
- For information on exporting, visit our [Exporting](#) topic on page 27.

Have you considered creating or updating your succession plan?

A succession plan can help you plan for the day when you leave your business. Planning for this time can provide a smooth transition and lowers the risk of disruption to your operations.

- Download our *Succession plan template & guide* at www.business.gov.au/businessplan.

Have you considered creating or updating your risk management plan?

Risk management is the systematic process of making a realistic evaluation of the true level of risks to your business. A good plan will ensure that you're able to manage risks effectively when they occur.

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. You can achieve 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 *Competition and Consumer Act 2010* (formerly known as the *Trade Practices Act 1974*).

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

The ACCC is responsible for the administration of the Competition and Consumer Act 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
www.productsafety.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 and businesses in particular industries.

- For more information on mandatory codes of practice, contact your state or territory consumer affairs office. For contact details, see our Consumer affairs agencies list in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.
- For more information on Commonwealth mandatory codes of conduct, please see the ACCC website at www.accc.gov.au/industrycodes.

Are you aware of voluntary industry codes of practice?

Adhering to voluntary codes of practice will not only ensure you provide a higher standard of protection to your customers, but can also ensure that 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. Businesses should

be mindful of the information they discuss with other businesses (especially competitors) as there are laws that prohibit various anti-competitive practices that limit or prevent competition.

- Search for networking opportunities on our business.gov.au Events calendar at www.business.gov.au/events.
- The **Australian Taxation Office (ATO)** has developed over 100 industry small business benchmarks that you can use to help meet your tax obligations. Compare your business' performance against similar businesses on the ATO website at www.ato.gov.au/businessbenchmarks.
- For further information on laws relating to anti-competitive practices and what exemptions may apply to businesses seeking to work with other businesses, please see the ACCC website at www.accc.gov.au/ForBusinesses.

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've made significant changes to your business, remember to 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 Taxation Office (ATO)**

Obtain a copy of the *Choosing the right business structure* booklet from the ATO 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 advisor, 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'll 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're registered with. For contact details, see our Consumer affairs agencies list in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.
- When you change your business structure, you may need to cancel your previous registrations and/or need to apply for a new ABN, GST or Pay as you go (PAYG) roles:
 - Apply for a new ABN through the **Australian Business Register (ABR)** at www.abr.gov.au.
 - Phone the **ATO** Business Infoline on 13 28 66
 - Contact your registered agent.
- Contact **IP Australia** if you want to change your contact or ownership details for your existing registered patents, trade marks, 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 via their website at www.asic.gov.au or phone 1300 300 630.

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 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're 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 **MoneySmart** website at www.moneysmart.gov.au or phone 1300 300 630 (Australian Securities & Investments Commission).
- For more information on training, visit our Training topic on page 16.
- Seek advice from a professional business advisor, 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're 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 & marketing plans topic on page 4.
- See our Grants & financial assistance topic on page 26.
- Seek advice from a professional business advisor, 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 people topic on page 12 and our Environmental management topic on page 24.
- Search the **Attorney-General's Department Access to Justice** website at www.accesstojustice.gov.au to locate someone in your area who can provide you with information, help you understand your options, and decide what to do.

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'll also need to register for goods and services tax (GST) if your growth means you expect your turnover to exceed \$75 000.

- You can register for GST on the Australian Business Number (ABN) application form located at www.abr.gov.au.
- The **Australian Taxation Office (ATO)** provides a free tool to check whether you're ready to meet your tax obligations and to give you helpful information. Download a copy of *Is your business tax ready?* from the ATO website at www.ato.gov.au/taxready.
- The ATO offers free and confidential on-site visits to discuss your business tax questions. Register for a business assistance visit at www.ato.gov.au/assistancevisit.
- The ATO 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/seminars.
- For more information on GST, obtain the *GST for small business* booklet from the ATO website at www.ato.gov.au/gst or phone 13 28 66.
- The ATO has developed over 100 industry small business benchmarks that you can use to help meet your tax obligations. Compare your business' performance against similar businesses on the ATO website at www.ato.gov.au/businessbenchmarks.

