



Congratulations on taking steps towards business growth!

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 are 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 also focuses on Australian Government information, although the contact details of relevant state and local agencies have also been included.

The four main sections of this checklist are:

- **Analysing your business**
- **Improving internal processes**
- **Growth in the 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 award winning business website.

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

Once you print this checklist, you can monitor your progress in each topic by ticking off each question as you complete them. Like a to-do list, you can see what you have already done and what is 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 wish to view this information in another language, the Department of Immigration and Citizenship (DIAC) offers a free Translation and Interpreting Service (TIS) to eligible people. For more information, visit the DIAC website at <http://www.diac.gov.au/living-in-australia/help-with-english/> or phone 13 14 50.

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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.
- **Small Business Field Officers**
Field Officers provide free, practical and on-the-ground assistance for small businesses in regional, rural and remote areas of Australia. This includes advice on government programs and services as well as small business regulations.
 - Phone** 13 28 46 (AusIndustry hotline)
 - Website** www.ausindustry.gov.au
- **Business Enterprise Centres (BECs)**
BECs or Small Business Centres provide advice and assistance to small businesses located throughout Australia.
 - Website** www.beca.org.au
- A business adviser, 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 Government and business associations directory 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 agency index on page 23.

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.

- Contact the **Australian Bureau of Statistics** for a wide range of business, industry and economic statistics.

Phone 1300 135 040

Website www.abs.gov.au

- Contact your state or territory business agency for assistance. For contact details, see our Business agency index on page 23.
- Your industry, council or business association may be able to assist you. For contact details, search the 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 are then 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 checklist on page 3.

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. For more information:

- There are a number of agencies you can contact for assistance. For contact details, see our Advice & support checklist on page 1.
- State and territory governments provide a range of templates to help you develop business plans. For contact details, see our Business agency index on page 23.
- Consult a business adviser, 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 will need to reconsider issues such as risk management, finances, marketing, intellectual property, insurance and your business structure.

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

- Be aware that before you change your logo or update your registered trade marks, you should contact IP Australia on 1300 651 010 or visit their website at www.ipaustralia.gov.au.

Have you considered creating or updating your export plan?

If you plan to expand your business overseas by exporting, you will need to develop an export plan. Within the plan, you will need to examine issues such as your target markets, Customs requirements, international intellectual property and marketing strategies.

- **Austrade**

The Australian Trade Commission is the Australian Government's export and investment facilitation agency.

Phone 13 28 78
Website www.austrade.gov.au

- **Australian Customs Service**

Find out what customs requirements apply to your export goods.

Phone 1300 363 263
Website www.customs.gov.au

- For information on exporting, visit our Exporting checklist on page 20.

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. 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 should already adhere to mandatory standards under the *Trade Practices Act* that cover customer service and consumer safety issues. For more information on mandatory standards, please visit the:

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

The ACCC is responsible for the *Trade Practices Act* and regulates mandatory standards including product recalls, product labelling and customer service.

Phone 1300 302 021 (Small business helpline)

Website www.accc.gov.au

Are you aware of voluntary Australian standards?

The most well known voluntary standard is ISO 9000, an international standard for quality management including quality of products and services. For more information on voluntary standards including ISO 9000, please visit:

- **Standards Australia**

Standards Australia is Australia's peak standards body, and develops and maintains around 7 000 standards.

Phone (02) 9237 6000

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 in particular industries. Businesses should already adhere to mandatory codes of practice under the state and territory Fair Trading Acts.

- For more information on mandatory codes of practice, contact your state or territory Consumer Affairs Office. For contact details, see our Consumer Affairs agency index on page 23.

Are you aware of voluntary industry codes of practice?

Adhering to voluntary codes of practice can not only ensure you provide a higher standard of protection to your customers, but can also ensure 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 Government and business associations directory 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.

- Search for networking opportunities on our business.gov.au Events calendar at www.business.gov.au/events.

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 have made significant changes to your business, remember to also 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. For more information and advice:

- Obtain a copy of the *Tax basics for small business* booklet from the **Tax Office** website at www.ato.gov.au or phone 13 28 66.
- Contact the **Australian Securities & Investments Commission** if you wish to form a company.

Phone (03) 5177 3988
Website www.asic.gov.au

- Consult a business adviser, 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 will need to inform the relevant agencies.

