



SMALL BUSINESS VICTORIA

Big Help for Small Business

Find services to help you start,
run and grow your business.

Big help for Small business
business.vic.gov.au

DEPARTMENT OF
BUSINESS AND INNOVATION



How Can We Help You?

Small Business Victoria has a range of services to help you start, manage and grow your business. Whether you're looking to register a business name, employ people for the first time or take your business to the next level, we can assist.

Small Business Victoria's services are free and easy to use. All the information you need is available online, at the end of the phone or over the counter.

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Big Help for Small Business

Starting or buying a business

Getting your new business off the ground is an exciting time, but there are so many details to consider. Small Business Victoria's services take the guesswork out of starting or buying a business.

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Starting or buying a business

Where do you begin?

The Business Victoria website has easy-to-use online guides and registrations to help you:

- > choose and **register your business name**
- > decide the right **business structure** for you, start a particular **type of business** or set up a business from **home**
- > understand your **insurance** requirements
- > set up a **retail premises** and understand negotiating a **retail lease**
- > **buy an existing business** or start a franchise
- > book into low-cost **Starting a Business** seminars and workshops
- > master business planning using our **marketing and business plan** templates

TIP:

To get your business started using the Business Victoria website go to **business.vic.gov.au/start**



Starting or buying a business

While you're online check out these useful templates and guides:

Step-by-step guides: go to business.vic.gov.au/stepbystep and click on 'Starting or buying a business'

- > Are you ready to start a business?
- > Is franchising right for you?
- > How to register your business

Business and marketing plan templates: go to business.vic.gov.au/plan

The screenshot shows a web page titled "step by step" with the Business:Victoria logo. The main heading is "Step-By-Step: Are you ready to start a business?". Below this, it states "This guide takes about 10 minutes and will help you to find out:" followed by a bulleted list:

- if you have the right skills to run a business
- if you've done enough preparation to start your business
- where to get help to start your business

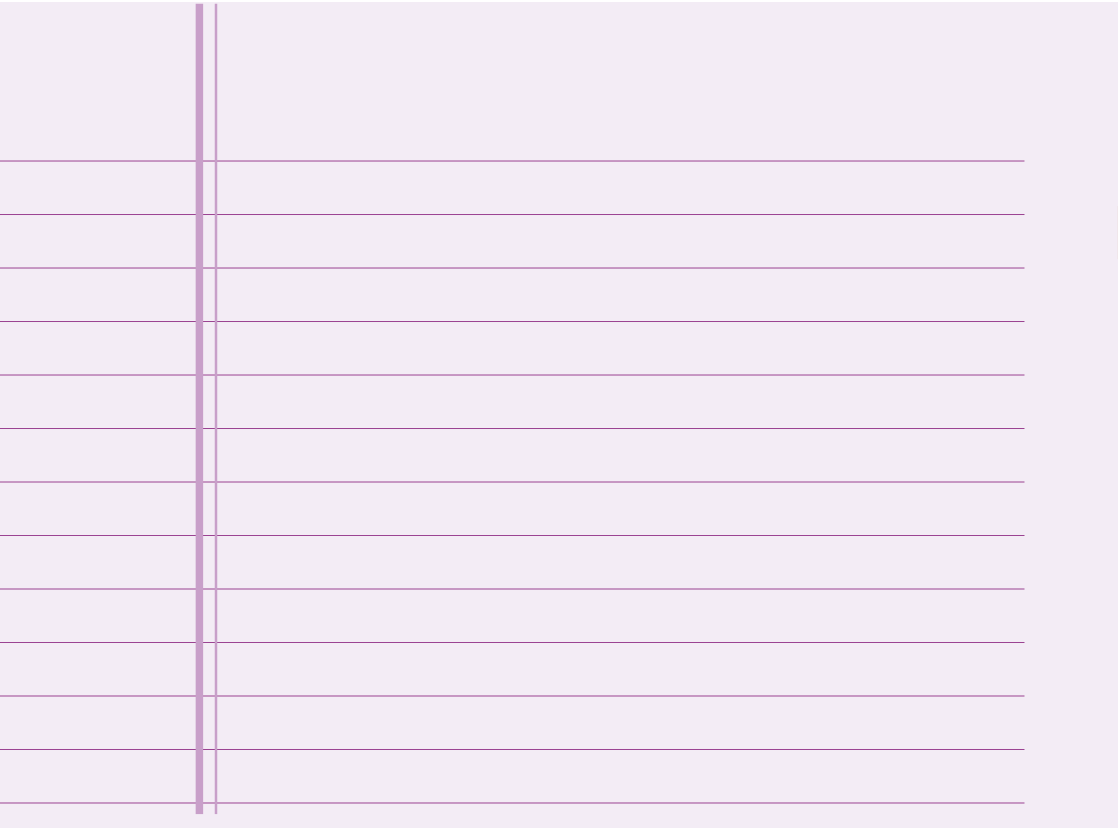
There is a graphic of a green checkmark on a signpost. Below it, the text says: "You will also finish the guide with a personalised checklist."

At the bottom left, a note reads: "Saving: to use the Save button you must be registered and logged in. To register now click register here on the right."

