HELP FOR SMALL BUSINESS
CONNECTING VICTORIAN SMALL BUSINESSES TO SERVICES, INFORMATION AND SUPPORT

BY SUPPORTING US, YOU SUPPORT YOUR COMMUNITY.
THANK-YOU.

SMALL BUSINESS VICTORIA
Small businesses are at the heart of Victoria’s rapidly evolving economy.

Discover the many ways Small Business Victoria can help you turn your passion into a successful and profitable enterprise:

**Small Business Workshops**
Attend low-cost, practical and expertly facilitated workshops in 26 topics to help you plan, start and grow your business.

**Small Business Mentoring**
Contact us to book one to one business mentoring and advice from an experienced advisor.

**Small Business Bus**
Our buses are on the move around Victoria. Look for us online to book a time to speak to us about your business needs.

---

Small Business Victoria
business.vic.gov.au
13 22 15
Why it’s important to help small business owners

For every 100 businesses in Victoria around:

- 98 are small businesses
- 91 have fewer than 5 staff
- 62 have no staff
- 23 are in rural & regional Victoria
- 33 owners are women
- 30 owners were born overseas

THEY ARE AT THE HEART OF VICTORIA'S ECONOMY, WHICH IS HOME TO OVER 576,000 SMALL BUSINESSES
HOW CAN SMALL BUSINESS VICTORIA HELP YOU?

NEED QUICK, RELIABLE INFORMATION, PRACTICAL TRAINING, EXPERT ADVICE OR HELP TO INNOVATE AND EXPORT? SMALL BUSINESS VICTORIA IS HERE TO HELP YOU PLAN, START AND GROW YOUR BUSINESS.

Our services can help you make strategic decisions, improve your management skills, connect with new markets, reduce red tape and develop greater confidence in your business future.

Small Business Victoria helps thousands of business owners each year.

Each year we help over 50,000 business owners plan, start or grow their business.

This year we:

> Delivered training workshops to over 5,200 business owners

> Provided over 4,000 business mentoring sessions where business owners and entrepreneurs obtained support from experienced business advisors

> Made over 325 visits across the state with our Small Business Bus service, helping over 6,400 people

> Reached around 39,000 people through the Small Business Festival, held every August
Get Information and Guidance
Visit Small Business Victoria online business.vic.gov.au
Call Business Victoria on 13 22 15.

Boost your Business Skills
Choose from over 26 small business workshops.
Attend the Small Business Festival throughout August.

Connect with Experts
Leverage start-up innovation support through LaunchVic.
Explore new markets with Export Assistance programs.

Access Individual Business Support
Connect with an experienced Small Business Mentor.
Visit the Small Business Bus in your local area for free mentoring.
Access Trade and Investment Specialists.
GET INFORMATION AND GUIDANCE

Go online
Connect to business.vic.gov.au to:
> Get started with a range of tools and information
> Keep up to date with regulations
> Develop your skills through workshops, events and webinars
> Learn about exporting and trade missions
> Find an advisor relevant to your area or industry
> Connect to your small business community via social media to share and learn
> Access grants and assistance programs.

Visit the Small Business Bus
Our Small Business Bus travels across metropolitan and regional Victoria, offering information about Small Business Victoria’s programs and services.

And there is free mentoring on board.

TO BOOK A SESSION, VISIT BUSINESS.VIC.GOV.AU/SBB OR CALL 13 22 15

Attend Small Business Festival Victoria
Small Business Festival Victoria runs throughout August each year. The Festival features more than 400 events across metropolitan and regional Victoria that offer ideas and information to anyone looking to start or grow a business.

Events cover a wide range of topics including business planning, marketing, social media, financial planning and many more. All events are presented at low or no cost and are designed to help small business owners improve their productivity and market reach.

VISIT BUSINESS.VIC.GOV.AU/FESTIVAL OR CALL 13 22 15

Government Support
Small businesses can also access support and assistance from federal and local government programs.

SEE PAGE 27 THIS BOOK FOR MORE INFORMATION
BOOST YOUR BUSINESS SKILLS WITH WORKSHOPS

SMALL BUSINESS VICTORIA HAS 26 PRACTICAL WORKSHOPS COVERING ALL THE ESSENTIALS OF BUSINESS SUCCESS, SUCH AS: BUSINESS PLANNING, MARKETING, DIGITAL SKILLS, FINANCE, EMPLOYMENT, PRODUCTIVITY AND BUSINESS CONTINUITY.

