

Easy to do Business

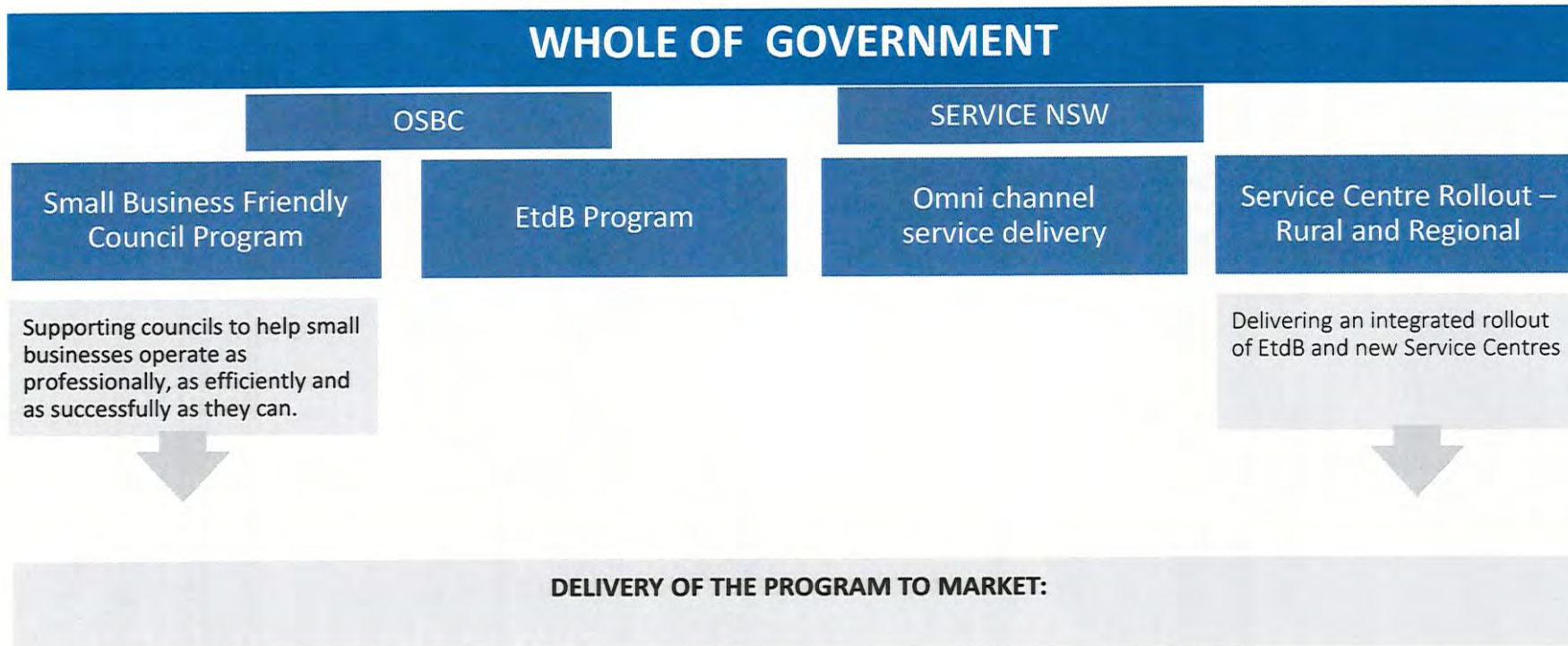
NOROC Briefing

Program Overview

3 November 2017



Easy to do Business – A SNSW OSBC Partnership



Robyn Hobbs – Small Business Commissioner

Easy to do Business Program Sponsor

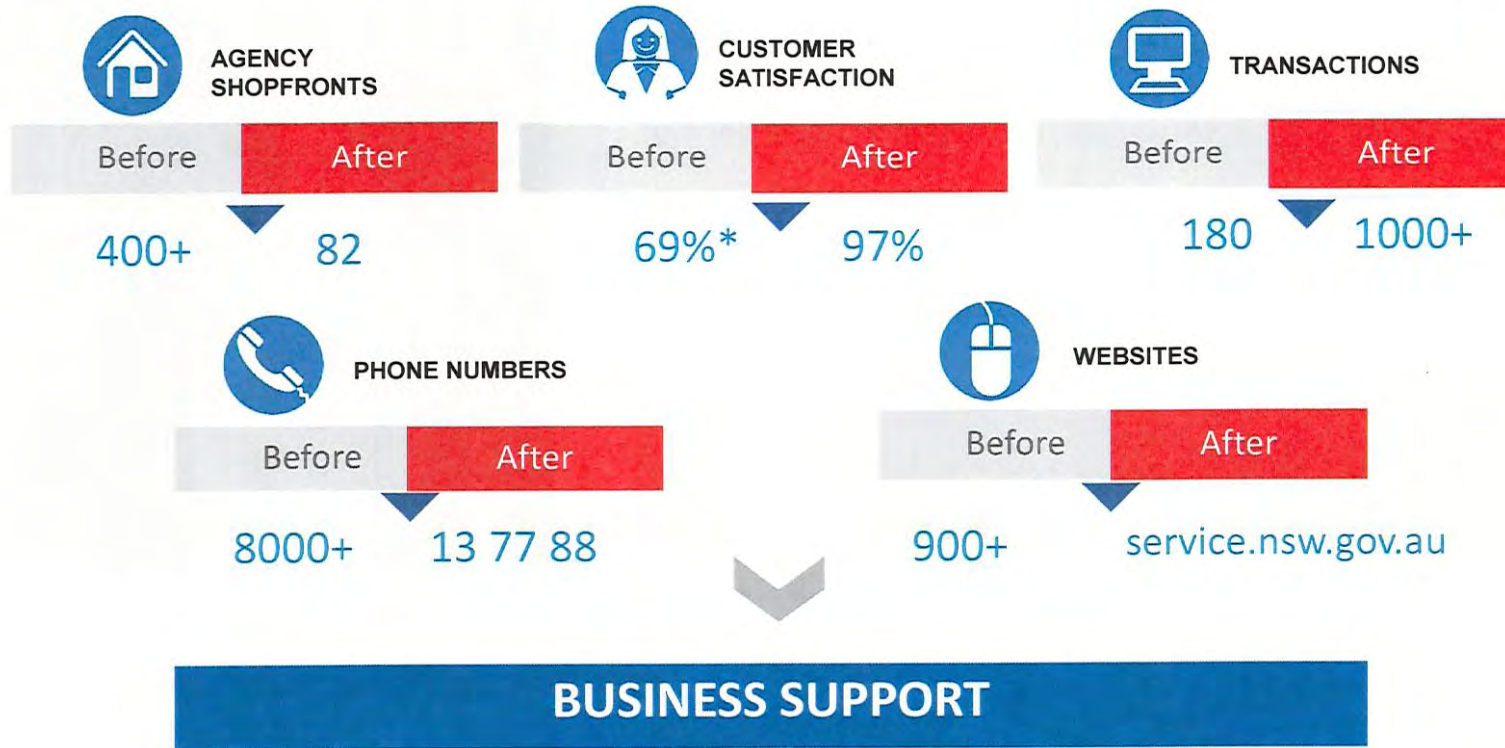