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

If your annual turnover exceeds \$3 million, you'll 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 Australian Information Commissioner (OAIC)**
The OAIC is the agency responsible for administering the Privacy Act, which includes complaint handling, policy advice, and education. The OAIC also has functions relating to freedom of information and information management policy across the Australian Government.

Phone 1300 363 992

Website www.privacy.gov.au/business

Do you know what additional licences & permits you'll 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 in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.

- 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 & information management requirements have changed?

Under tax law, you must keep records for income tax, goods and services 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 Australia's workplace relations system, you need to keep employee information such as time and wages records for seven years.

- For more information on record keeping requirements for tax purposes, obtain a copy of the *Record keeping for small business* booklet from the ATO website at www.ato.gov.au/recordkeeping or phone 13 28 66.
- The ATO provides a series of free seminars and workshops on a variety of topics in most states and territories. Register online at www.ato.gov.au/seminars.
- Visit the **Fair Work Ombudsman** website at www.fairwork.gov.au for information on your record keeping obligations as an employer.

Do you know that you may have to pay income tax by instalments?

Pay as you go (PAYG) instalments is a system for paying instalments towards your expected income tax liability on your business and investment income for the current income year. Your actual tax liability is worked out at the end of the income year when your annual income tax return is assessed. Your PAYG instalments for the year are credited against your assessment to determine whether you owe more tax or are owed a refund. The ATO will contact you if you have to pay PAYG instalments.

- For more information, visit the ATO website at www.ato.gov.au or phone 13 28 66.

Now that you've been running your business for a while, you may find that you need to employ staff for the first time or need to review your employment requirements.

Do you know what's required when recruiting?

You'll 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 1800 805 260

Website www.deewr.gov.au/jobservicesaustralia

Do you know what's required when hiring:

contractors?

You'll need to treat your contractors differently to your employees for Pay as you go (PAYG) withholding, fringe benefits tax (FBT) and superannuation guarantee purposes.

- Visit www.ato.gov.au/employeecontractor and use the *Employee/contractor decision tool* to help you assess whether your workers are employees or contractors.

apprentices & 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're 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

Website www.australianapprenticeships.gov.au

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 list in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.

Do you know your tax & superannuation obligations?

If your business has employees or contractors, you'll 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 **Australian Taxation Office (ATO)**. 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.
- For more information regarding your PAYG obligations obtain the *PAYG withholding* booklet, visit the ATO website at www.ato.gov.au/paygw or phone 13 28 66.

 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 ATO website at www.ato.gov.au/super or phone the Superannuation info line on 13 10 20.

 Have you considered registering with the Small Business Superannuation Clearing House (SBSCH)?

If you have less than 20 employees, registering with the SBSCH will allow you to pay your employee superannuation contributions to a single location, instead of to multiple superannuation funds. The SBSCH will then distribute your contributions to the relevant superannuation funds on your behalf, for free.

- To find out more or to register, visit the SBSCH website at www.medicareaustralia.gov.au/super or phone 1300 660 048.

 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 Offices list in the *business.gov.au Checklist companion* available at www.business.gov.au/checklist.

 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 *Fringe benefits tax for small business* booklet from the ATO website at www.ato.gov.au/fbt or phone 13 28 66.
- The ATO provides free employer update seminars in most states and territories. Register online at www.ato.gov.au/seminars.

 Do you understand your legal obligations under occupational health & safety (OH&S) & workers compensation law?

As an employer, you're 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'll 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 in the *business.gov.au Checklist companion* available at www.business.gov.au/checklist.

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. Private sector employers (whether incorporated or not) and their employees in all states and territories other than Western 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 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.fairwork.gov.au

- **Fair Work Australia**

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

- **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 (ATO)**

The ATO provides information on your taxation and superannuation obligations as an employer.

Phone 13 28 66

Website www.ato.gov.au/employers

- **Labour Relations, Department of Commerce (Western Australia)**

If you're covered by the Western Australian workplace relations system (for example, if your business is not incorporated) see the Labour Relations website for further information on your obligations.

Phone 1300 655 266

Website www.commerce.wa.gov.au/labourrelations

Do you know what your Paid Parental Leave obligations are?

The national Paid Parental Leave scheme commenced on 1 January 2011. It's voluntary to provide Parental Leave Pay to an eligible employee until 30 June 2011. From 1 July 2011, your business will be required to provide Parental Leave Pay to eligible long-term employees who have or adopt a child from that date.

