



# Business Support Directory

## Business Expertise & Advice

### GOVERNMENT BODIES

#### Business Connect

Business Connect advisers provide practical support to small business owners, to help them make the right decisions for their business.

Phone: 1300 134 359

Email: [connect@treasury.nsw.gov.au](mailto:connect@treasury.nsw.gov.au)

Website: [www.nsw.gov.au/businessconnect](http://www.nsw.gov.au/businessconnect)

#### Service NSW for Business

Service NSW for Business provides free, personalised support to business owners as they start, run and grow their businesses, and as they adapt and recover in times of crisis.

Phone: 13 77 88

Website: [www.nsw.gov.au/projects/service-nsw-for-business](http://www.nsw.gov.au/projects/service-nsw-for-business)

#### Australian Taxation Office (ATO) - Small Business Information

The Australian Taxation Office offers a range of tools and services to help small businesses get their tax and superannuation correct.

Website: [www.ato.gov.au/business/starting-your-own-business/supporting-your-small-business](http://www.ato.gov.au/business/starting-your-own-business/supporting-your-small-business)

#### Entrepreneurs' Programme - Advisers and Facilitators

The Entrepreneurs' Programme provides Australian businesses with quality advice and support to help them innovate and grow. Our expert advisers and facilitators are business people with a wealth of experience. They offer independent and objective advice tailored to the needs of your business.

Phone: 13 28 46

Website: [business.gov.au/grants-and-programs/entrepreneurs-programme](http://business.gov.au/grants-and-programs/entrepreneurs-programme)



#### NSW Fair Trading

NSW Fair Trading is part of the Department of Customer Service whose role is to make doing business in NSW simple, accessible and fair for employees, consumers and industry while providing the best value for government. NSW Fair Trading provides a range of information on government licences and permits to help you start and run your business. They also have a number of guides available for businesses to explain requirements under the Australian Consumer Law.

Phone: 13 32 20

Website: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

#### SafeWork NSW

SafeWork NSW acts as NSW's workplace health and safety regulator. They offer advice on improving work health and safety, provide licences and registration for potentially dangerous work, investigate workplace incidents and enforce work health and safety laws in NSW. SafeWork NSW provides small businesses with up to 50 full-time equivalent staff or sole traders with free work, health and safety advisory services.

Phone: 13 10 50

Website: [www.safework.nsw.gov.au/advice-and-resources/free-advisory-visits-and-workshops](http://www.safework.nsw.gov.au/advice-and-resources/free-advisory-visits-and-workshops)

#### Fair Work Ombudsman Small Business Helpline

The Small business helpline provides workplace advice on managing your employees and meeting your employer obligations.

Phone: 13 13 94

Website: [smallbusiness.fairwork.gov.au](http://smallbusiness.fairwork.gov.au)

#### NSW Small Business Commissioner

The NSW Small Business Commissioner helps to resolve issues affecting small businesses and provide resources, strategic advice and low cost mediation services.

Phone: 1300 795 534

Website: [www.smallbusiness.nsw.gov.au](http://www.smallbusiness.nsw.gov.au)

### **Australian Small Business and Family Enterprise Ombudsman (ASBFEO)**

The Australian Small Business and Family Enterprise Ombudsman (ASBFEO) is an independent advocate for small business owners. Their role is to advocate for small businesses and family enterprises, provide assistance through access to dispute resolution services, and ensure government policies are small business friendly.

Phone: 1300 650 460  
Website: [www.asbf eo.gov.au](http://www.asbf eo.gov.au)

### **NSW Export Advisers Sydney**

NSW Export Advisers Sydney provides businesses in the Sydney area with advice to help them achieve their export goals and take full advantage of international market opportunities.

Phone: 02 4908 4800  
Website: [www.business.nsw.gov.au/export-from-nsw/export-assistance/coaching-with-our-export-advisors](http://www.business.nsw.gov.au/export-from-nsw/export-assistance/coaching-with-our-export-advisors)

### **Small Business Superannuation Clearing House**

The Small Business Superannuation Clearing House allows small businesses of 19 or fewer employees to pay their super guarantee contributions in one simple transaction.

Phone: 1300 660 048  
Website: [www.ato.gov.au/Business/Super-for-employers/Paying-super-contributions/How-to-pay-super/Small-Business-Superannuation-Clearing-House](http://www.ato.gov.au/Business/Super-for-employers/Paying-super-contributions/How-to-pay-super/Small-Business-Superannuation-Clearing-House)

### **Department of Foreign Affairs and Trade – Customised Statistics**

The Department of Foreign Affairs and Trade can provide businesses with up-to-date trade and investment statistics to help them make informed decisions relating to their business. They can provide detailed trade and investment data on Australia and the rest of the world and can also provide general economic and socioeconomic statistics for a number of countries.