We deliver more than 490 workshops each year to more than 5,200 participants, in partnership with local councils and other hosts.

Events are low-cost - between $20 and $30 for a 2 or 3.5 hour session.

Learn how to:
> Start your business
> Master business basics
> Build digital skills
> Become more innovative
> Grow your business
> Find more customers
> Achieve financial success

To help you put learning into practice, many of our workshops also include a free one-on-one mentoring session from an expert business adviser.

Our training is delivered by small business experts with real-life experience. You can be confident you are getting the latest information and insights. It’s also a great way to meet other small business operators in your area.

TO SIGN UP TO ONE OF OUR WORKSHOPS, VISIT BUSINESS.VIC.GOV.AU/WORKSHOPS OR CALL 13 22 15 TO BOOK

SMALL BUSINESS VICTORIA’S WORKSHOPS ARE A CHEAP AND EASY WAY TO LEARN NEW SKILLS
START YOUR BUSINESS

Starting your business:
How to turn an idea into a business
WORKSHOP
Prepare to get your bright idea off the ground, step by step, at this essential planning workshop packed with vital start-up tips, tools and expert guidance that will prepare you to give your business the best chance of success.

Come to grips with everything you need to know before you get started and walk away prepared with a clear vision of the next steps needed to turn your idea into business reality.

Starting a business:
For new migrants and asylum seekers
WORKSHOP
Some of the state’s biggest business success stories were started by people newly arrived to Victoria from all over the world. If you are an asylum seeker, refugee or migrant with a business idea, this essential planning workshop will prepare you for the best chance of business success.

Get to grips with everything you need to know about Australian business culture and starting a business in Victoria so you can walk away ready-prepared with a clear vision of your next steps to turn your bright idea into a business reality.

Business planning essentials: How to build a road map to success
WORKSHOP
Put your business on the path to long-term success at this essential workshop that will take you, step by step, through the vital process of building a business plan to drive your business forward. Learn how to map out a plan that will show where your business is at right now, where you’d like to be in future and, most importantly, help you develop a clear vision of the next steps and strategies that will take you there.

Franchise essentials:
What you need to know before you buy
WORKSHOP
For anyone who dreams of running their own show, buying a franchise is a proven alternative to the risks of starting a business from scratch. At its best, it will hand you the keys to drive a tried and tested model with backup support when you need it. At worst you could end up buying the business equivalent of a lemon.

Get to grips with everything you need to know before you sign on the dotted line at this essential workshop packed with tips, tools and expert guidance about what to ask to decide if buying a franchise is right for you.
LAUNCHVIC SUPPORTS VICTORIA’S START UP ECOSYSTEM

LaunchVic is an independent entity funded by the Victorian Government and works in partnership with entrepreneurs, industry, business and educational institutions to strengthen Victoria’s entrepreneurial and startup ecosystem.

It has been established to:

> Expand the capacity of startup accelerators and infrastructure in Victoria
> Provide mentoring, entrepreneur mentoring, scholarships and corporate placement programs
> Help entrepreneurs find ways to better navigate the system
> Attract high profile entrepreneurs and global thought leaders to Victoria
> Influence government policy and provide advocacy around Commonwealth legislation and regulation affecting startups and entrepreneurial enterprises.

FOR FURTHER INFORMATION, VISIT LAUNCHVIC.ORG

MASTER BUSINESS BASICS

Effective business networking: Tips to connect with ease

WORKSHOP

Learn how to network from the front foot with natural ease rather than hanging back or getting nowhere fast. Find out how to build relationships that are both meaningful and authentic, develop your own 30-second ‘elevator pitch’ and discover the many ways networking can deliver value to your business.

Pick up practical tips, techniques and expert guidance at this essential two-hour workshop that will ensure you build trust and connections in future networking that will grow your business.
OF ALL BUSINESSES ARE SMALL, WITH FEWER THAN 20 STAFF

Effective time management: How to get more done

WORKSHOP

Learn how to achieve more by doing less at this essential workshop that will unlock the strategies and tools you need to manage less time more effectively. Led by a time management expert with real-life know-how and lots of insight to share, this workshop will show you how to set priorities, remove distractions and reclaim your life.