- To access change of details forms online, visit **GovForms** at www.govforms.business.gov.au.
- To change your business name registration details, contact each state consumer agency you are registered with. For contact details, see our Consumer Affairs agency index on page 23.
- When you change your business structure, you will need to apply for a new ABN:
 - apply for a new ABN through the Australian Business Register at www.abr.gov.au
 - phone the **Tax Office** Business Infoline on 13 28 66
 - contact your tax 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** if you wish to change your company details:

Phone (03) 5177 3988
Website www.asic.gov.au

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 also have 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 are thinking of investing in your own business growth and want to improve your personal finances, download your copy of the *Understanding money* handbook from the Financial Literacy Foundation's Understanding money website at www.understandingmoney.gov.au or phone 1800 236 235.
- For more information on training, visit our Training checklist on page 10.
- Seek advice from a professional business adviser, 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 are well prepared when seeking finance. Sources of business finance include:

- **Loans:** From a bank or other type of financial institution.
- **Savings:** Using your own or borrowing from friends and relatives.
- **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 checklist on page 3.
- See our Grants & financial assistance checklist on page 19.
- Seek advice from a professional business adviser, accountant or solicitor.

Various laws may affect your business as it grows. Consider the following to ensure you meet your obligations. These can include laws relating to employment and environmental management. For more information:

- See our Employing additional staff checklist on page 8 and our Environmental management checklist on page 17.

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 will also need to register for GST if your growth means your turnover now exceeds \$75 000.

- You can register for GST on the ABN application form located at www.abr.gov.au.
- For more information on GST, obtain the *Tax basics for small business* booklet from the **Tax Office** website at www.ato.gov.au or phone 13 28 66.

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

If your financial turnover exceeds \$3 million, you will need to comply with the *Privacy Act* in relation to your handling of personal information. Find out your *Privacy Act* obligations from the:

- **Office of the Privacy Commissioner**

Phone 1300 363 992
Website www.privacy.gov.au

Do you know what additional licences and permits you will 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:

- Contact your state or territory Business Licence Information Service (BLIS). For contact details, see our BLIS index on page 23.
- Contact your local council or planning authority. For contact details, search the Government and business associations directory at www.business.gov.au/directory.
- For online versions of government forms, search the business.gov.au GovForms website at www.govforms.business.gov.au.

Do you know if your record keeping and information management requirements have changed?

Under tax law, you must keep records of income 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 the *Workplace Relations Act 1996*, you need to keep employee information such as time and wages records for seven years.

- For more information on record keeping requirements, obtain the *Tax basics for small business* booklet from the **Tax Office**.

Phone 13 28 66
Website www.ato.gov.au

Do you understand your ongoing employer obligations?

As an employer, you have obligations under the *Workplace Relations Act 1996*, state and territory laws, industrial awards and agreements, tribunal decisions and contracts of employment. You need to ensure you maintain a minimum standard of pay, conditions and entitlements for your employees. For further assistance, visit the:

- **Workplace Authority**

The Workplace Authority can assist you and your employees in creating and lodging an Australian Workplace Agreement (AWA) and other collective or greenfields workplace agreements. The Authority also provides information on the Fairness Test.

Phone 1300 363 264

Website www.workplaceauthority.gov.au

- **Workplace Ombudsman**

The Workplace Ombudsman can help you comply with your rights and obligations under the *Workplace Relations Act 1996*.

Phone 1300 724 200

Website www.wo.gov.au

- **Australian Fair Pay Commission**

The Commission is responsible for setting and adjusting minimum wages and casual loadings for employees under the *Workplace Relations Act 1996*.

Phone 1300 139 699

Website www.fairpay.gov.au

- **Human Rights and Equal Opportunity Commission (HREOC)**

HREOC 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**

The Tax Office provides information on your taxation and superannuation obligations.

Phone 13 28 66

Website www.ato.gov.au

- For information on state awards and conditions, contact your state or territory Workplace agency. For contact details, see our Workplace relations index on page 24.

 Do you know what is required when recruiting?

You will 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:

- Visit 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

- Contact the **Job Network**, who can offer you free recruitment services.

Phone 13 17 15

Website www.jobnetwork.gov.au

Do you know what is required when hiring: **contractors?**

You will need to treat your contractors differently to your employees for Pay As You Go Withholding, fringe benefits tax and superannuation guarantee purposes.