Email: [business@dfat.gov.au](mailto:business@dfat.gov.au)  
Website: [www.dfat.gov.au/trade/resources/trade-statistics/trade-statistics](http://www.dfat.gov.au/trade/resources/trade-statistics/trade-statistics)

### **TradeStart Network**

The TradeStart network assists small and medium-sized exporters to achieve long term success in international markets. It offers exporters the combined resources of Austrade and partner organisations from export markets, providing local assistance and a direct link to Austrade's services-external site and overseas network.

Website: [www.austrade.gov.au/australian/how-austrade-can-help/trade-services/tradestart](http://www.austrade.gov.au/australian/how-austrade-can-help/trade-services/tradestart)

### **Jobactive**

Jobactive provides businesses with access to free information and services to help them advertise job vacancies and recruit staff.

Phone: 13 17 15  
Email: [nationalcustomerservice@dese.gov.au](mailto:nationalcustomerservice@dese.gov.au)  
Website: [jobactive.gov.au](http://jobactive.gov.au)

### **Indigenous Business Australia**

Indigenous Business Australia provides Aboriginal and Torres Strait Islander people across Australia with access to workshops, advice and business support programs. In some cases, they may also provide business finance to eligible business owners. They are also able to link businesses to other networks and resources to help them build and develop sustainable businesses.

Phone: 1800 107 107  
Website: [www.iba.gov.au](http://www.iba.gov.au)

### **JobAccess**

JobAccess provides businesses with access to free information about supporting and employing people with a disability.

Phone: 1800 464 800  
Website: [www.jobaccess.gov.au/home](http://www.jobaccess.gov.au/home)

### **Entrepreneurs' Programme – Advisers and Facilitators**

The Entrepreneurs' Programme provides Australian businesses with quality advice and support to help them innovate and grow. Our expert advisers and facilitators are business people with a wealth of experience. They offer independent and objective advice tailored to the needs of your business.

Phone: 13 28 46  
Website: [business.gov.au/grants-and-programs/entrepreneurs-programme](http://business.gov.au/grants-and-programs/entrepreneurs-programme)

### **National Measurement Institute**

The National Measurement Institute is Australia's national authority on measurement. Your business can use NMI's facilities, expertise and guidance to advance your products and services.

Phone: 1800 020 076  
Email: [info@measurement.gov.au](mailto:info@measurement.gov.au)  
Website: [www.industry.gov.au/policies-and-initiatives/national-measurement-institute](http://www.industry.gov.au/policies-and-initiatives/national-measurement-institute)

## Major Projects Facilitation Agency

If you're planning a major project development in Australia, you'll need to get a range of regulatory approvals. You may need to get approvals from different levels of government – local, state, territory or Commonwealth (Australian). The Major Projects Facilitation Agency (MPFA) can help you navigate the Commonwealth Government approvals process for projects over \$20 million. It provides a single entry point to get information and help with Commonwealth Government approvals.

Email: [mpfa@industry.gov.au](mailto:mpfa@industry.gov.au)

Website: [business.gov.au/expertise-and-advice/major-projects-facilitation-agency](http://business.gov.au/expertise-and-advice/major-projects-facilitation-agency)

## Digital Solutions - Australian Small Business Advisory Services

The Digital Solutions – Australian Small Business Advisory Services program works with small businesses to make the most of digital tools and offers broader advice specific to your business needs such as how digital tools can help your small business, websites and selling online.

Website: [business.gov.au/expertise-and-advice/digital-solutions-australian-small-business-advisory-services](http://business.gov.au/expertise-and-advice/digital-solutions-australian-small-business-advisory-services)

## International Trade Remedies Advisory Service (ITRA Service)

The International Trade Remedies Advisory Service helps Australian small and medium sized enterprises to access the Australian anti-dumping and countervailing system.

Phone: 02 6213 7267

Email: [itra@industry.gov.au](mailto:itra@industry.gov.au)

Website: [business.gov.au/expertise-and-advice/international-trade-remedies-advisory-service](http://business.gov.au/expertise-and-advice/international-trade-remedies-advisory-service)

## INDEPENDENT BODIES

### Business Enterprise Centre (BEC) Australia

BEC Australia is a national network of Business Enterprise Centres, which offer business advice and support to small and micro businesses.

Email: [mhawkins@becaustralia.org.au](mailto:mhawkins@becaustralia.org.au)

Website: [www.becaustralia.org.au](http://www.becaustralia.org.au)

### Western Sydney Business Centre

Western Sydney Business Centre provides new and existing businesses across NSW with low-cost advice, workshops, events and training to help them build and develop sustainable businesses.

Phone: 02 4721 5011

Email: [reception@wsbusiness.com.au](mailto:reception@wsbusiness.com.au)

Website: [www.wsbusiness.com.au](http://www.wsbusiness.com.au)

## Business Australia

Whether your business is just starting out, looking to become more efficient, or wanting to grow – Business Australia exists to help get you there. For more than 195 years, they have been supporting thousands of Australian businesses. It costs nothing to join as a member and when you choose our products and services, our surplus goes straight back to delivering more support for members – businesses just like yours.