Walk away ready – and determined to take back control of your day, so you can save your efforts and energy for what matters most – both at home and at work.

Effective business practices: Improve your systems and processes

WORKSHOP

Consistency keeps customers coming back. Make sure you’ve got the right systems and practices in place to ensure your business delivers consistent products and services first time, every time – from the get-go.

Learn simple ways to streamline the backend of your business, improve customer service, staff engagement and productivity; step by step, at this essential three and a half-hour workshop that will give your business the best chance to shine.

OVER 98%
“The online world is rapidly evolving and today’s customers expect much more than a website.”

BUILD YOUR DIGITAL SKILLS

Taking your business online: What you need to know

WORKSHOP

Take the guess work out of launching yourself online and empower yourself to bring digital thinking into all aspects of your business.

Learn how to make informed choices about websites and social media, get across search engines and online advertising, size up the benefits each offers your business and know where to access the right tools to begin.

“Blogs, social media and online advertising should work together to attract customers.”

Already online?: How to drive your digital dollar further

WORKSHOP

If you’re already online and thinking ‘now, what…?’ or not sure where to direct your energy next, this workshop will prepare you to move onwards and upwards through the ever-evolving digital landscape. Get on top of ecommerce, mobile apps, website best practice and current trends in online marketing to boost leads and sales.

Find out how to make your online choices work harder, deliver smarter business outcomes and get the most return from your digital dollar at this next-level workshop for anyone who’s already on top of the basics.

Creating effective digital content: What works and why

WORKSHOP

In the digital world, content is king! Make sure yours is working for your business, your brand and speaking to the customers you want to reach.

Find out how to ensure the way you communicate with your customers online, whether by website, blog or social media, is not only compelling but also aligned to your business goals at this essential small business workshop.

Facebook for your business: Everything you need to get started

WORKSHOP

Social media is everywhere! Not sure where to start when it comes to creating a social media presence for your business?

Learn the basics of Facebook marketing success and equip yourself to extract the best of this powerful online marketing tool that few small businesses can afford to ignore.
BECOME MORE INNOVATIVE

Commercialising your new idea: Strategies to get to market

WORKSHOP

Everything you need to know to take your innovative idea from drawing board to market launch. Get on top of everything you need to consider, from protecting your intellectual property, to market testing, steps to market entry, what sort of finance you’ll need to get there and where to source it.

Over two inspiring workshops, be guided by an experienced innovation and commercialisation practitioner with over 30 years’ experience to build a deeper understanding of the business potential of your idea, innovation or invention and get the right support and advice. Get help to assess the feasibility, decide its business potential and develop a clear commercialisation strategy.

Business Sustainability: Simple steps to save on rising energy costs

WORKSHOP

Smart tips to trim costs, win customers, boost your brand and lighten the environmental footprint of your business. Take a moment to step back from the front end and be guided by an experienced small business sustainability expert through the many different ways your bottom line can be improved. Whichever industry you are in, you will find that becoming more sustainable is easier than you think; and you may find yourself surprised by what you can save.

Bring your utility bills to this two-hour workshop and take away practical, realistic and affordable ways to save water, energy and reduce waste.
“Finding the right staff and managing your obligations as an employer is vital for healthy business growth.”

GROW YOUR BUSINESS

Keeping the right staff: How to employ good people

WORKSHOP

Behind every business success story is a great team making it all happen. Find out how to identify the right people for your business and how to motivate them to stay.

Investing in your people is your best investment in the future of your business. This three-and-a-half-hour workshop is packed with practical advice, tips and templates to show you how.

Building resilience: How to be prepared for business challenges

WORKSHOP

Every business faces exposure to risk – be it natural, such as bushfires or floods, or man-made, such as accident or illness. Without a plan to activate, your ability to shield your business from the fallout is already on the back foot.

Be prepared. This three-and-a-half-hour workshop will show you how to put in place a practical plan to follow in the event of a threat to your business. You never know when you’ll be thankful you did.