- **Centrelink**

Centrelink offers a 'one-stop shop' for a range of services delivered to the Australian community.

Phone 13 11 58

Website www.centrelink.gov.au

- **Family Assistance Office**

The Family Assistance Office gives Australian families better access to government services.

Phone 13 61 50

Website www.familyassist.gov.au

 Do you know what's required at the end of employment?

Employment ends when an employee resigns, is made redundant or is dismissed. For information on your obligations to your employees, employment termination payments (ETPs) and the taxation implications of ending employment, see the below resources:

- Visit the ATO website at www.ato.gov.au/employers or phone 13 28 66.
- Private sector employers (whether incorporated or not) and their employees in all states and territories other than Western Australia are covered by Australia's national workplace relations system. For more information, visit the **Fair Work Ombudsman** website at www.fairwork.gov.au or phone the Fair Work Infoline on 13 13 94.
- If you're covered by the Western Australian workplace relations system (for example, if your business is not incorporated), see www.commerce.wa.gov.au/LabourRelations.

 Do you understand the Small Business Fair Dismissal Code?

The Small Business Fair Dismissal Code applies to small business employers with fewer than 15 employees (calculated on a simple headcount of all employees including casual employees who are employed on a regular and systematic basis)

Employees of small businesses cannot make a claim for unfair dismissal in the first 12 months following their engagement. After this date, if an employee is dismissed and the employer has accurately followed the Small Business Fair Dismissal Code Checklist, then the dismissal will be deemed to be fair

- For more information about the Small Business Fair Dismissal Code and termination of employment in general, visit the Fair Work Ombudsman website at www.fairwork.gov.au or phone 13 13 94.

To keep up with or create business growth, you need to ensure that you're 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
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.becaustralia.org.au.
- Contact your local **Australian Apprenticeships Centre** to get information on all aspects of employing an Australian Apprentice. Phone 13 38 73 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.becaustalia.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're 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 & 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 *Competition and Consumer Act 2010* (formerly known as the *Trade Practices Act 1974*).

In most states and territories, neither the tenant nor 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/smallbusiness.

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 will be 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 & 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.

- Tax concessions are available on eligible R&D claims. More information can be found on the **Australian Taxation Office (ATO)** website at www.ato.gov.au/randd.
- For further assistance, see our Grants & financial assistance topic on page 26.

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, trade marks, 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:

- **Department of Broadband, Communications and the Digital Economy (DBCDE)**
Visit DBCDE's digitalbusiness.gov.au website for information on starting a website and selling online.

Website www.digitalbusiness.gov.au

- **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

- **The 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've established your website, it's important to ensure that it's 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 & 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.

- Search the *Legal Issues Guide for Small Business*. For information on general legal issues relevant to small business, visit <http://sblegal.innovation.gov.au>.
- Search the **Attorney-General's Department** Access to Justice website at www.accesstojustice.gov.au to locate someone in your area who can provide you with information, help you understand your options, and decide what to do.

- See our Your legal obligations topic on page 10.
- Consult a business advisor, accountant or solicitor for advice.

Do you understand your spam obligations?

Spam is electronic junk mail. Under the *Spam Act 2003* it's illegal for you to send unsolicited commercial electronic messages.

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

Phone 1300 855 180

Website www.spam.acma.gov.au

Do you understand your privacy obligations?

If you're covered by the *Privacy Act 1988*, you also need to protect your customers' personal information you collect and use online as well as offline.

Even if you're not covered by the Privacy Act your business should still aim for good privacy practice. This includes limiting collection of personal information to what's necessary to your functions or activities, storing it securely, being clear to your customers about when their personal information is being collected, the purposes it may be used for, whether it may be disclosed to others, and how to opt out of having it collected or used in particular ways.

- **Office of the Australian Information Commissioner**

Phone 1300 363 992

Website www.privacy.gov.au/business

Do you understand consumer protection & competition?

You need to comply with the *Competition and Consumer Act 2010* (formerly known as 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 Competition and Consumer Act.