- For more information, obtain a copy of the *Tax basics for small business* booklet from the Tax Office website at www.ato.gov.au or phone 13 28 66.

 apprentices and trainees?

Your new apprentice or trainee can contribute significantly to your bottom line, with practical skills and knowledge gained in their training. For more information contact:

- **Australian Apprenticeships**

Phone 1800 639 629

Website www.australianapprenticeships.gov.au/employer

 people from overseas?

Employing workers from overseas can give you an advantage by introducing new ideas and skills. For further information contact:

- **Department of Immigration and Citizenship (DIAC)**

Phone 13 18 81

Website www.diac.gov.au/employers

- Your state or territory Business agency from our index on page 23.

 Do you know your tax and superannuation obligations?

If your business has employees or contractors then you will need to know how to meet the following tax 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 Tax Office. 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.

 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 Super Choice legislation.

- For further information, visit the Tax Office website at www.ato.gov.au/super or phone the Superannuation hotline on 13 10 20.

 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 Office Index on page 24.

 Do you need to register for Fringe Benefits Tax (FBT)?

You may need to register and pay FBT if you give your employees non-cash benefits, such as the use of a company car or mobile phone.

- For more information, obtain a copy of the *Tax basics for small business* booklet from the Tax Office website at www.ato.gov.au or phone 13 28 66.

Do you understand your legal obligations under Occupational Health & Safety (OH&S) and workers' compensation law?

As an employer, you are obliged by the law in your state and territory to exercise a duty of care to protect your employees against potential occupational health and safety risks. You must also take out workers' compensation insurance for your staff. In the event of injury in your business, you will 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. For more information, contact:

- Your state or territory OH&S and workers compensation agency. For contact details, see our OH&S and workers compensation agency index on page 24.

Training

To keep up with or create business growth, you may need to ensure you are 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. For further information:

- Contact the **Department of Education, Science and Training (DEST)**

Phone 1300 363 079
Website www.training.com.au

- Discover the benefits of running a financial literacy program in your workplace from the Understanding money website at www.understandingmoney.gov.au or phone 1800 236 235.
- 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.

 Have you thought about which training options would suit you?

Before deciding on a training course or program you first need to identify the gap between the current skills your staff have and the skills your business needs.

There are many training options available for your business. You could consider vocational education such as certificates or diplomas, courses, workshops and seminars. You can also access nationally recognised training packages delivered by Registered Training Organisations (RTOs). For further information, contact the below agencies:

- **Department of Education, Science and Training (DEST)**

Phone 1300 363 079
Website www.training.com.au

- **National Training Information Service**

Find a list of training packages, qualifications, courses, units of competency and RTOs that are licensed to provide training in one or many states.

Website www.ntis.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 or states.

Have you considered moving to larger premises?

Before you move, you should carefully assess the right amount of space for your business requirements. For information and advice:

- 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 our business.gov.au Government and business associations directory at www.business.gov.au/directory.

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 are 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 our business.gov.au Government and business associations directory 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.

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 are useful to your growing business.

- **National Innovation website**

The Department of Industry, Tourism and Resources administers the National Innovation website, which provides advice, support and assistance for innovation in business.

Website www.innovation.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

Have you considered investing in research and 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.

- For further assistance, see our Grants & financial assistance checklist on page 19.

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. For more information contact:

- **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 tie your online presence with your sales system. For further assistance with setting up an online business or providing an online shopfront, visit the following websites:

- **e-business guide**

Provided by the Department of Communications, Information Technology and the Arts (DCITA), the e-business guide provides information and resources for small businesses in Australia.

Phone (02) 6271 1000

Website www.e-businessguide.gov.au

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

Visit the ACMA website for advice and information on your legal obligations.

Phone 1800 351 135

Website www.toolkit.acma.gov.au/internet

- **Treasury**

Obtain a copy of the *Australian Guidelines for Electronic Commerce* publication.

Phone (02) 6263 3874

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 have established your website it is important to ensure that it is 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 protecting your business against online scams.

