

Easy to do Business

Program overview



Small
Business
Commissioner



**Service
NSW**
Making it easier



Robyn Hobbs
NSW Small Business Commissioner
Easy to do Business Program Sponsor



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“Advances in technology and changes to the way we work are creating endless opportunities for small business to develop and grow. Easy to do Business will lead the way in removing barriers and making it faster and easier to start, grow and run a small business.”

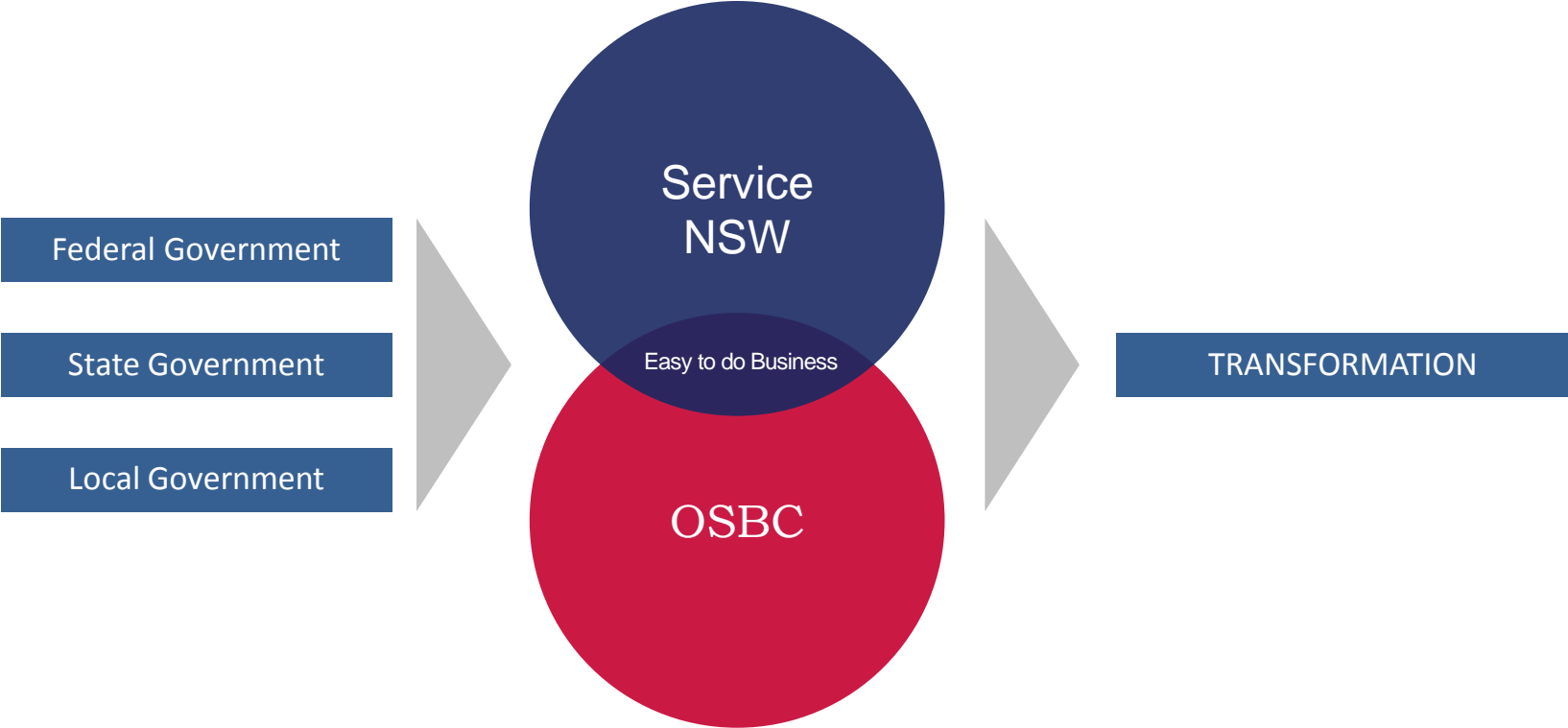
Winner of the 2017 Premiers Award for Creating Jobs, Easy to do Business is an important part of the work we are doing at the Office of the NSW Small Business Commissioner. It is an integral component of our Small Business Friendly Councils initiative, launched in 2014, that recognises and supports the important role local government plays in creating small business friendly environments in their communities.”