Business planning intensive: Strategies to accelerate growth

WORKSHOP

You’ve worked hard to get your business up and running. If your current plan for growth is to cross your fingers and hope it succeeds, this workshop intensive will springboard your business forward with a strategy to make it happen.

Recharge your business to next level, identify new opportunities and plan for change in a two-day program designed to accelerate growth in businesses already in operation for two years.
GET HELP WITH EXPORTING

The Victorian Government helps businesses explore and develop export opportunities through a range of programs and initiatives. These include assistance for export planning and market research and support services for trade mission participation as well as information on export opportunities and training.

Victorian Government Trade and Investment offices (VGTIs) are strategically located in key international markets in the United Kingdom, Europe, the Americas, China, Korea, South East Asia, Japan, India and the United Arab Emirates. Local VGBOs and Regional Development Victoria (RDV) office staff can provide free advice to businesses such as: market intelligence, introductions and networking and, at some locations, access to office facilities and staff support.

VISIT BUSINESS.VIC.GOV.AU/EXPORT

FIND MORE CUSTOMERS

Marketing your business: How to get it right, first time

WORKSHOP

An effective marketing strategy should boost your brand, capture customers, keep them coming back, and ultimately save you time and money.

Find out why just a website and a Facebook page is not going to cut it at this back-to-basics workshop that will show you how to develop a marketing action plan to keep your effort and resources focused in the right areas.

Advanced marketing: How to make your strategy work smarter

WORKSHOP

It’s not enough to stand apart your competition. Successful marketing is also about being ready to respond and take advantage of change. Identify gaps to improve, where to innovate and how to make better use of new technologies, from social media and content sharing to influencer marketing and online advertising, generating new leads and beyond.

If you’ve already got a marketing strategy in place, find out how to ramp up your current activities to work smarter at this essential workshop that will ensure you stay one step ahead.

Winning government business: What you need to know

WORKSHOP

Whether the idea of tendering for government business has you scratching your head about where to start, or sends you screaming in a tangle of red tape, think again.

The Australian government sector spends billions annually procuring products and services. If you’re not putting your business forward as a potential supplier, you’re missing out. This workshop will show you, step by step, how to maximise your chances of success.
ACHIEVE FINANCIAL SUCCESS

Financing your business: What you need to know about raising capital

WORKSHOP

Access to the right type of finance is just as important to small business survival as it is to have money in the bank.

Learn how to size up the different sources of finance available at this workshop that will guide you through a website of resources put together by the Australian Bankers’ Association and accounting industry group CPA Australia to help you get your application over the line.

Effective record keeping: How to get on top of paperwork

WORKSHOP

Put an end to paperwork getting the better of you at this essential introduction to good practice record keeping. Good record keeping impacts both your business growth and your bottom line.

Learn how to easily manage and quickly access the wide range of changing vital statistics generated by your business, from sales figures and stock records to cash flow, what you’re spending where, and all-important financial performance.

Collecting the cash: How to get paid on time

WORKSHOP

Don’t let outstanding debt drain your cash flow and drag your business down. Find out how to invoice for prompt payment and the role your staff and even technology can play to make sure it happens.

This essential workshop will assist you to put in place effective plans and procedures to make sure your customers pay on time, every time, and what to do when they don’t pay.
Pricing for maximum profit: How to set just-right prices

WORKSHOP

The prices you charge for products or services are too important to leave to guesswork. Too low and you’ll run headlong into cash flow problems. Too high and your customers will turn away. Get on top of the key numbers, including gross margin, mark-up and breakeven, and learn how to identify your best sellers so you can pump up the profits.

Find out how to set a price point that’s just right to give your business the best chance to thrive.

Finance fundamentals: How to keep cash flowing

WORKSHOP

Cash flow is the life blood of every small business. Not enough cash flow and things start to go wrong. Without it, no business can survive. Learn how to manage stock, suppliers and debtors and how to prepare a cash flow forecast so you can avoid a crisis before it hits.

If you’re spending more time juggling cash than running your business, making a profit but still struggling to pay the bills, then this essential small business workshop will ensure you’re never caught short again.

Selling or succession planning? How to exit successfully

WORKSHOP

It takes just as much planning to exit your business as it did to get started. You owe it to yourself – and all your hard work – to make sure this last big decision is a success.