Phone 1300 302 021

Website www.scamwatch.gov.au

Have you considered the laws and 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. For more information and advice:

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

Spam is electronic junk mail. Under the *Spam Act* it is illegal for you to send unsolicited commercial electronic messages. For more information contact ACMA:

Phone 1800 351 135

Website www.spam.acma.gov.au

- Search the *Legal Issues Guide for Small Business*. For information on general legal issues relevant to small business, visit <http://sblegal.industry.gov.au>.
- See our Legal obligations checklist on page 7.
- Consult a business adviser, accountant or solicitor for advice.

 Do you understand Trade practices laws?

You need to comply with the *Trade Practices Act* when you conduct transactions with your customers or publish business and product information online.

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

The ACCC is responsible for the *Trade Practices Act*.

Phone 1300 302 021 (Small business helpline)

Website www.accc.gov.au

- For information on state fair trading laws, contact your state or territory Consumer Affairs Office. For contact details, see our Consumer Affairs agency index on page 23.

 Do you know how to keep electronic records?

The **Tax Office** provides free online services and electronic record keeping 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. These tools include:

- **e-Record:** Download this free record keeping software from the Tax Office website at www.ato.gov.au/erecord.
- **Record keeping evaluation tool:** Download this evaluation tool from the Tax Office website at www.ato.gov.au to see which records you need to keep.
- **Product register:** Search this list of registered commercial record keeping programs available on the Tax Office website at www.ato.gov.au/rsf/business.

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*. This Code sets out the obligations of franchisors and also provides a mediation procedure where disputes cannot be resolved within the franchise system.

- For more information or to download a copy of the *Franchising Code of Conduct* visit the Australian Competition and Consumer Commission website at www.accc.gov.au or phone 1300 302 021.
- Contact your state or territory Consumer Affairs Office. For contact details, see our Consumer Affairs agency index on page 23.

Have you prepared a franchise agreement and 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 adviser, 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.

- For more information on your IP rights, visit IP Australia at www.ipaustralia.gov.au or phone 1300 651 010.

Do you know where to go in the event of a franchising dispute?

If a dispute occurs and it cannot be resolved between the franchisor and franchisee, the Office of the Mediation Adviser can help you resolve it without going to court.

- **Office of the Mediation Adviser**

Phone 1800 150 667
Website www.mediationadviser.com.au

Have you considered franchising your own business overseas?

If you want to franchise overseas, you will have additional requirements. For further information on taking your franchise overseas contact:

- **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. There are a number of government tender opportunities available across Australia. To access these tenders:

- Search the **AusTender** website to find current tenders available from the Australian Government.

Phone 1300 651 698
Website www.tenders.gov.au

- **Department of Finance and Administration (DOFA)**

You can apply to become a registered supplier on the Information and Communication Technology Multi Use List (ICT MUL) on the DOFA website.

Phone (02) 6215 2063
Website www.finance.gov.au/ictmul

- Obtain a copy of the *Selling to the Australian Government: A guide for business* booklet from the DOFA website at:

Website www.finance.gov.au/procurement/suppliers.html

- **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 and territory government online tenders website. For contact details, see our Tender agency index on page 24.
- Contact your local council. For contact details, search our business.gov.au Government and business associations directory at www.business.gov.au/directory.

 Have you considered collective bargaining?

Collective bargaining allows two or more similar businesses, who are competitors, to join together to negotiate a deal for the sale or purchase of products or services with a common customer or supplier.

- Contact **Australian Competition and Consumer Commission (ACCC)** for further information or to lodge a collective bargaining notification.

Phone 1300 303 021 (Small business helpline)
Website www.accc.gov.au

- Obtain a copy of the *Collective bargaining brochure* or the *Easy steps guide* booklet from the **Department of Industry, Tourism and Resources** website.

Phone 1800 024 095
Website www.industry.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. For assistance, contact:

- **Department of the Environment and Water Resources**

The Australian Government Environment portal provides a range of information on general environmental issues.

Phone (02) 6274 1111

Website www.environment.gov.au

- **Australian Greenhouse Office**

The Australian Greenhouse Office also provides information on various environmental issues and can help you with your business obligations.

Phone (02) 6274 1888

Website www.greenhouse.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.

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.

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 acts apply to certain business activities and are administered by both state and local governments in the form of licences and permits.

