

## 8.6 Service NSW for Business

REPORT BY THE EXECUTIVE ASSISTANT DEVELOPMENT  
TO 20 JULY 2022 ORDINARY MEETING  
GOV400098, ECO800004

### RECOMMENDATION

#### That Council:

1. **receive the report by the Manager Economic Development on the Service NSW for Business;**
2. **delegates authority to the General Manager to enter into an agreement with Service NSW; and**
3. **any necessary documents be authorised for execution under the Common Seal of Council.**

### Executive summary

The purpose of this report is to provide background information and seek support to enter into an agreement with Service NSW.

### Disclosure of Interest

Nil

### Detailed report

Service NSW for Business provides free, personalised support to small business owners, to help them understand industry regulations, to guide them through transactions, and to access support. The services provided to business owners include:

- Business Concierges offering over-the-phone, email and face-to-face support and case management.
- An online Business Profile to make it faster and easier for business owners to transact with NSW Government.
- Guidance and support for small business owners impacted by natural disasters or emerging issues to access a range of Government stimulus, support and information.

Online business information hubs including how-to guides to help business owners understand key tasks and the support available when starting and running a business in NSW.

In August 2021, Council signed a Partnership Agreement to confirm a partnership with Service NSW for "Service NSW for Business" in 2021-22. A new Partnership Agreement has been developed for Council to continue engaging with all services across Service NSW in 2022-23.

There are no additional tasks required of Council, however signing this agreement provides access to a range of data collected by Service NSW which provides insights and understanding of services and assistance being providing to local businesses across the region. Previous data shared with Council under the initial agreement included number of businesses accessing various grant sources from bushfire funding to COVID support. Data has also included information regarding number of

businesses registered for Job Keeper as well as number of business using or value of consumers accessing Dine and Discover vouchers in the region. It is important to note, no personal or individual business information is provided. Data provided is summative only.

The intention of the Partnership Agreement is to build awareness of specialist advice services available to local businesses, ensure Council staff can direct enquiries to these services and provide applicants with the skills to be better informed and researched prior to lodging any applications.

For Mid-Western Regional Council, the process is to endorse the proposed recommendations and to inform Service NSW when this endorsement has occurred.

## Community Plan implications

<b>Theme</b>	<b>Building a Strong Local Economy</b>
Goal	A prosperous and diversified economy
Strategy	Support the attraction and retention of a diverse range of businesses and industries

## Strategic implications

### Council Strategies

This agreement supports Council's goal to provide an attractive business and economic environment. It will support the attraction and retention of a diverse range of businesses and industries to the region.

### Council Policies

Nil

### Legislation

Council would still undertake all assessments as per appropriate legislation.

## Financial implications

This program is at no cost to Mid-Western Regional Council to participate. Support material, training and advice is provided by Service NSW for Business at no cost. Implementation of the program may lead to reduced processing times and costs relating to applications to Council.

## Associated Risks

Nil

ALEX WILSON  
EXECUTIVE ASSISTANT DEVELOPMENT

ALINA AZAR  
ACTING DIRECTOR DEVELOPMENT

27 June 2022

*Attachments:* 1. Mid-Western Regional Council - LG - Partnership Agreement - Legal review 26.07.21. (separately attached)

### APPROVED FOR SUBMISSION:

BRAD CAM  
GENERAL MANAGER