Whether you’re selling or setting up for succession, find out how to get yourself prepared for your next steps at this essential workshop that will put you in control of how, and when, you move on.

“By making more informed decisions and putting more focus on the right areas, our business is becoming more profitable.”
Small business mentoring

Small Business Victoria offers access to low cost, high quality business mentoring through the Small Business Mentoring Program.

A mentor can help you refine your business strategy, map out a direction for your business and assist in setting business goals.

Our experts can act as a sounding board for you and provide a range of assistance such as:

> Information and tips if you are starting a new business
> Ways to improve your business
> Advice on a new direction for your business
> Improving sales and attracting more customers
> Developing a business plan or financial projections.

VISIT BUSINESS.VIC.GOV.AU/MENTORING OR CALL 13 22 15
Small business disputes cost time, energy and money. Are you in dispute with another business and don’t know where to turn for assistance?

The Victorian Small Business Commission (VSBC) helps small and medium businesses by promoting fair and competitive operating conditions.

The VSBC assists with business disputes by offering cost-effective, independent solutions. The low cost service is designed to help you keep control of your dispute and avoid the uncertainty, delay and disruption of litigation.

There are five main areas of dispute that the VSBC provides assistance with:

- Small business – The resolution of complaints about unfair market practices and commercial dealings.
- Retail tenants and landlords – The VSBC is the first port of call for dispute resolution services between retail tenants and landlords.
- Owner drivers and forestry contractors – The VSBC resolves disputes between contractors and their hirers.
- Farm debt mediation scheme – The VSBC provides farmers with mediation before creditors commence enforcement action over a farm debt.
- Taxi drivers and operators – The VSBC offers mediation to resolve disputes between taxi drivers and their operators.

The Victorian Small Business Commission helps small businesses resolve commercial disputes – allowing you to get on with the job of running your business.

**VISIT VSBC.VIC.GOV.AU OR CALL 13 VSBC (13 8722).**

23% OF ALL SMALL BUSINESS ARE LOCATED IN REGIONAL VICTORIA
A RANGE OF GOVERNMENT GRANTS AND SUBSIDIES ARE AVAILABLE FOR ELIGIBLE BUSINESSES UNDER CERTAIN CIRCUMSTANCES.

**Future Industries Fund**
The Victorian Government’s $200 million Future Industries Fund supports high growth sectors that are critical to securing the State’s future as a competitive, innovative and outward looking economy.

The Fund supports Victorian companies to compete in the global marketplace through three separate grants programs.

VISIT BUSINESS.VIC.GOV.AU AND SEARCH FOR ‘FUTURE INDUSTRIES’ OR CALL 13 22 15

**Future Industries Manufacturing Program**
The Future Industries Manufacturing Program offers funding of up to $500,000 to Victorian-based companies looking to implement new technologies and processes that will generate sustainable local jobs, improve productivity and competitiveness and target new growth opportunities.

VISIT BUSINESS.VIC.GOV.AU AND SEARCH FOR ‘FUTURE INDUSTRIES’ OR CALL 13 22 15
Sector Growth Program

The Sector Growth Program provides grant funding for Victorian-based projects that align with future industries sector strategies. The program comprises two funding streams: up to $100,000 is available for scoping, planning and feasibility studies, and up to $1 million is available to implement projects aligned with the future industries sector strategies that will generate new jobs and increase competitiveness of Victorian businesses.

All grants must be matched by a minimum cash contribution of $1 for every $1 granted. Applications for either stream of the Sector Growth Program must be submitted on behalf of a consortium of organisations that includes at least one Victorian Small to Medium Enterprise (SME).

VISIT BUSINESS.VIC.GOV.AU AND SEARCH FOR ‘SECTOR GROWTH’ OR CALL 13 22 15

New Energy Jobs Fund

The $20 million New Energy Jobs Fund supports Victorian-based projects that create long-term sustainable jobs, increase the uptake of renewable energy generation, reduce greenhouse gas emissions and drive innovation in new energy technologies.

VISIT BUSINESS.VIC.GOV.AU AND SEARCH FOR ‘NEW ENERGY’ OR CALL 13 22 15

Regional Jobs Fund

The Regional Jobs Fund aims to improve regional capacity, innovation and capitalise on the potential of emerging industry sectors, particularly the Government’s priority areas and new export markets.