On the right side of the page, there is a "Close Window" button and a "LOGIN" section with the following text:

LOGIN
 Login to Business:Victoria
 New users can register here.
 Sign up for a free registration to access customised information about your business and save important forms.

Notes:



“When starting my business, the Business Victoria website was particularly good with a lot of forms, business plans, marketing plans and helpful advice.”

Robyn Green
Robyn’s Soap House

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Finding the right licences

Starting a new business is taking a chance on your dream, but understanding which registrations and licences you need can be a nightmare. Finding everything in one place will save you time and headaches.

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Finding the right licences

Your One Stop Shop for Licences

Use our **Registration and Licence Finder** to build a report listing all the licences you'll need. You can:

- > find which **licences, registrations and permits** are relevant to your business
- > **apply and pay** for licences and registrations online
- > get information about **Tax Office registrations** including the Australian Business Number (ABN), Tax File Number (TFN), Goods and Services Tax (GST) and the Pay as You Go (PAYG) withholding instalment system
- > get **contact details** for the different government agencies you'll need to deal with

TIP:

Use the computers at a Victorian Business Centre to run your own licence and registration report.

Go to **business.vic.gov.au/licences**



Finding the right licences

Other small business owners also found these step-by-step guides to understanding licensing requirements useful: go to business.vic.gov.au/stepbystep

- > How to get planning or building permits
- > Taking a good idea to commercialisation
- > Setting up a business from home
- > Getting a food business registered
- > Setting up a hairdressing, beauty, body art, physical or alternative therapy business

The screenshot shows the 'Registration and Licence Finder' page on the BusinessVictoria website. The page is titled 'Registration and Licence Finder' and is part of a multi-step process. The current step is 'Step 1: My business', which asks the user to provide details about their business and its location. The form includes two main input fields: 'What type of business are you researching?' and 'What is the location of your business?'. Both fields have placeholder text and instructions. The 'Save My Work' button is visible, along with a 'Quick Search' section. The page also features a navigation menu at the top and a footer with a note about location-based registration results.

BusinessVictoria

Registration and Licence Finder

Home | Registration and Licence Finder

Step 1: My business

What type of business are you researching?

What is the location of your business?

If you don't enter a location, results for location based registration won't be provided e.g. council-specific local laws

Notes:



"The information sheets on the Business Victoria website tell you exactly what you need to do to start and expand a business, which is fantastic."

Catherine Ashton
Tuscan Trellis Specialist Painting

Big Help for Small Business

Managing and growing your business

Expanding your business is a sign of success, but not doing it properly could be the road to failure. Effectively managing the way you run and develop your business will ensure it reaches its potential.

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Managing and growing your business

How can you take your business to the next level?

Small Business Victoria offers a range of tools, tips and templates to get you on track, including:

- > **Business Tips** with success stories, tips and articles from business owners and professional advisers
- > help in reaching **potential customers** through marketing, public relations, online business or exporting
- > guidance on how to supply goods and services to **government** through **quotes, tenders and contracts**
- > simple ways to make your business **more sustainable** – good for the environment and your bottom line
- > guidelines for **reducing expenses** and **increasing your income**
- > access to experienced **mentors and advisers** when you're ready for help, want to make changes or can't see the way forward.
- > low-cost **business training and workshops** so you can grow your skills and expertise

TIP:

Drop into your nearest Victorian Business Centre and search the Business Tips section to find tips and success stories from other business owners.

Go to **business.vic.gov.au/tips**



Managing and growing your business

Get the most out of your online experience with the information, templates and guides other small business people have found useful:

Step-by-step guides: go to business.vic.gov.au/stepbystep

- > Planning a business website
- > How to organise an event
- > Are you export ready?

Business and marketing plan templates: go to business.vic.gov.au/plan

Information on supplying goods and services to government:
go to business.vic.gov.au/tenders

The screenshot displays the BusinessVictoria website interface. At the top, there is a navigation bar with links for 'HOME', 'ABOUT US', 'CONTACT US', and 'SITEMAP'. Below this is a search bar and a 'SIGN UP TO RECEIVE BUSINESS VICTORIA NEWS' button. The main header reads 'Starting & Managing a Business'. On the left, a sidebar menu lists various business topics such as 'Business Victoria Home', 'How to Start a Business', 'Financial Management', 'Employing & Managing Staff', 'Business Development', 'Writing a Business Plan', 'Sales', 'Marketing', 'Growing Business', 'Business Networking', 'Business Tips', 'Latest Advice', 'Latest Case Study', 'Latest Interview', 'Business Plans & Checklists', 'Creating a Green Business', 'Managing Risk', 'Government Tenders', 'MasterClass for Growth Program', 'Grow Your Business program', 'Small Business Network', and 'Business Support'. The main content area features a 'Business Tips' section with a sub-section 'Interview' titled 'Making your website work for you'. This section includes a photo of Kerry Scanlon and text explaining how to build an effective website. Below this is an 'Article' section titled 'Successful business blogging' with a 'NEWS' icon. On the right side, there are social media icons for YouTube, Facebook, and LinkedIn, and a 'RELATED CONTENT' section with a 'Skills for Growth' article. At the bottom right, there is a 'EXTERNAL LINKS' section with a 'Free news and advice for small and medium businesses' link.

Notes:

A large, light pink rectangular area with horizontal lines, intended for taking notes. A vertical line is positioned on the left side, creating a margin.