Phone 1300 302 021 (Small business helpline)

Website www.accc.gov.au

- For information on state laws, contact your state or territory consumer affairs office. For contact details, see our Consumer affairs agency list in the *business.gov.au Checklist companion* available at www.business.gov.au/checklist.

Do you know how to keep electronic records?

The **Australian Taxation Office (ATO)** 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 ATO website at www.ato.gov.au/recordkeeping to see which records you need to keep.
- Search the ATO's Product register, a list of registered commercial programs available at www.ato.gov.au.
- The ATO provides a series of free seminars and workshops on a variety of topics in most states and territories. Register online at www.ato.gov.au/seminars.

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* (the Code). The 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 Code and other competition and consumer considerations, or to download a copy of the Code, visit the ACCC website.

Phone 1300 302 021 (Small business helpline)

Website www.accc.gov.au

The following free ACCC resources provide important information on the Code and on other competition and consumer issues you need to be aware of:

- *Franchisee Manual*
- *Franchisee start-up checklist*
- *Your essential guide to the Franchising Code of Conduct (DVD)*

Download or order your copies by visiting www.accc.gov.au/franchising or by phoning their Small business helpline on 1300 302 021.

- Contact your state or territory consumer affairs office. For contact details, see our Consumer affairs agency list in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.

Have you prepared a franchise agreement & 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 advisor, accountant, solicitor or franchise consultant for advice.

Are you aware of the intellectual property (IP) issues?

Your trade mark, 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 Code 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 Franchising Mediation Adviser (OFMA) can help you resolve it without going to court.

- **Office of the Franchising Mediation Adviser**

Phone 1800 150 667

Website www.franchisingmediationadviser.com.au

Have you considered franchising your own business overseas?

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

- **Austrade**

Phone 13 28 78

Website www.austrade.gov.au

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.

- **AusTender**

Search the AusTender website to find current business opportunities available from the Australian Government and information on how to become a registered supplier on a Multi-Use List (MUL).

Phone 1300 651 698

Website www.tenders.gov.au

- 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
- Gain a better understanding of the liability risk and insurance requirements when negotiating government contracts by reading the **Department of Innovation, Industry, Science and Research (DIISR)** *Liability Risk Assessment Guide*, available from www.innovation.gov.au/lraguide.
- **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 list in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.
- 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 *Competition and Consumer Act 2010* (CCA) (formerly known as the *Trade Practices Act 1974*) 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 CCA. 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 Sustainability, Environment, Water, Population and Communities**
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 and Energy Efficiency (DCCEE)**
The Department of Climate Change and Energy Efficiency leads the development and coordination of Australia's climate change policies.

Phone 1800 057 590

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.

- **Department of Sustainability, Environment, Water, Population and Communities**
Find information on environmental management strategies and systems.

Phone (02) 6274 1111

Website www.environment.gov.au

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 Sustainability, Environment, Water, Population and Communities**
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 list in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.

- 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 & 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 and Transport** 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 218 478.
- **International Environmental Standards – ISO 14000**
One of the most well known voluntary international standards for environmental management is the ISO 14000 series. This series addresses environmental management practices including management systems, labelling, performance evaluation, life cycle analysis, communication and auditing. To find out more about how you can adhere to this voluntary series, visit the **Standards Australia** website at www.standards.org.au or phone 1800 035 822.

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 (NGER) 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 phone 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 & 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:

- **Grants & Assistance Finder**

The business.gov.au *Grants & Assistance 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**

GrantsLink provides assistance on Australian, state and local government grants and funding programs available for individuals, businesses and communities to develop solutions to local and national problems, fund ideas and initiatives and provide assistance in times of hardship.

Phone 1800 026 222 (Australian Government Regional Information Service)

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 businesses. 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 services (including business planning workshops) to assist you to start, buy or expand your own 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 agencies list in the business.gov.au *Checklist companion* available at www.business.gov.au/checklist.
- 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 & support topic 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

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 & marketing plans topic on page 4.

Do you understand your Customs & Border Protection requirements?

The Australian Customs and Border Protection Service (Customs and Border Protection) 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 to speak with an Export Advisor

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 to speak with an Export Advisor

Website www.austrade.gov.au/exportingonline

Have you considered international intellectual property (IP) protection?