My highly successful small business friendly council program was launched in 2014 and now supports 76 councils across NSW.

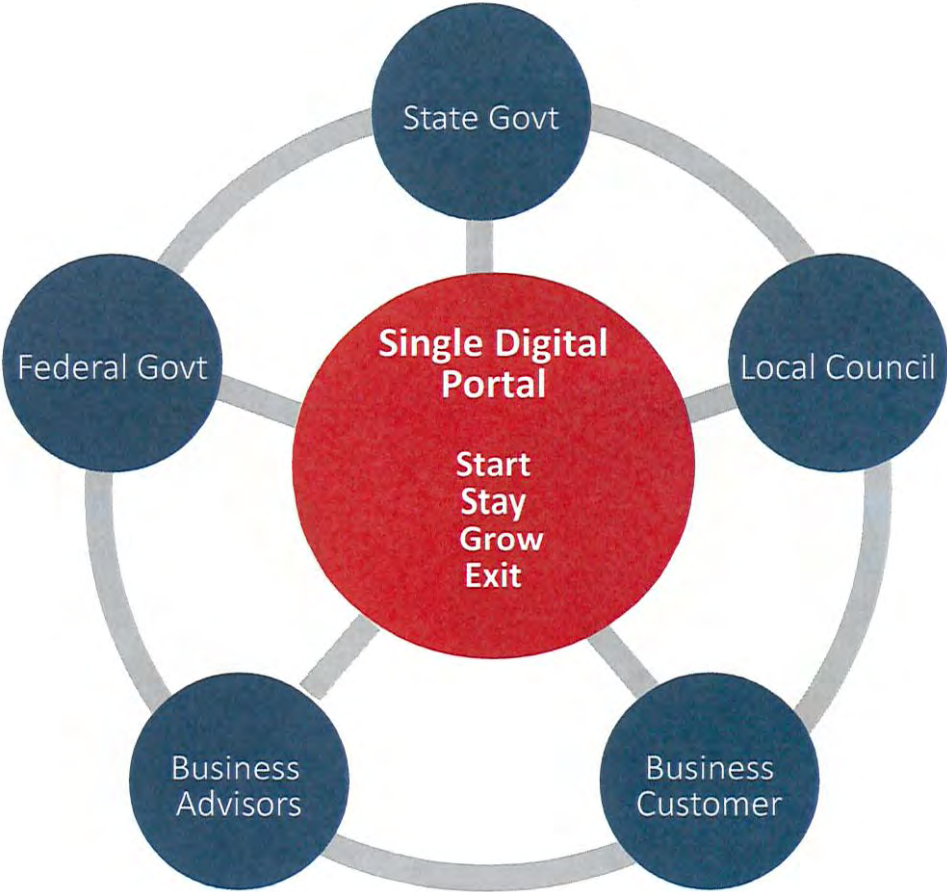
I know small businesses are vital to our economy and because I've also run several of them I know exactly what it takes, and how stressful and isolating it can be.