"For people who are in business and trying to grow it, knowing you've got access to something like the Business Plans & Checklists is very useful."

Melissa Voderberg
Studio Latitude

Big Help for Small Business

Financial management

Managing your money and accessing financial opportunities can be hard work. Staying on top of your finances and knowing where to find help will enable you to steer your business through good times and bad.

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Financial management

What financial tools are available?

The **Business Victoria website** has a whole section on financial management with easy-to-use tools and calculators. Try the:

- > **cash flow and profit and loss templates** to work out a summary of your cash flow, income and expenses
- > **Business Loan Finder** to compare options and find the best loan for your business
- > **Financial Health Checklist** to assess how your business is going, see where you can make improvements and get tips for tough times
- > guides on understanding your **tax obligations**, including links to the Australian Tax Office (ATO) and State Revenue Office (SRO) tools to save you time completing your taxes
- > links to **financial planning tools and calculators** such as book keeping and cash flow basics, debtor and creditor management, profit analysis and calculating your break-even point
- > **Find a Grant** tool to search for grants and awards applicable to **existing businesses**

TIP:

Ask a consultant at a Victorian Business Centre to show you the finance pages on the Business Victoria website. You'll find them at **business.vic.gov.au/finances**



Financial management

Other small business owners have found these particular calculators and guides useful:

- > Step-By-Step: Tax Basics go to business.vic.gov.au/stepbystep
- > financial calculators and tools: go to business.vic.gov.au/plans and click on the 'Financial calculators and tools' link on the right-hand side
- > cash flow and profit and loss templates: go to business.vic.gov.au/finances and choose 'Financial Analysis' from the left-hand menu
- > Business Loan Finder: go to business.vic.gov.au/loanfinder

BusinessVictoria Find A Loan

How much money do you need?

Do you need access to money at call or the full amount upfront?
 All up!
 Upfront

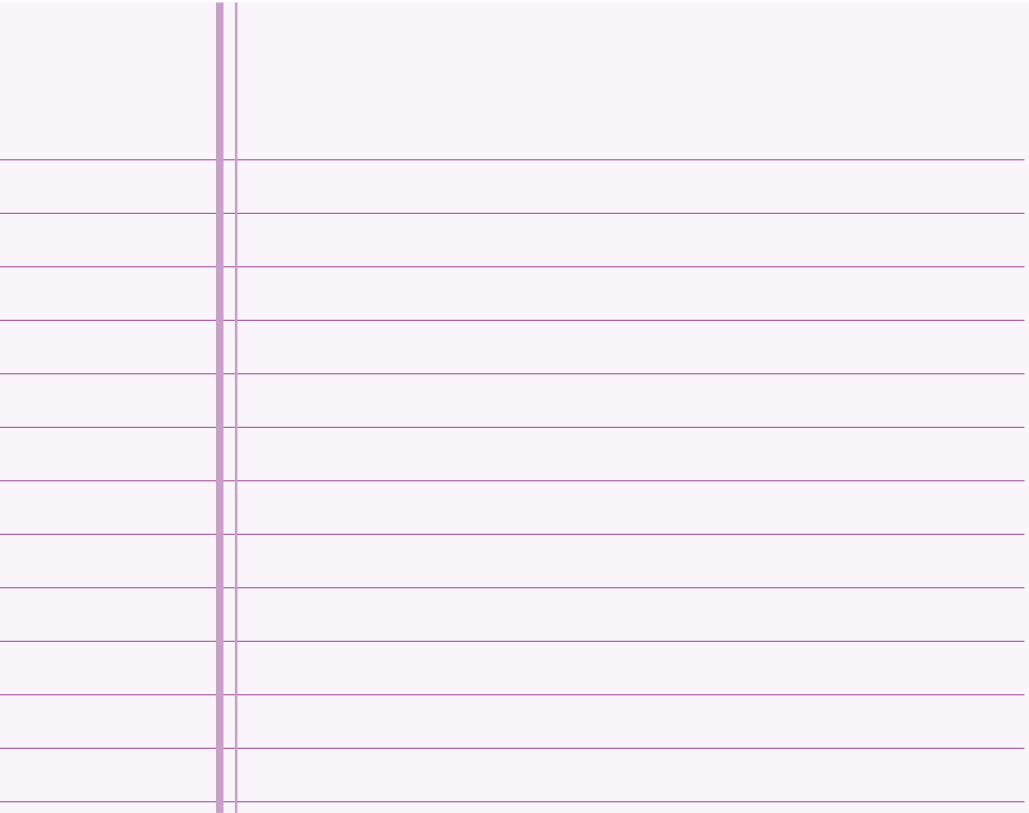
How long will you need to pay it back?

Do you want a fixed or variable interest rate?
 Fixed
 Variable
 Other

What type of security would you be willing to provide?
 Residential
 Non-residential
 None

Which state will you be operating your business in?

Notes:



"I found the Business Loan Finder was incredibly easy to use. It takes you through the whole process of finding a loan and everything you need to do – cash flow, forecasting, break-even, SWOT analysis, etc."