- For information on environmental codes of practice, approvals and legislation visit the Department of the Environment and Water Resources website at www.environment.gov.au or phone (02) 6274 1111.
- Contact your state Business Licence Information Service (BLIS). For contact details see our BLIS index on page 23.
- For online versions of government forms, search the business.gov.au GovForms website at www.govforms.business.gov.au.

Are you aware of environmental standards and 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.
- **Energy star**
A voluntary standard for electronic equipment that has an energy-efficient "sleep" or power down function enabled. Find out more on the Energy Star website at www.energystar.gov.au.
- **Fuel consumption**
Find out more about the fuel consumption labelling standard for your newly imported vehicles on the Department of Transport and Regional Services website at www.dotars.gov.au or phone (02) 6274 7111.
- **Greenhouse gas emissions**
Find out how your business can benefit from the Greenhouse Friendly™ label on the Australian Greenhouse Office website at www.greenhouse.gov.au or phone (02) 6274 1888.
- **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.

 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 Pollutant Inventory (NPI)**
Find out whether you need to report on your emissions by visiting the National Pollutant Inventory website at www.npi.gov.au.
- **Greenhouse Challenge Plus**
To find out how monitoring and reporting on your business' greenhouse gas emissions can help you reduce your emissions, reduce waste and improve efficiency, visit the Australian Greenhouse Office website at www.greenhouse.gov.au.
- **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 (03) 5177 3988.

Do you know what grants and 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 following resources:

- **GrantsLink**

On GrantsLink you can find a number of Australian, state and territory government grants including specific grants for Indigenous business, women and young people, as well as general and industry specific grants.

Phone 1800 026 222

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 Field Officer**

Your local Field Officer can give you free advice on Australian Government grants.

Phone 13 28 46 (AusIndustry hotline)

Website www.ausindustry.gov.au

- Contact your state or territory business agency for information on state government grants. For contact details, see our Business agency index on page 23.
- Contact your local council for information on local government grants. For contact details, search our www.business.gov.au Government and business associations directory at www.business.gov.au/directory.
- For further assistance, see our Advice & support checklist 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. For more information contact:

- **Austrade**

Phone 13 28 78 to speak with an Export Adviser

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 checklist on page 3.

Do you understand your Customs requirements?

The Australian Customs Service 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 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. Contact:

- **Austrade**

Phone 13 28 78

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

Website www.exportingonline.gov.au

Have you considered international intellectual property protection?

As well as registering in Australia, you can apply to register a trade mark, patent, design or plant breeder's right overseas. This is particularly important when you export goods or conduct business over the internet. You should also ensure that your export goods will not infringe the intellectual property of others in the overseas market. For more information contact:

- **IP Australia**

Phone 1300 651 010

Website www.ipaustralia.gov.au/strategies/international.shtml

 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, contact:

- **fta.gov.au**

The Free Trade Agreement website is an online guide to Australia's current FTAs.

Phone 13 28 78

Website www.fta.gov.au

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

- **Austrade**

Phone 13 28 78

Website www.austrade.gov.au

- **Australian Customs 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 & assistance, see our Grants & financial assistance checklist on page 19.

Please find below a list of business related Australian Government agencies referenced within this checklist. For a more complete list of agencies, visit the business.gov.au Government and business associations directory at www.business.gov.au/directory.