VISIT BUSINESS.VIC.GOV.AU AND SEARCH FOR ‘REGIONAL JOBS FUND’ OR CALL 13 22 15

Local Industry Fund For Transition

The Local Industry Fund for Transition (LIFT) is part of the Victorian Government’s Towards Future Industries: Victoria’s Automotive Transition Plan, which aims to support workers, communities and businesses affected by the closure of large scale passenger manufacturing in the State.

LIFT aims to create sustainable jobs and contribute to the economic development of Melbourne’s North, West and South-East and the Geelong Region. This will be achieved through supporting capital investment by businesses located, or wishing to locate, operations in these areas to build each region’s economic base and create sustainable jobs.

Up to $2 million is available to support job creating projects in Melbourne’s North, West and South-East and the Geelong Region.

VISIT BUSINESS.VIC.GOV.AU AND SEARCH FOR ‘LOCAL INDUSTRY FUND’ OR CALL 13 22 15
SUPPORT FOR SMALL BUSINESS FROM FEDERAL, STATE AND LOCAL GOVERNMENT

Information and resources

**TYPE OF SUPPORT**

**AUSTRALIAN GOVERNMENT SMALL BUSINESS SUPPORT – ONLINE**

Business.gov.au is the Federal Government portal for small business. It focuses on all areas of planning, starting, running and exiting your business, and sends you to government websites to help you find the business answers you’re looking for. business.gov.au

**LOCAL GOVERNMENT BUSINESS SUPPORT**

Most local councils have economic and business development units which provide assistance to local businesses. They can assist with:

- Local business needs and service providers
- Regulatory permits and approvals and site development information
- Connecting you to State and Commonwealth Government industry assistance
- Highlighting local needs to other tiers of government
- Export market development
- Marketing the municipality

delwp.vic.gov.au/local-government

**RED TAPE COMMISSIONER**

The Red Tape Commissioner works with Victoria’s business community and the Government to cut red tape, improve regulation and unlock economic activity.

information@dtf.vic.gov.au or matthew.butlin@dtf.vic.gov.au

Essential information and advice

**ORGANISATION AND SUPPORT OFFERED**

**BUSINESS TO BUSINESS DISPUTES**

The Victorian Small Business Commission provides quick, effective and low cost resolution services if you have a business dispute. The Commission can also undertake investigations into allegations of unfair market practices and assist with questions relating to retail tenancies. vsbc.vic.gov.au or 13 87 22

**CONSUMER AFFAIRS**

You can contact Consumer Affairs Victoria to:

- Understand your rights when something goes wrong with a product or service
- Seek help resolving a dispute with another business
- Report a small business scam
- Access help with business recovery in a disaster
- Find advice on product safety requirements

consumer.vic.gov.au or 1300 558 181

**WORKPLACE SAFETY**

Worksafe Victoria looks after workplace safety, return to work and insurance protection. Assistance to small business includes:

- Free, independent health and safety advice
- Consultancy to any small business in Victoria with 20 or fewer employees
- Free e-newsletter and 24-hour emergency response.

worksafe.vic.gov.au or 1800 136 089
RESEARCHING BUSINESS OPPORTUNITIES

The Australian Bureau of Statistics (ABS) provides information on a range of economic, industry, environment, people and regional matters, covering government, business and the community in general. All ABS releases are free and telephone support is also available.

abs.gov.au or 1300 135 070

REGISTERING A BUSINESS NAME

The Australian Securities and Investments Commission (ASIC) manages the national Business Names Register. The process for registering an Australian Business Number (ABN) and a national business name have been linked. From there you can also follow a link to Trade Mark Check and Domain Name searches to help you when choosing a business name.

asic.gov.au/business-names or 1300 300 630

PROTECTING YOUR INTELLECTUAL PROPERTY

Find out from IP Australia how to protect your unique innovations, business and product names, logos, designs and other creative ideas.

ipaustralia.gov.au or 1300 651 010

TAX MATTERS

The Australian Taxation Office provides:

> Tools and calculators to help you manage your business tax and superannuation
> Online resources: publications, lodge activity statements, check business tax accounts, register for a tax file number, GST and PAYG (pay as you go) and update your registration details
> Free business assistance visits
> Seminars and workshops on employer obligations, GST, PAYG, business activity statements and record keeping.

ato.gov.au or 13 28 66

FAIR TRADING AND CONSUMER LAWS

The Australian Competition and Consumer Commission (ACCC) promotes competition and fair trading for the benefit of all Australians.