Easy to do Business

A Service NSW and OSBC Partnership



Small Business Commissioner



Small Business - the case for change



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CUSTOMER

How do I secure and maintain all the required government licenses and cover all the regulations?



Complete multiple forms across 3 levels of government



Comply with complex legislation



Hard to find information needed to start a business

EASY TO DO BUSINESS

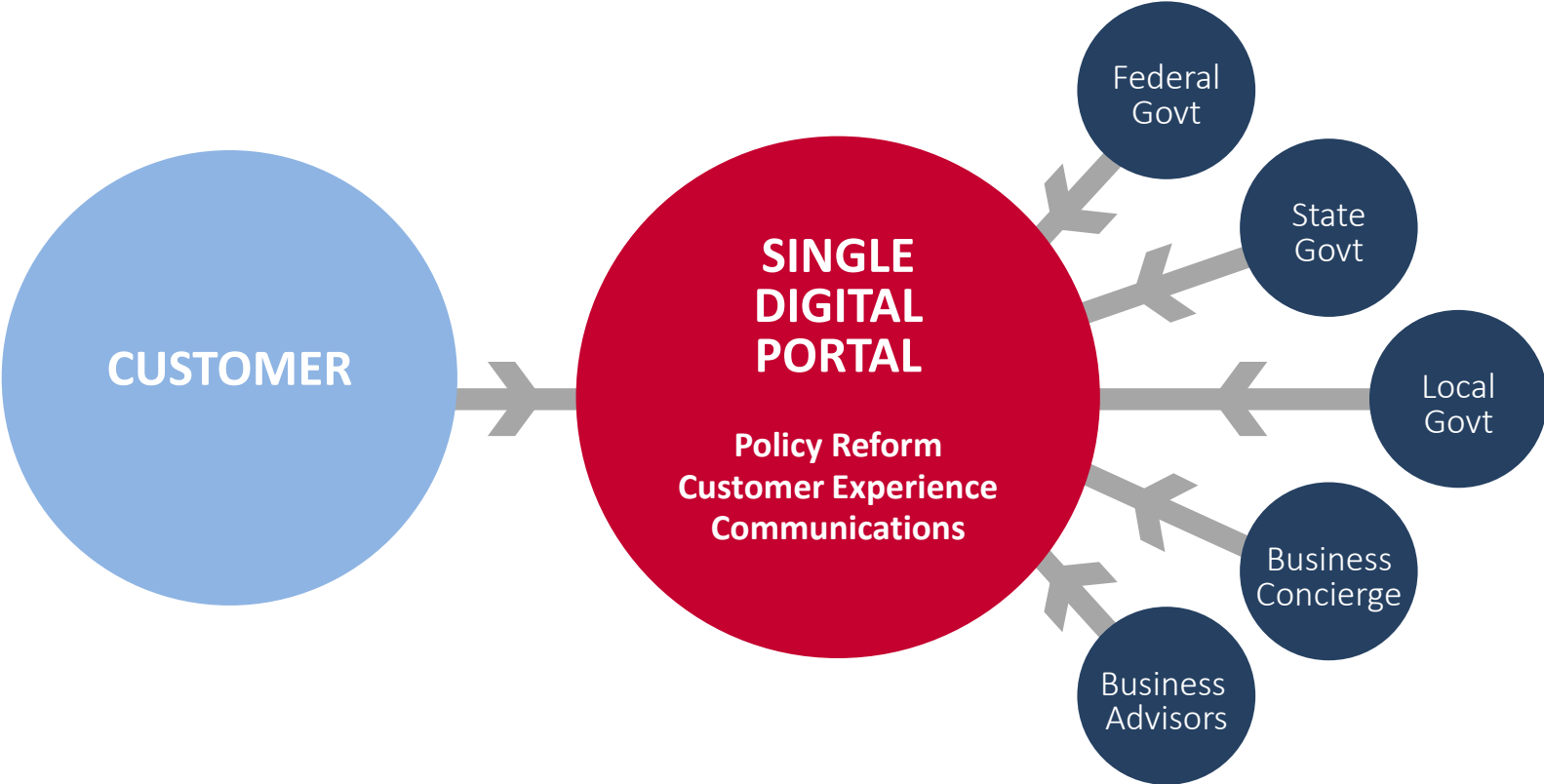
We're making it easier

SINGLE DIGITAL
PORTAL
+
DEDICATED
BUSINESS CONCIERGE
SERVICE

Looking to the future



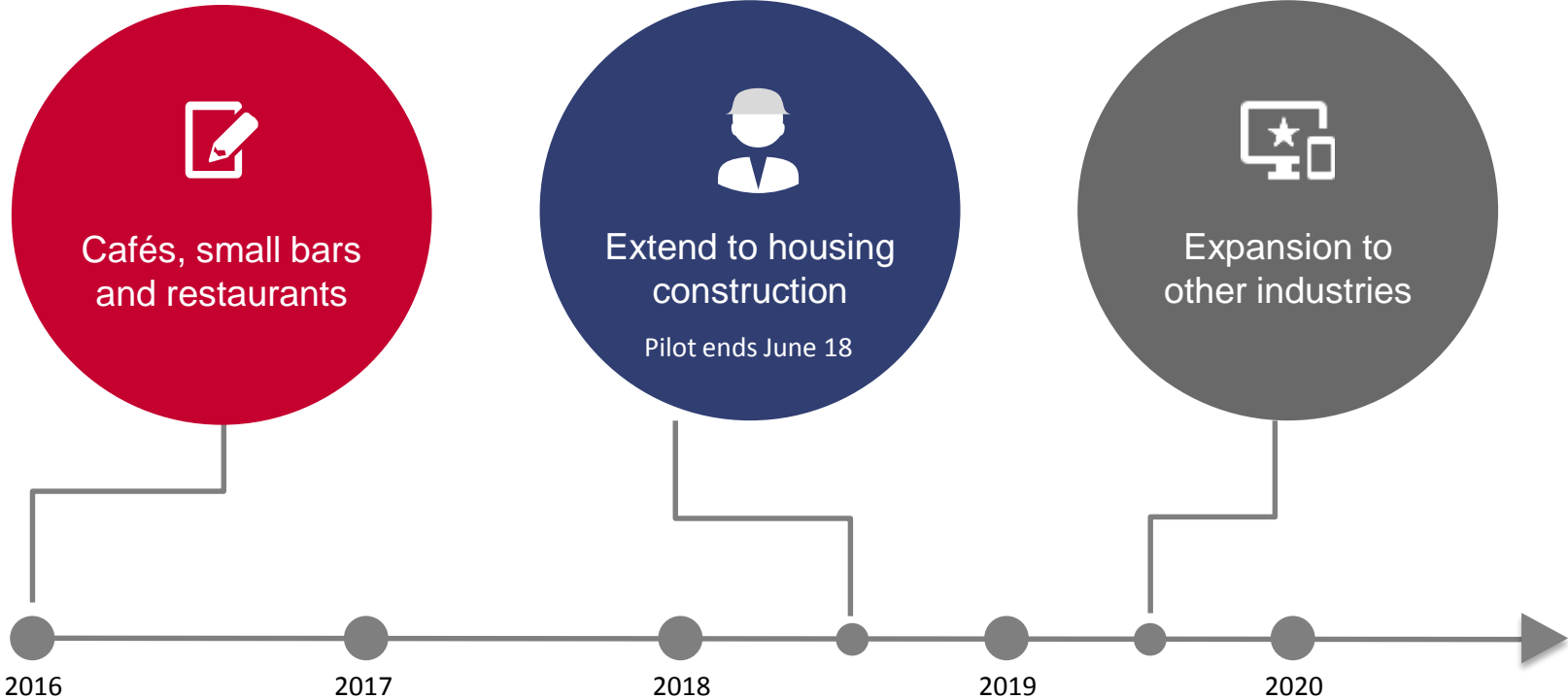
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Current program industries