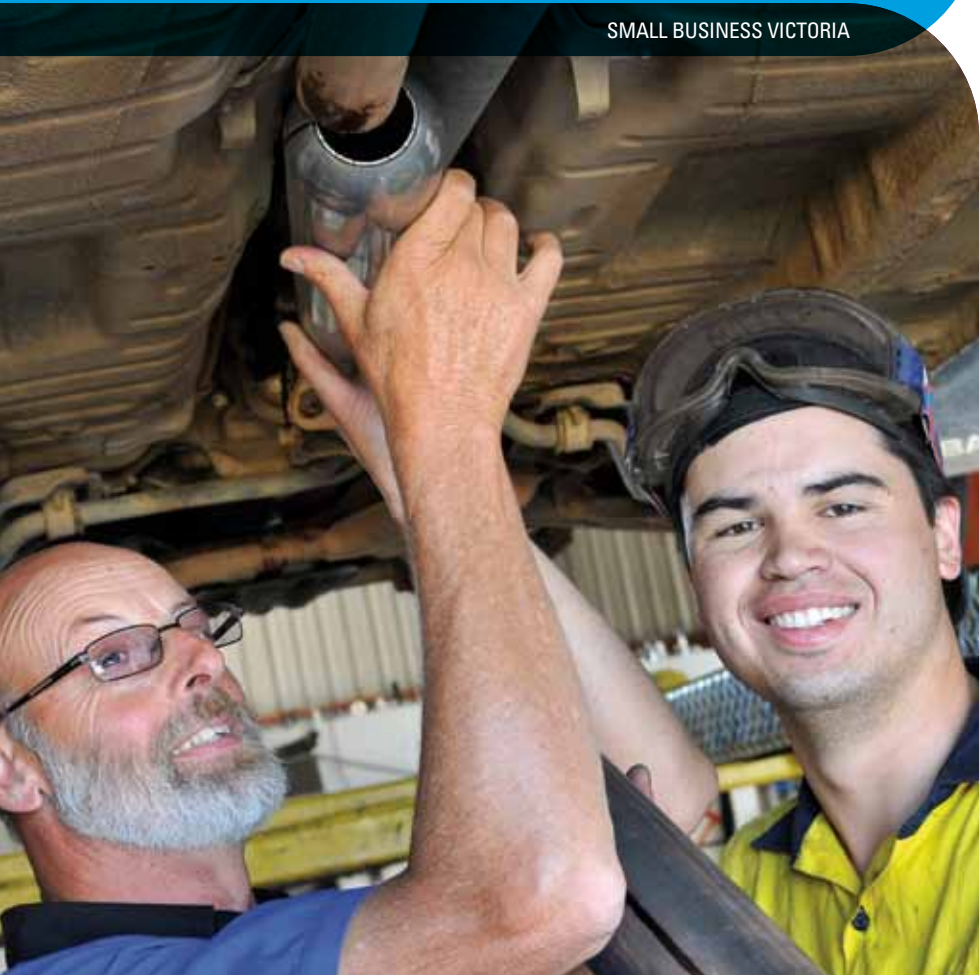
Nick Young
Two Ruffians

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Employing and managing people

Growing your business often means hiring staff. Knowing how to find the right people, providing a good workplace and understanding your legal obligations will help you become a confident employer.

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Employing and managing people

How do you create a good place to work?

Small Business Victoria offers employment resources and guidelines for fostering a fair, innovative and cooperative work environment.

These include:

- > free **Skills for Growth** programs to personally help you review staff skills, identify training opportunities and plan for your business' future
- > guide to **recruiting staff** which lets you create a customised checklist
- > tools to assist with **employer responsibilities** such as wages, tax, superannuation, equal opportunity, health and safety, long service leave and child employment
- > links to **wage rates** and pay scale summaries
- > **pointers and templates** to help with effective employee management and keeping good staff

TIP:

Stop into a Victorian Business Centre and sign up for the Skills for Growth program. It's free! You'll find details on the Business Victoria website at business.vic.gov.au/skillsforgrowth



Employing and managing people

Consider these tools and templates that have helped other small businesses employ and manage staff: go to business.vic.gov.au/employ and click on 'Tools & Templates' at the bottom of the page

- > Step-By-Step: Staff Planning
- > staff recruitment templates
- > interview and selection templates
- > performance checklists
- > overtime and productivity calculators



Notes:

A light blue background with a vertical line on the left and horizontal lines for writing.

"The Skills for Growth program really assisted us. I had all these thoughts in my mind about where we had to go, but to actually have the consultant come to us and map it all down was fantastic."

Bernadette Ashcroft
Lifestyle National

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Managing risk

With any type of adventure comes a certain amount of risk. Running a business is no different. Knowing your risks and developing plans will help you get back on track if something goes wrong.

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Managing risk

What can you do about risk management?

The Business Victoria website offers comprehensive risk management planning and can help you:

- > prepare a **bushfire response plan** for your business
- > identify the **different types of risks** that can affect your business
- > examine your options if you or a key staff member become **critically ill**
- > understand **succession planning** for when you retire, sell or swap management
- > use the **Risk Register and Risk Treatment Register** template to develop contingency plans

TIP:

Ask a consultant at a Victorian Business Centre to help you locate the Illness Management Plan on the Business Victoria website.