Agency	Phone	Website
AusIndustry	13 28 46	www.ausindustry.gov.au
Austrade	13 28 78	www.austrade.gov.au
Australian Bureau of Statistics	1300 135 040	www.abs.gov.au
Australian Communications and Media Authority (ACMA)	1300 850 115	www.acma.gov.au
Australian Competition and Consumer Commission (ACCC)	1300 302 502	www.accc.gov.au
Australian Customs Service	1300 363 263	www.customs.gov.au
Australian Fair Pay Commission	1300 139 699	www.fairpay.gov.au
Australian Greenhouse Office	(02) 6274 1888	www.greenhouse.gov.au
Australian Quarantine and Inspection Service (AQIS)	1800 020 504	www.aqis.gov.au
Australian Safety and Compensation Council	(02) 6121 5317	www.asc.gov.au
Australian Securities and Investments Commission (ASIC)	(03) 5177 3988	www.asic.gov.au
Australian Taxation Office	13 28 66	www.ato.gov.au
Centrelink	13 11 58	www.centrelink.gov.au
Communications, Information Technology and the Arts, Dept of (DCITA)	(02) 6271 1000	www.dcita.gov.au
Education, Science and Training, Dept of (DEST)	1300 363 079	www.dest.gov.au
Employment and Workplace Relations, Dept of (DEWR)	1300 363 264	www.workplace.gov.au
Environment and Water Resources, Dept of the	(02) 6247 1111	www.environment.gov.au
Export Finance and Insurance Corporation (EFIC)	1800 887 588	www.efic.gov.au
Finance and Administration, Dept of (DOFA)	(02) 6215 2222	www.finance.gov.au
Human Rights and Equal Opportunity Commission (HREOC)	(02) 9284 9600	www.humanrights.gov.au
Immigration and Citizenship (DIAC)	13 18 81	www.diac.gov.au
Industry, Tourism and Resources, Dept of (DITR)	1800 024 095	www.industry.gov.au
IP Australia	1300 651 010	www.ipaustralia.gov.au
National Industrial Chemicals Notification and Assessment Scheme (NICNAS)	1800 638 528	www.nicnas.gov.au
Office of the Mediation Adviser	1800 150 667	www.mediationadviser.com.au
Office of the Privacy Commissioner	1300 363 992	www.privacy.gov.au
Transport and Regional Services, Dept of (DOTARS)	(02) 6274 7111	www.dotars.gov.au
Workplace Authority	1300 366 632	www.workplaceauthority.gov.au
Workplace Ombudsman	1300 724 200	www.wo.gov.au

Business agency index

Each state and territory has a business agency or department that provides advice and support to small businesses.

State	Name	Phone	Website
ACT	Business and Industry Development	1800 244 650	www.business.act.gov.au
NSW	Department of State and Regional Development	1300 134 359	www.smallbiz.nsw.gov.au
NT	Department of Business, Economic and Regional Development	1800 193 111	www.nt.gov.au/business
QLD	Department of State Development	1300 363 711	www.sd.qld.gov.au
SA	Department of Trade and Economic Development	1800 188 018	www.southaustralia.biz
TAS	Department of Economic Development	1800 030 688	www.development.tas.gov.au
VIC	Department of Innovation, Industry and Regional Development	13 22 15	www.business.vic.gov.au
WA	Small Business Development Corporation	13 12 49	www.sbdc.com.au

Business Licence Information Service (BLIS) index

The BLIS provides businesses with access to licences and permits from all three levels of government.

State	Name	Phone	Website
ACT	ACT BLIS	1800 244 650	www.business.act.gov.au/businesslicences
NSW	BLIS NSW	13 32 20	www.blis.fairtrading.nsw.gov.au
NT	BLIS NT	1800 193 111	www.bli.net.au/nt
QLD	SmartLicence	1300 363 711	http://smartlicence.sd.qld.gov.au
SA	BLIS SA	1800 188 018	www.bli.net.au/sa
TAS	BLIS TAS	1800 440 026	www.blis.tas.gov.au
VIC	BLIS VIC	13 22 15	www.blis.business.vic.gov.au
WA	BLIS WA	1800 199 125	www.licence.sbdc.com.au

Consumer Affairs agency index

Contact your local consumer affairs agency for business name registration, fair trading and consumer affairs.

State	Name	Phone	Website
ACT	Office of Fair Trading	(02) 6207 0400	www.fairtrading.act.gov.au
NSW	Office of Fair Trading	13 32 20	www.fairtrading.nsw.gov.au
NT	Consumer & Business Affairs	(08) 8999 1999	www.nt.gov.au/justice/graphpages/cba/index.shtml
QLD	Office of Fair Trading	13 13 04	www.consumer.qld.gov.au
SA	Office of Consumer and Business Affairs	1300 138 918	www.ocba.sa.gov.au
TAS	Consumer Affairs & Fair Trading	1300 654 499	www.consumer.tas.gov.au
VIC	Consumer Affairs Victoria	1300 558 181	www.consumer.vic.gov.au
WA	Department of Consumer and Employment Protection	1300 304 054	www.docep.wa.gov.au

Revenue Office index

Each state and territory has a Revenue Office responsible for state taxes.