The ACCC provides education and engagement activities to provide small businesses with information about their rights and obligations. Publications and guidance materials are also available on the website.

accc.gov.au or 1300 302 021
Employing and managing people

ORGANISATION AND SUPPORT OFFERED

EMPLOYING CHILDREN

Employing children under 15 years of age in Victoria is regulated by the Child Employment Act 2003. In nearly all situations, there is a legal requirement to obtain a Child Employment Permit.

business.vic.gov/childemployment

SKILL DEVELOPMENT FOR EMPLOYEES

Training is essential for every business, especially as it grows, to ensure you have the skills your business needs for the future.

The Victorian Government Training Guarantee offers a contribution to the tuition fees for eligible employees which can help offset expenses.

education.vic.gov.au

LONG SERVICE LEAVE

Long service leave is a long standing employee entitlement. The Long Services Leave Act 1992 sets out the leave and payment entitlements for employees who have continuous service with one employer or with a business. To find out more, or access the Long Service Leave Calculator, please contact an Information and Compliance Officer.

business.vic.gov.au/longserviceleave

EQUAL OPPORTUNITY AND HUMAN RIGHTS

The Victorian Equal Opportunity and Human Rights Commission provides the following services:

- A free telephone enquiry line
- A free, fair and timely dispute resolution service
- Information and education about equal opportunity, racial and religious vilification and the Charter of Human Rights and Responsibilities
- Education, training and consultancy services.

humanrightscommission.vic.gov.au or 1300 292 153

The Australian Human Rights Commission operates under the Australian Human Rights Commission Act 1986 and federal laws that protect people from discrimination:

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975

Its core function is to help people resolve complaints of discrimination.

hreoc.gov.au or 1300 369 711

"Training is essential for every business, especially as it grows, to ensure you have the skills your business needs for the future."
IMMIGRATION AND CITIZENSHIP
The Department of Home Affairs provides:
> Visa options for business people
> Flexible programs for employers to fill skill shortages
> Priority processing of employer and state and territory sponsored visas for skills in critical shortage.
border.gov.au

PAID PARENTAL LEAVE
Under the Federal Paid Parental Leave Scheme, eligible working parents receive government funded pay when off work to care for a newborn or recently adopted child. They may receive up to 18 weeks of Parental Leave pay or 2 weeks of Dad and Partner Pay. Full time, part time, casual, seasonal, contract or self-employed workers may also be eligible.
humanservices.gov.au/pplemployers or 131 158

WORKPLACE RELATIONS AND EMPLOYMENT LAWS
The Fair Work Ombudsman promotes harmonious, productive and cooperative workplaces through:
> Education, assistance and advice
> Ensuring compliance with the Fair Work Act 2009 through advice, inquiries, investigations and court proceedings
> Representing employees or outworkers where it may promote compliance.
Fair Work Online provides a range of information, online tools and resources to assist employers.
fairwork.gov.au or 13 13 94

Innovating and exporting
ORGANISATION AND SUPPORT OFFERED
NATIONAL INNOVATION AND SCIENCE AGENDA
The National Innovation and Science Agenda is a Federal Government initiative that drives smart ideas that stimulate business growth and create jobs. It helps small businesses:
> Raise money with crowd-sourced equity funding
> Attract more venture capital investment
> Attract talent through employee share schemes
> Access public data to create new products and business models.
innovation.gov.au or 13 28 46

AUSTRADE
Austrade is the Australian Government’s trade, investment and education promotion agency. Through a global network of offices, Austrade assists companies to grow their international business and attract foreign investment. It administers the Export Market Development Grant Scheme and offers a range of services to Australian exporters in growth and emerging markets.
austrade.gov.au or 13 28 78

EXPORT FINANCE AND INSURANCE
Export Finance and Insurance Corporation (EFIC) provides tailored finance solutions to help Australian businesses expand their export activities. EFIC helps Australian-based businesses finance export, offshore investment and onshore export-related opportunities when their bank is unable to.
efic.gov.au
STAY CONNECTED

General enquiries
Business.vic.gov.au is the central online portal to connect businesses with Victorian Government information, services and programs.
Visit business.vic.gov.au or call 13 22 15 between 8.30am and 5.30pm Monday to Friday.