Go to **business.vic.gov.au/illness**



Managing risk

While online, explore a range of templates and planning tools to tackle risk management: go to business.vic.gov.au/manage click on 'Business Development' from the left-hand menu and choose 'Managing risk' from the expanded menu

- > Risk Register and Risk Treatment Register template
- > emergency contingency plans
- > succession planning template

Bushfire response plans: go to business.vic.gov.au/bushfire

The screenshot shows the BusinessVictoria website interface. The main heading is "Starting & Managing a Business". The left-hand navigation menu includes categories like "Business Victoria home", "Starting & Managing a Business", "How to Start a Business", "Financial Management", "Employing & Managing Staff", "Business Development", "Writing a Business Plan", "Sales", "Marketing", "Doing Business", "Business Licensing", "Business Tax", "Business Plans & Checklists", "Creating a Business Plan", "Marketing Plan", "Types of risk", "Identifying the risks in your business", "Assessing individual risks", and "Risk Management Plan".

The main content area is titled "Risk Management Plan" and contains the following text:

Risk Management Plan

A practical and well thought-out risk-management plan defines how your business deals with risk. It will help create a culture of sensible risk awareness and management in your business.

Get everyone thinking about risk

Encourage people at all levels of your business to think about risk. In practice, this means to make sure everyone knows whose job it is to plan for and manage each type of risk. They should also know who to talk to when confronted by a risk they're not sure how to deal with, & who benefits if that when employees know who will manage each kind of risk, it creates a sense of structure. It also encourages people to be actively involved in the business.

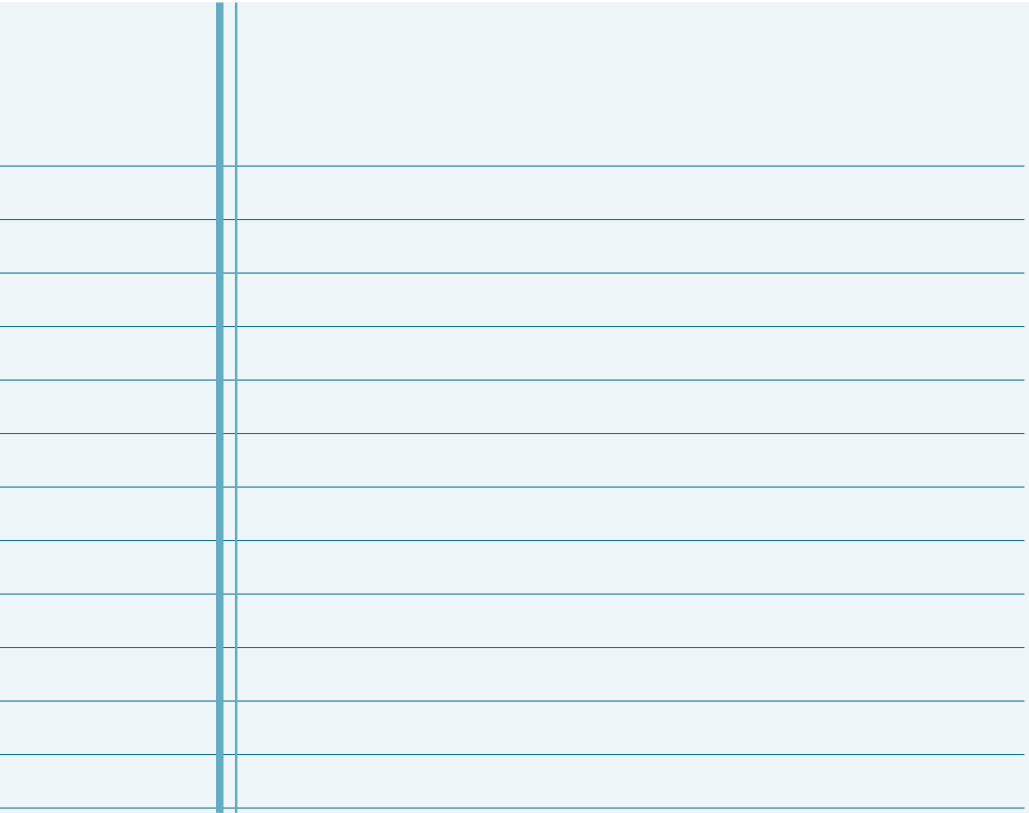
Make informed decisions

Sometimes you may decide not to deal with certain risks because the chance they'll happen is slight or the effects are trivial. On the other hand, you'll need to plan for very likely risks with serious or major effects. For these you will need to have procedures so you can deal with them at the moment.

Don't assume risks exist in isolation to one another. Sometimes risks with minor consequences combine with unforeseen circumstances and other minor risks to create serious or major risks. Take the example of a getting a flat tyre when doing deliveries. It's after dark on a muddy track in an area has no mobile phone coverage. The spare tyre then rolls down the hill and the truck continues run out. You check the tyre, fall over and break your leg. What was a minor inconvenience is now a major risk to your safety. Use your experience - and your employees' experience - to identify and plan for these possible combinations.

On the right side of the page, there are social media icons for YouTube, Facebook, and Twitter, and a section titled "EXTERNAL LINKS" with a link for "Small Business Risk Register".

Notes:



"When we first visited the Victorian Business Centre I didn't even know there was a practical service like this around! You would be mad not to spend just a little bit of time to find out what's on offer."