As well as registering in Australia, you can apply to register a trade mark, 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 won't infringe the IP 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/fta

 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're eligible for financial assistance or for more information, contact the following agencies:

- **Austrade**

Phone 13 28 78 to speak with an Export Advisor

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 & financial assistance topic on page 26.

Do you understand your Customs & Border Protection requirements?

The Australian Customs and Border Protection Service (Customs and Border Protection) 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're allowed to import them or if they carry special restrictions.

- **Australian Customs and Border Protection Service**

Phone 1300 363 263

Website www.customs.gov.au

Have you checked if your goods are subject to dumping &/or countervailing duty?

To find out what goods are subject to anti-dumping measures contact:

- **Trade Measures Branch, Australian Customs and Border Protection Service**

Phone (02) 6275 6066 (Dumping hotline)

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're 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. Please note that eligibility for exemption from Customs duty under the Tradex Scheme does not extend to an exemption from dumping and/or countervailing duty.

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're 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
www.productsafety.gov.au

Australian Business Number (ABN)	A single identifying number used when dealing with other businesses and the Australian Taxation Office.
Australian Company Number (ACN)	The number allocated by the Australian Securities and Investments Commission (ASIC) when you register a company under Corporations Law.
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.
Collective bargaining	This process allows two or more competing businesses to negotiate a deal for the sale or purchase of products or services with a common customer or supplier.
Company	A company is a legal entity separate from its members (shareholders).
e-business	Business conducted over the internet, including buying and selling, servicing customers and collaborating with business partners.
Environment 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% on the sale of most goods and services in Australia.
Independent contractor	A person who is self-employed and hired to do work for a business, but is not an employee of that business.
Intellectual property (IP)	Intellectual property (IP) represents the property of your mind or intellect. It can be an invention, trade mark, original design or the practical application of a good idea. In business terms, this means your proprietary knowledge - a key component of success in business today.
Internet Service Provider (ISP)	An organisation that allows users to dial into its computers to connect to the internet, for a fee.

Legal name	The name of the entity that appears on all official documents or legal papers. It may be different from the trading name.
Licence	A legal document that grants a business or person with official permission to conduct a certain activity.
Multi-Use List (MUL)	A list of pre-qualified potential suppliers of goods and/or services, who have satisfied the conditions for inclusion. A well known example is the ICTMUL – a list of ICT suppliers that Australian Government agencies can use to source ICT goods and services and to select tender.
National Employment Standards (NES)	A set of ten minimum employee entitlements to leave, public holidays, notice of termination and redundancy pay.
Paid Parental Leave	Paid Parental Leave is a national scheme to provide eligible working parents with 18 weeks of Government-funded pay at the National Minimum Wage.
Partnership	A partnership is a type of structure where two or more people start a business and can legally share profits, risks and losses according to terms set out in a partnership agreement.
Pay as you go (PAYG) instalments	PAYG instalments is a system for paying instalments towards your expected income tax liability on your business and investment income for the current income year.
Pay as you go (PAYG) withholding	A legal requirement to withhold a percentage of payments made to employees and other businesses, which is then paid to the ATO.
Pay-roll tax	A state and territory government tax on industry, calculated on the amount of wages paid.
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.
Small Business Fair Dismissal Code	A code of compliance small businesses must adhere to when ending employment.
Sole trader	A sole trader is a type of structure where the business has no separate legal existence from its owner.
Spam	An unwelcome electronic mail message usually sent to a large number of recipients.
Tax file number (TFN)	A unique number issued by the ATO to individuals and organisations to identify tax records.
Tender	A process a government agency or company follows to seek quotes for required goods or services.
Trade mark	A trade mark can be a letter, number, word, phrase, sound, smell, shape, logo, picture, aspect of packaging or any combination of these, which is used to distinguish goods and services of one trader from those of another. A registration of a trade mark gives the owner the legal right to use, licence or sell it within Australia.
Trading name	The name that an entity trades under, or is known as, by its suppliers or customers. It may be different from the entity's legal name.
Trust	A trust is a relationship where a business is transferred to a third party who has legal control and has a duty to run that business to benefit someone else.
Turnover	The amount of money that passes through a business entity throughout a financial year.