State	Name	Phone	Website
ACT	ACT Revenue Office	(02) 6207 0088	www.revenue.act.gov.au
NSW	Office of State Revenue	1300 139 814	www.osr.nsw.gov.au
NT	Territory Revenue Management	1300 305 353	www.revenue.nt.gov.au
QLD	Office of State Revenue	1300 300 734	www.osr.qld.gov.au
SA	Revenue SA	(08) 8226 3750	www.revenuesa.sa.gov.au
TAS	State Revenue Office	(03) 6233 3100	www.sro.tas.gov.au
VIC	State Revenue Office	13 21 61	www.sro.vic.gov.au
WA	Office of State Revenue	(08) 9262 1400	www.osr.wa.gov.au

Workplace relations index

Most states have their own workplace relations agency responsible for giving advice on state-based wages and conditions. Information about pay and conditions in the Australian system is available from the DEWR Workplace website and Infoline.

State	Name	Phone	Website
Federal, ACT, NT & VIC	Department of Employment and Workplace Relations (DEWR)	1300 363 264	www.workplace.gov.au www.wagenet.gov.au
NSW	Office of Industrial Relations	13 16 28	www.industrialrelations.nsw.gov.au
QLD	Department of Employment and Industrial Relations	1300 369 945	www.deir.qld.gov.au
SA	SafeWork SA	1300 365 255	www.safework.sa.gov.au
TAS	Workplace Standards Tas	1300 366 322	www.wst.tas.gov.au
WA	Labour Relations	1300 655 266	www.docep.wa.gov.au/lr/default.html

OH&S and workers compensation agency index

Each state and territory agency is responsible for promoting and enforcing Workers Compensation and Occupational Health & Safety legislation.

State	Name	Phone	Website
ACT	ACT WorkCover	(02) 6205 0200	www.workcover.act.gov.au
NSW	WorkCover NSW	13 10 50	www.workcover.nsw.gov.au
NT	NT WorkSafe	1800 019 115	www.worksafe.nt.gov.au
QLD	Department of Industrial Relations	1300 369 915	www.dir.qld.gov.au/workplace
SA	WorkCover SA SafeWork SA	13 18 55 1300 365 255	www.workcover.com www.safework.sa.gov.au
TAS	Workplace Standards Tasmania	1300 366 322	www.wst.tas.gov.au
VIC	Victorian WorkCover Authority	1800 136 089	www.workcover.vic.gov.au
WA	WorkSafe WA WorkCover WA	1300 307 877 1300 794 744	www.safetyline.wa.gov.au www.workcover.wa.gov.au

Tender agency index

Each state and territory tender agency lists available tenders on their website.

State	Name	Phone	Website
ACT	BASIS	(02) 6207 7377	www.basis.act.gov.au
NSW	eTendering	(02) 9372 8900	www.tenders.nsw.gov.au
NT	Tenders Online	(08) 8999 1937	www.nt.gov.au/tenders
QLD	Qld Government Marketplace	1800 631 991	www.qgm.qld.gov.au
SA	SA Tenders & Contracts	(08) 8226 5239	www.tenders.sa.gov.au
TAS	Tenders	(03) 6233 8389	www.purchasing.tas.gov.au
VIC	eTenders	(03) 9651 2268	www.tenders.vic.gov.au
WA	Government Electronic Market	(08) 9222 5468	www.gem.wa.gov.au

Australian Business Number (ABN)	A single identifying number used when dealing with other businesses and the Tax Office.
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.
e-business	Business conducted over the internet, including buying and selling, and servicing customers.
Environmental 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-cash benefits including company cars and mobile phones.
Goods and Services Tax (GST)	A broad-based tax of 10 per cent on the sale of most goods and services in Australia.
Intellectual property (IP)	Laws that protect the property rights in creative and inventive endeavours including art, literature, music, films, sound recording, broadcasts and computer programs.
Licence	A legal document that grants a business or person with official permission to conduct a certain activity.
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.
Spam	An unwelcome electronic mail message usually sent to a large number of recipients.
Tax File Number (TFN)	A unique number issued by the Tax Office to individuals and organisations to monitor income and tax details.
Tender	A process a government agency or company follows to seek quotes for required goods or services.
Trademark	Any letter, number, word, phrase, sound, smell, shape, logo, picture, aspect of packaging or any combination of these that is adopted for use with particular goods or services and the owner of the trade mark. A registration of the trade mark gives the owner the legal right to use, licence, or sell it within Australia.
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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