My job is to support small businesses in NSW by giving them the tools and advice they need and by speaking up within government about the issues small businesses face.

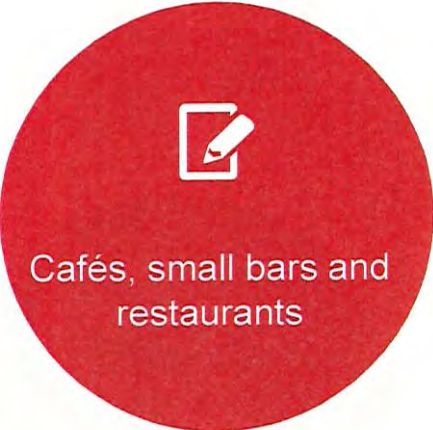
Customer first transformation



Looking to the future



Current program sectors



Cafés, small bars and restaurants



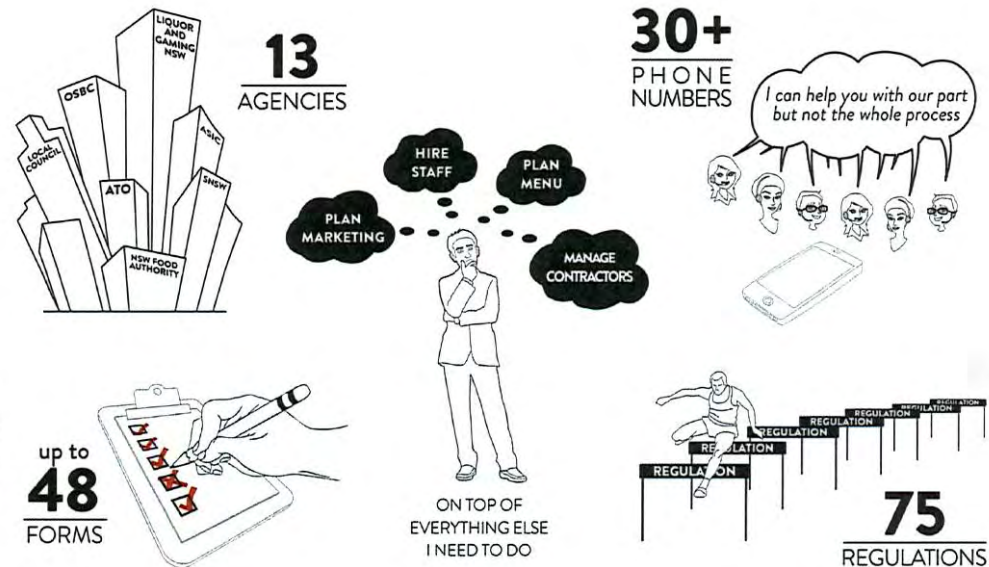
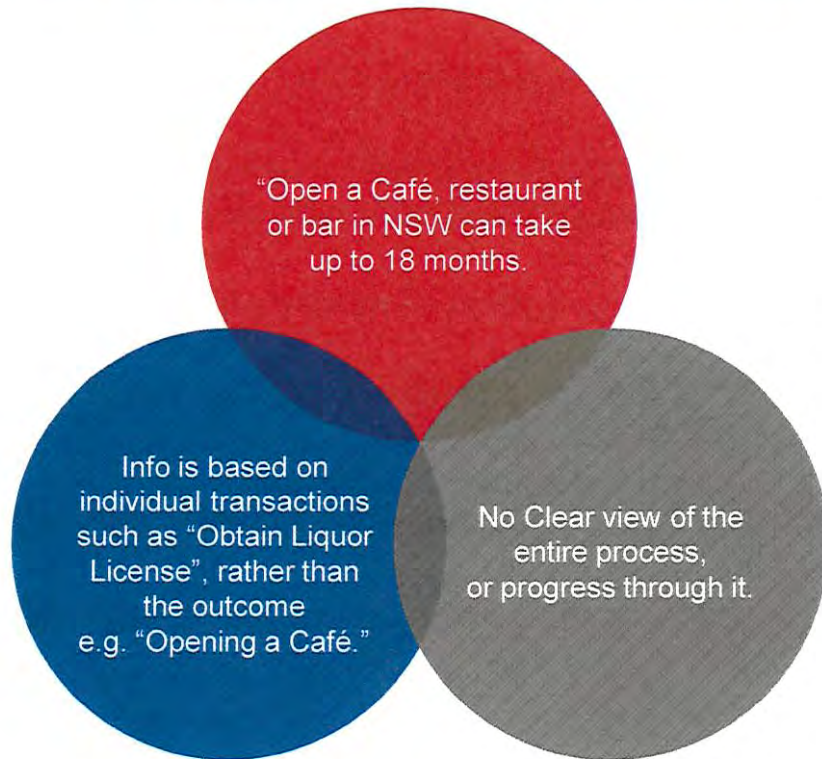
Extend to housing & construction