Rodney Ashton
Tuscan Trellis Specialist Painting

Networking and support

Sometimes it's lonely being the boss and you might want a shoulder to lean on. Tapping into business networks and finding support is crucial to keeping up your enthusiasm and leading you to new opportunities.

Is anybody out there?

Small Business Victoria can put you in touch with advisers, networks and events to keep you connected to your business world. Tools include:

- > **Find an Adviser** directory containing mentors, lawyers, accountants, marketing consultants and other experts
- > **Koori Business Network** to support the growth of Indigenous businesses
- > fortnightly **e-newsletter** with tips, networking opportunities, information on changes to regulations and more
- > low-cost **workshops and seminars** so you can learn from the experts
- > links to the **Victorian Small Business Commissioner** for support with retail leasing, current market rent and dispute resolution
- > **a business networking group on Facebook** where you can connect with other businesses, research customers, promote products and connect with new clients

TIP:

Visit a Victorian Business Centre and search for workshops and seminars on the Business Victoria website. You can book and pay online.

Go to business.vic.gov.au/workshops



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Networking and support

"The Koori Business Network has basically been a Godsend for us. It gave us resources and people to talk with about the things we weren't so clear about in our business. It also gave us an ability to meet so many other business owners who were going through the same things we were going through."

Yahvinah Morris
Soulveg

BusinessVictoria | HELP | CONTACT | NEWS | ABOUT US | SERVICES | EN | 03 9594 4000

Koori Business Network (KBN)

Berrigan Business Support Program

Are you an Indigenous business owner who:

- is looking to grow your business?
- wants to develop your technical and business skills?
- would like to access new industry networks and markets?
- wants to take your venture to a new level of professionalism?

The Koori Business Network's **Berrigan Business Support Program** helps Indigenous-owned businesses across Victoria to plan, manage and achieve growth and profitability.

Growing Victorian Indigenous Businesses

Victory **Berrigan Business Support Program** assists Indigenous individuals and their businesses to plan, manage and achieve growth and profitability. The Berrigan (meaning 'to grow' in the Bunurra language) program helps Indigenous businesses to develop their technical and business skills, access new industry networks and markets, and improve their level of professionalism by engaging qualified service providers.

Grants of up to **\$7,000** are available, to be spent within one year. KBN can meet up to **75 percent** of the total program cost.

What sort of assistance is involved?

Assistance will usually be provided for program activities that will give direct support to your business.

The may include:

THE BERRIGAN BUSINESS SUPPORT PROGRAM

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Victorian Business Centres

Victorian Business Centres are located throughout Victoria. Staff can help you use all the services and programs outlined in this brochure.

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Victorian Business Centres

Metropolitan Melbourne

Bundoora - Northern Metropolitan Region

University Hill
Suite 16 Level 1
20 Enterprise Drive
Bundoora VIC 3083
Tel: (+61 3) 9935 0600
Fax: (+61 3) 9466 7367
E: VBCmetronorthwest@dbi.vic.gov.au

Dandenong Southern and Eastern Metropolitan Regions

314A Thomas Street
Dandenong VIC 3175
Tel: (+61 3) 9938 0100
Fax: (+61 3) 9794 5644
E: informationofficer.dandenong@dbi.vic.gov.au

Melbourne CBD

Victorian Consumer and Business Centre
113 Exhibition Street
Melbourne VIC 3000
Tel: 13 22 15
E: enquiries@dbi.vic.gov.au

Sunshine - Western Metropolitan Region

Suite 4, Level 1
2 Devonshire Road
Sunshine VIC 3020
Tel: (+61 3) 9334 1300
Fax: (+61 3) 9334 1301
E: VBCWestmetro@dbi.vic.gov.au

Victorian Business Centres

Regional Victoria

Ballarat

48 Sturt Street

Ballarat VIC 3350

Tel: (+61 3) 5320 5900

Fax: (+61 3) 5320 5998

E: information.ballarat@rdv.vic.gov.au

Bendigo

46 Edward Street

Bendigo VIC 3550

Tel: (+61 3) 5442 4100

Fax: (+61 3) 5442 5452

E: information.bendigo@rdv.vic.gov.au

Geelong

69-71 Moorabool Street

Geelong VIC 3220

Tel: (+61 3) 5223 2104

Fax: (+61 3) 5229 9503

E: information.geelong@rdv.vic.gov.au

Mildura

131 Langtree Avenue

Mildura VIC 3500

Tel: (+61 3) 5051 2000

Fax: (+61 3) 5051 2020

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Victorian Business Centres

Shepparton

3/164 Welsford Street
Shepparton VIC 3630
Tel: (+61 3) 5821 1811
Fax: (+61 3) 5822 2554
E: information.shepparton@rdv.vic.gov.au

Traralgon

33 Breed Street
Traralgon VIC 3844
Tel: (+61 3) 5174 9233
Fax: (+61 3) 5174 7845
E: information.traralgon@rdv.vic.gov.au

Wangaratta

27-29 Faithfull Street
Wangaratta VIC 3677
Tel: (+61 3) 5721 6988
Fax: (+61 3) 5721 2265
E: information.wangaratta@rdv.vic.gov.au