Unconscionable conduct

When a business takes advantage of another in a transaction in a way that offends the conscience, or acts in a way that is clearly unfair or unreasonable.

Venture capital

Capital invested in a start-up business that is thought to have excellent growth prospects but does not have access to capital markets because it's a private company.

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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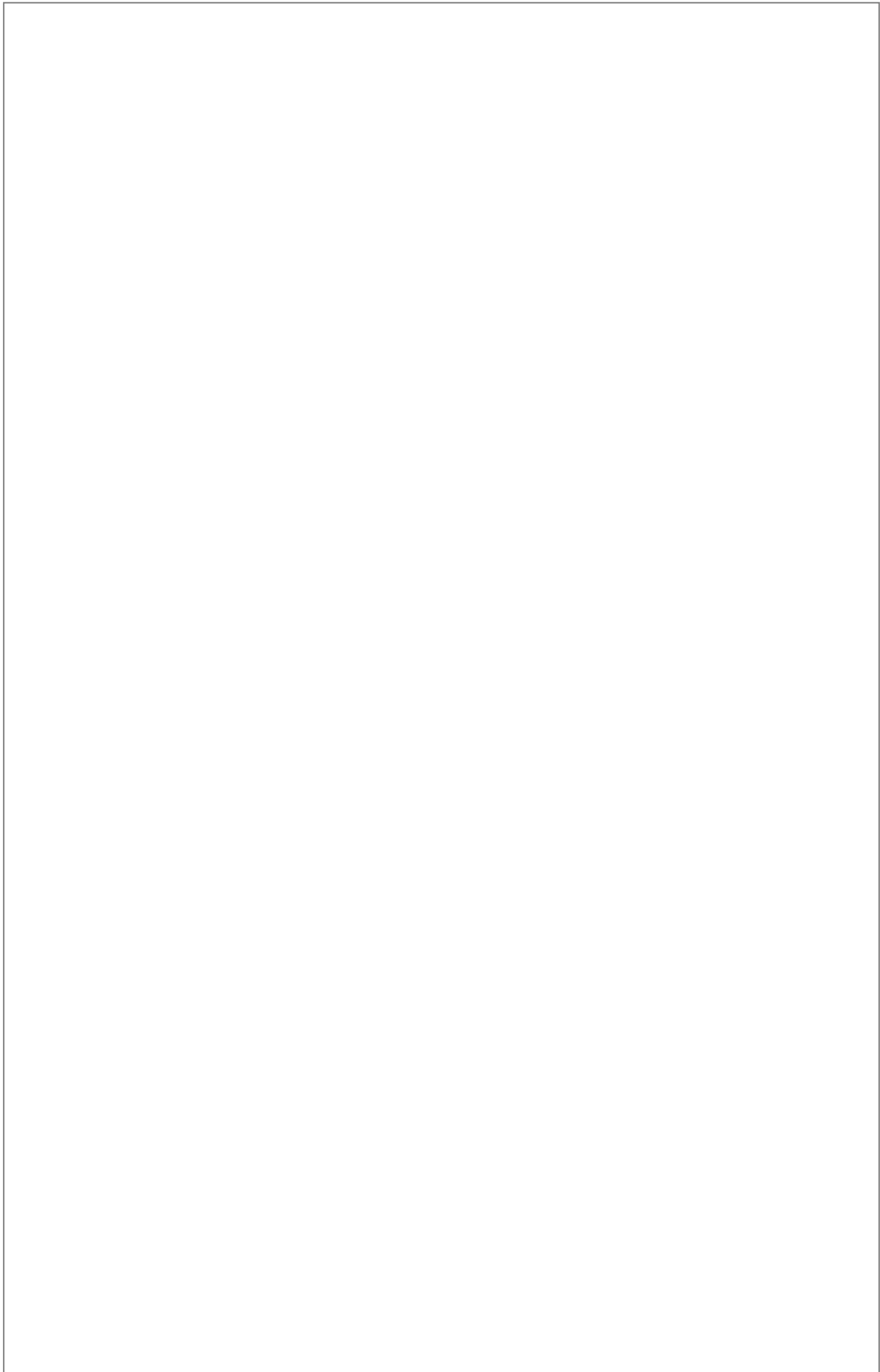
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