Expand to all subsectors

- Additional OSBC initiatives
- Housing & Construction expansion
- More Industries

Café, small bar and restaurant complexity

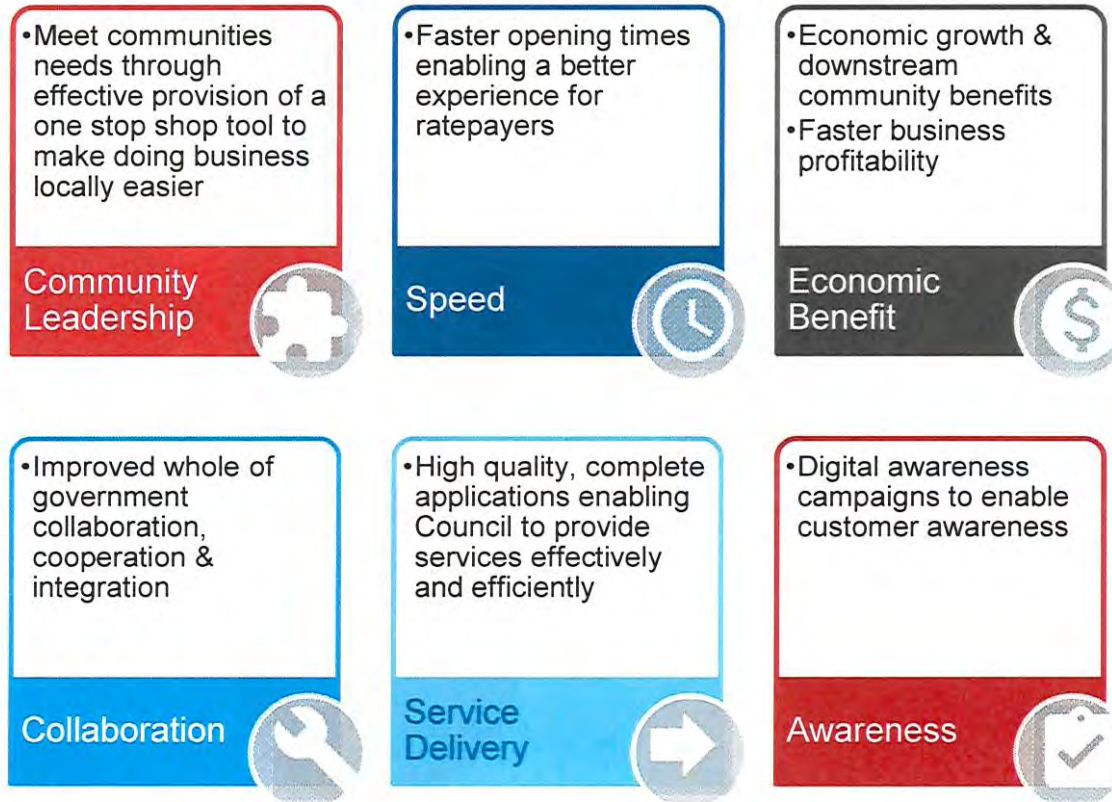


Outcomes to date



- Time to open a Café, Small bar or Restaurant **reduced from up to 18 months to < 90 days.**
- **One application replaces 30 forms** spanning 3 levels of government. Streamlined process with 43% reduction in customer data entry.
- **One web site, one phone number** for support (13 77 88).
- **Business Concierge team** provide proactive, supporting case management service.
- **Federal government integration** via ABR for customer ABN and business details and DIIS with Business Registration Services (9 federal forms across ATO, ASIC etc)
- **7 Councils** on boarded and more to quickly follow

Benefits for Councils



True Partnership



From Here



Discussion