Wodonga

6/22 Stanley Street
Wodonga VIC 3690
Tel: (+61 2) 6056 2166
Fax: (+61 2) 6056 2334

Small Business Victoria programs and services

ABN Lookup: search for business information on the Australian Business Register using Australian Business Numbers (ABN)

abr.business.gov.au

Business Loan Finder: compare loan options and connect to the lenders

business.vic.gov.au/loanfinder



Business Plans and Checklists: library of tools from various sources
business.vic.gov.au/plans



Calling Business Victoria: hotline and help centre
Local call: 13 22 15

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Small Business Victoria programs and services

Disputes step-by-step:

information about solving a dispute, complaint or problem

business.vic.gov.au/disputes

Victoria's Small Business Festival:

held in August each year

business.vic.gov.au/festival

Export Connections:

for businesses considering or currently exporting **business.vic.gov.au/export**

FAQs: frequently asked questions on a range of business topics with a facility to ask your own question **business.vic.gov.au/faqs**



Find an Adviser: search for accountants, lawyers, bookkeepers and business mentors, many of whom will provide the first half hour free of charge **business.vic.gov.au/findanadviser**

Find a Contact: search for contact details of government agencies, business organisations and industry associations **business.vic.gov.au/findacontact**

Small Business Victoria programs and services

Find a Grant: search for grants and programs available to existing businesses using the grants wizard business.vic.gov.au/grants

FoodSmart: template to build a Food Safety Program foodsmart.vic.gov.au

IBISworld: market and industry information which can be accessed for free at any Victorian Business Centre. See page 29-32 for locations.



Long Service Leave Calculator: estimate your long service entitlements business.vic.gov.au/lslcalculator

Newsletter subscriptions: sign up for regular, free e-newsletters with the latest business news, regulation information and tips business.vic.gov.au/newsletters



Registration and Licence Finder: search for registrations, licences and permits required for your business business.vic.gov.au/licences

Skills for Growth: free onsite staff planning workshop with a workforce planning specialist business.vic.gov.au/skillsforgrowth

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Small Business Victoria programs and services



Step-by-step guides: easy-to-use guides which help you produce a personal checklist
business.vic.gov.au/stepbystep

Translating and Interpreting Service (TIS)

for non-English speakers or for those who need to communicate with them.
 Available 24 hours a day, 7 days a week and accessible from anywhere in Australia for the cost of a local call. **Tel: 13 14 50**

Workshops and seminars:

low-cost, growth-focused workshops for every small business

business.vic.gov.au/workshops

Your Business Victoria Account: open an online account to manage all your regulatory transactions and information

business.vic.gov.au/signup



Useful organisations and government agencies

Australian Securities and Investment Commission:

national business names index

asic.gov.au/nni

Australian Tax Office: Is your business tax-ready?

Go to **ato.gov.au/business** and expand the 'Your business situation' menu on the left. Rollover 'Where do I start?' and choose 'Is your business tax-ready?' from the expanded menu.

Consumer Affairs Victoria

- > Business names and structures.
Go to **consumer.vic.gov.au** and click on 'Business Names & Structures' in the left-hand menu.

Fairwork

- > Record keeping for employers.
Go to **fairwork.gov.au** and click on the 'Employment' tab along the top. Choose 'Record keeping' from the left-hand menu.
- > Templates. **Go to fairwork.gov.au** and click on the 'Employment' tab along the top. Choose 'Small business assistance' from the left-hand menu.

IP Australia: search patents, trademarks and designs. Go to **ipaustralia.gov.au** and click on 'Online Services' in the left-hand bottom box. Click on the 'Search databases' link from the links in the middle of the screen.

Land Victoria: free property and planning reports **land.vic.gov.au/reports**

My web name: domain name search **mywebname.com.au**

Useful organisations and government agencies

Office of the Victorian Small Business

Commissioner: retail leasing enquiries and dispute resolution sbc.vic.gov.au

Small Business Mentoring Service:

low-cost, one-on-one expert guidance for new or established businesses sbms.org.au

SPEAR: online subdivision and planning application management accessible through a Business Victoria account

landexchange.vic.gov.au/spear

Tourism Online Marketing E-Kit:

marketing tools aimed at tourism operators, but useful to all businesses.

Go to tourism.vic.gov.au and click on the

'Industry Resources' tab along the top.

Choose 'Business Development' from the left-hand menu and click on 'Tourism Online Marketing E-Kit' from the headings in the middle of the screen.

Training and courses: brush up on basic business admin skills such as telephone etiquette, computing/software, setting up filing systems, etc at a TAFE college or community centre. Find short courses at:

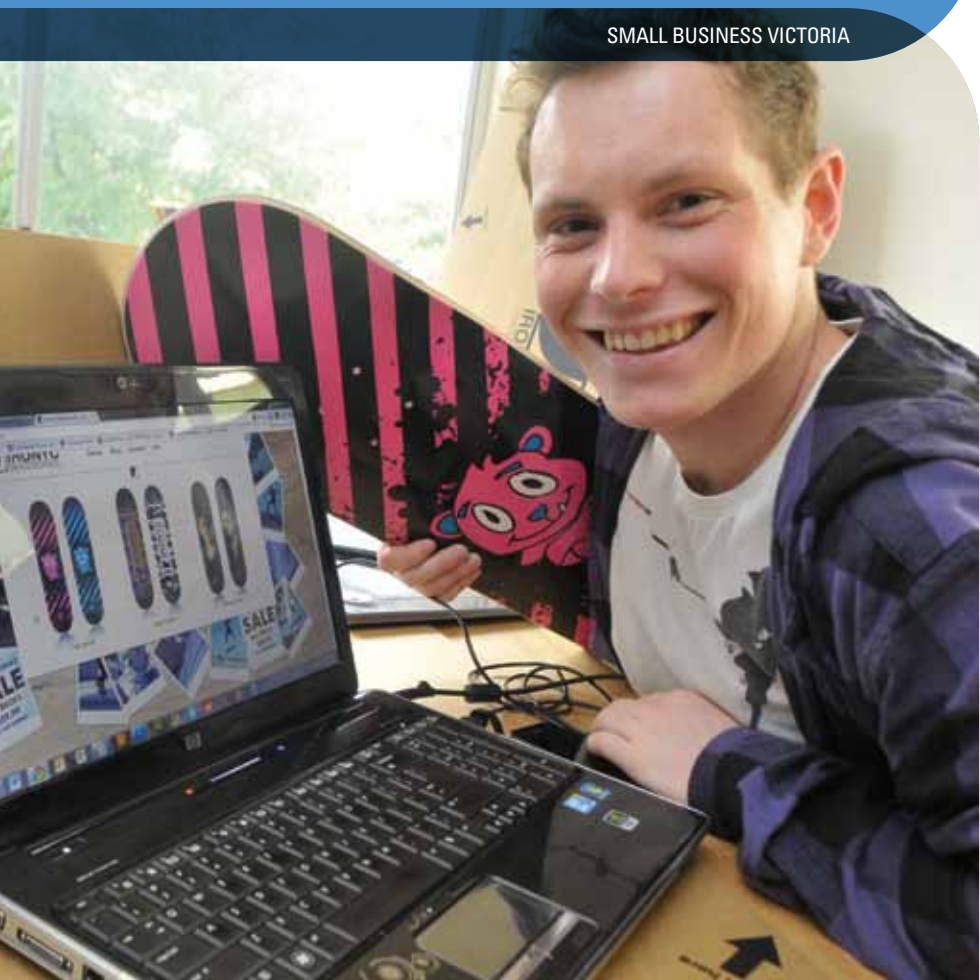
- > **TAFE Courses Directory.** Go to tafe.vic.gov.au/TAFECourses and click on the 'Study Areas at TAFE' link in the left-hand menu. Choose 'Business, Administration & Sales' from the list in the middle of the screen.
- > **Short Courses Victoria:** search for courses near you shortcourses.vic.gov.au
- > **Migrant Resource Centres.** Go to multicultural.vic.gov.au and rollover the 'Resources' tab along the top. Choose 'Community Directory' from the expanded menu and search for 'Migrant Resource Centres' from the 'Organisation type' pull-down menu.

Big Help for Small Business

Why you should be online

Conducting business online will make your life easier and it's probably cheaper than you think.

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Why you should be online

Why you should be online

If you're not online, it's time to get connected

- > the internet is convenient – information is always at your fingertips
- > as technology has improved, internet connections are faster than ever before
- > reduce time spent on tasks such as applying for licences or finding new suppliers
- > get information on your competitors and other hard-to-find details
- > expand your customer base by using email and social networking sites such as Facebook and Twitter to follow up with clients

TIP: Try before you buy

If your business computer is not connected, use one of ours. Visit your closest Victorian Business Centre and get online there. Use this brochure to locate our website or ask a consultant to help you. It's free!



You can also get online:

- > at your local library (usually free, but you need to be a member)
- > at internet cafes (usually an hourly fee)
- > ask a friend or business associate

Why you should be online

How to get connected

Setting up your business to be online is easy. Most phone companies can provide internet services with your phone connection, or contact one of the many internet service providers (ISPs) in Victoria.

TIP: Compare internet plans

- > learn about broadband: dbcde.gov.au/broadband
- > get independent reviews of Australian broadband internet service providers (ISPs): whirlpool.net.au



Workshops to get your business online

Once you get online, you might start thinking about building your own website. Small Business Victoria holds regular workshops throughout Victoria to help you design a website and improve your ranking on search engines. To book via the Workshops and Events Calendar on the Business Victoria website go to: business.vic.gov.au/workshops

Why you should be online

Australian Broadband Guarantee – helping you get online

To make sure regional areas have access to high-speed internet (broadband) and help small businesses get online, the Federal Government has set up the Australian Broadband Guarantee (ABG).

If your business has fewer than 20 full-time employees Australia-wide, you may be eligible for assistance getting broadband for your business.

- > find out more and download the ABG Guidelines: **dbcde.gov.au/abg**
- > use the Broadband Service Locator to check if broadband services are available in your area: **dbcde.gov.au/bsl**
- > call the ABG support team (free call) **1800 883 488**

Notes:

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More information

For more information about Small Business Victoria

- > visit the Business Victoria website at business.vic.gov.au
- > visit a Victorian Business Centre. For a list of Victorian Business Centre locations, visit business.vic.gov.au/vbc or see page 29-32
- > call Small Business Victoria on **13 22 15**

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