Small Business Victoria Update
Subscribe to the Small Business Victoria Update to receive a fortnightly newsletter straight to your inbox with customised tools, tips and resources to help you start, grow and improve your business.

VISIT BUSINESS.VIC.GOV.AU AND GO TO ‘SUBSCRIBE TO NEWSLETTERS’

Connect on social media
Stay involved with other Victorian small businesses and keep up to date on the latest small business news.

facebook.com/businessvic
Join the facebook group, search for ‘I am a business owner in Victoria’
@businessvic

Consumer Affairs Victoria Update
Sign up for updates relevant to small business owners and managers.

VISIT CONSUMER.VIC.GOV.AU/SUBSCRIBE

GET IN TOUCH

Have you got ideas about how we can make it easier for your business to operate and succeed?
At Small Business Victoria we want to help Victorian small businesses to be more competitive and productive – to sustain the important contribution you make to our economy.
In addition to providing direct support through information, services and programs, we also work behind the scenes to enhance the conditions for your business to grow and prosper.
This includes research to monitor the small business landscape and identify any risks or opportunities, liaising with other areas of government to improve services and conditions for small business, and advocating for legislative or regulation change if required.
Our five key areas of focus include:
> Improving productivity
> Supporting growth
> Encouraging innovation
> Promoting a fair and competitive environment
> Reducing red tape.
If you have an issue that’s holding you back, or see an opportunity for your business or sector that you think we may be able to assist with, please get in touch.

EMAIL INFO@BUSINESS.VIC.GOV.AU OR CALL 13 22 15.
To get in touch with your local Regional Development Victoria office, call 13 22 15 or visit business.vic.gov.au

Bairnsdale
574 Main Street
Bairnsdale VIC 3875
DX 214196
T: (+61 3) 5152 0600
E: information.bairnsdale@rdv.vic.gov.au

Ballarat
111 Armstrong Street North
Ballarat VIC 3350
DX 214283
T: (+61 3) 5327 2800
E: information.ballarat@rdv.vic.gov.au

Bendigo
Level 1, 56-60 King Street
Bendigo VIC 3550
DX 214546
T: (+61 3) 4433 8000
E: information.bendigo@rdv.vic.gov.au

Geelong
Level 2, Harrison Place
237 Pyke Street
Geelong VIC 3220
DX 216062
T: (+61 3) 5215 6000
E: information.geelong@rdv.vic.gov.au

Horsham
The Grains Innovation Park
122 Natimuk Road
Horsham VIC 3400
DX 216526
T: (+61 3) 5381 2762
E: information.horsham@rdv.vic.gov.au

Mildura
131 Langtree Avenue
Mildura VIC 3500
DX 217522
T: (+61 3) 5051 2000
E: information.mildura@rdv.vic.gov.au

Shepparton
79a Wyndham Street
Shepparton VIC 3630
DX 218742
T: (+61 3) 5895 4100
E: information.shepparton@rdv.vic.gov.au

Traralgon
33 Breed Street
Traralgon VIC 3844
DX 219296
T: (+61 3) 5116 7300
E: information.traralgon@rdv.vic.gov.au

Wangaratta
Wangaratta Government Centre
1st Floor, 62 Ovens Street
Wangaratta VIC 3677
DX 219458
T: (+61 3) 5722 7101
E: information.wangaratta@rdv.vic.gov.au

Warrnambool
Old Police Station
South West TAFE
9 Gilles Street, Warrnambool VIC 3280
DX: 219591
T: (+61 3) 5561 4135
E: information.warrnambool@rdv.vic.gov.au

Wodonga
Level 2, 111-113 Hume Street
Wodonga VIC 3690
DX 219768
T: (+61 2) 6059 0200
E: information.wodonga@rdv.vic.gov.au