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Industry complexity



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13

Agencies



48

Forms



30+

Phone numbers



75

Regulations

Outcomes to date



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<90
Days



1
Form



1
Phone number
and website



1
Business Concierge

Key benefits for Councils



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No cost for councils
to sign up and
participate



High-quality, 'decision
ready' applications

REDUCING TRANSACTION
COSTS TO AND INCREASING
PRODUCTIVITY



Deliver your
strategic plan

A TOOL TO HELP BOOST LOCAL
ECONOMY AND ENABLE
EMPLOYMENT GROWTH

Small Business Friendly Councils initiative

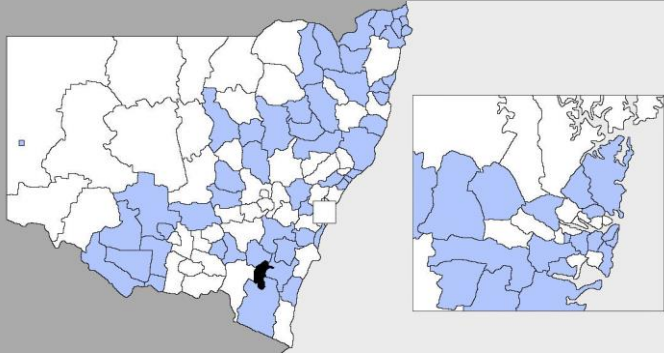


Small Business Commissioner

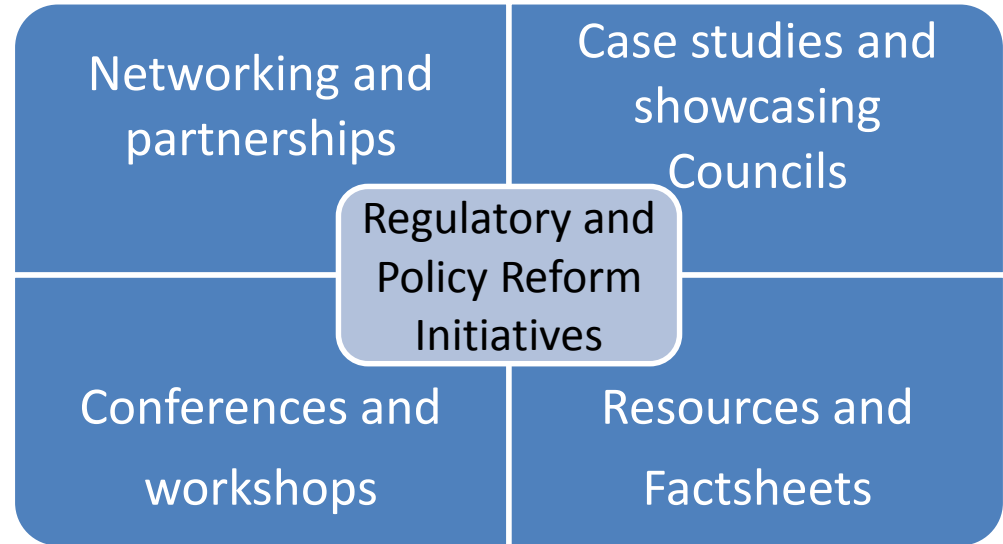


More than half of NSW Councils have joined the Small Business Friendly Councils initiative since its commencement in 2014.

Around 60% of small business in NSW operate in a Small Business Friendly Council area.



The Small Business Friendly Councils initiative provides Councils with information, initiatives and resources that build capabilities and assist them to support local businesses.



True partnership



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Review
meetings

Joint events
and comms

Upcoming
industries

Positive
ratepayer
experience

From here . . .



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NEXT STEPS

**Council
Resolution**

**Operational
Readiness**

**Launch and
Announcement**

**Maintain
and Build**



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