Phone: 13 26 96

Website: [www.businessaustralia.com](http://www.businessaustralia.com)

## Community Migrant Resource Centre

Community Migrant Resource Centre provides business advisory services in Arabic, Cantonese, Mandarin, Korean and Vietnamese languages to small businesses across metropolitan Sydney and regional New South Wales.

Phone: 02 9687 9901

Email: [cmrc\\_admin@cmrc.com.au](mailto:cmrc_admin@cmrc.com.au)

Website: [cmrc.com.au/projects/business-connect-multicultural](http://cmrc.com.au/projects/business-connect-multicultural)

## Creative Plus Business

Creative Plus Business provides small to medium businesses in creative industries across New South Wales with low-cost advice, training, workshops and office space to help them build and develop sustainable businesses.

Phone: 02 8091 2082 or 0436 458 563

Email: [hello@creativeplusbusiness.com](mailto:hello@creativeplusbusiness.com)

Website: [www.creativeplusbusiness.com](http://www.creativeplusbusiness.com)

## Advisory Board Centre

The Advisory Board Centre is the global professional body for the Advisory sector providing education and support to connect businesses and independent strategic advisors.

Phone: 0408 477 165

Email: [hello@advisoryboardcentre.com](mailto:hello@advisoryboardcentre.com)

Website: [www.advisoryboardcentre.com](http://www.advisoryboardcentre.com)

## Sydney Business

Sydney Business provides businesses across the greater Sydney metropolitan area with low-cost advice, training, workshops and mentoring to help them build and develop sustainable businesses. They use business advisers that have a range of business skills and expertise across a variety of industries and who understand the challenges businesses face in the area.

Phone: 1800 634 772 or 02 9415 2630

Email: [info@sydneybusiness.org.au](mailto:info@sydneybusiness.org.au)

Website: [www.sydneybusiness.org.au](http://www.sydneybusiness.org.au)

## AusIndustry Outreach Network

AusIndustry supports your business to grow, diversify and thrive through a range of government programs and services. We connect you with the right advice, networks, opportunities and funding to help you build your business.

Phone: 13 28 46  
Website:

## Small Business Mentoring Service (SBMS)

The Small Business Mentoring Service (SBMS) provides businesses locally and across Australia with low-cost mentoring to help them with marketing, finance, planning and all aspects of small business.

Phone: 1300 816 817  
Email: [admin@sbms.org.au](mailto:admin@sbms.org.au)  
Website: [www.sbms.org.au](http://www.sbms.org.au)

## Industry Capability Network

This business information network provides Australian businesses with access to a powerful online tool to help connect them with suitable suppliers, project managers and business opportunities across Australia and New Zealand.

Phone: 1300 961 139 or 02 6285 2033  
Email: [helpdesk@icn.org.au](mailto:helpdesk@icn.org.au)  
Website: [icn.org.au](http://icn.org.au)

## BUSINESS HUBS

### Fairfield City HQ

Website: [www.fairfieldcity.nsw.gov.au/Business/Fairfield-City-HQ](http://www.fairfieldcity.nsw.gov.au/Business/Fairfield-City-HQ)  
Phone: 9725 0899

### South West Sydney Business Enterprise Centre

Website: [bdcmacarthur.com.au](http://bdcmacarthur.com.au)  
Phone: 4647 6232

### Zero Barriers

Council is a proud partner in the Zero Barriers initiative. Zero Barriers is a free business and service support project that aims to eliminate barriers for people with disability when shopping, using services or participating in activities in their local communities. Council is working to connect local businesses and services with the initiative to create a more accessible community.

For information and to connect with Zero Barriers, visit [zerobarriers.net.au](http://zerobarriers.net.au).

## Small Business Friendly Council Initiative

Fairfield City Council is part of the Small Business Friendly Council Initiative through Service NSW. This initiative provides us with resources to help you. The resources include information, workshops and networking opportunities. Service NSW Business is a free service that includes a digital platform and a personalised Business Concierge phone service. This over-the-phone business support can help business owners with a range of steps including:

- Applying for outdoor dining
- Liquor licensing
- Understanding all work, health and safety requirements
- Whether you are already running a business or an aspiring entrepreneur, this service will help you start, run and grow your small business faster and more easily.

Follow the link to make contact with a business concierge: [www.smallbusiness.nsw.gov.au](http://www.smallbusiness.nsw.gov.au)

## South West Sydney Tourism Taskforce

The South West Sydney Tourism Taskforce NSW Inc. is a registered not-for-profit organisation that engages with Local, State and Federal Government representatives, businesses, local Business Chambers, the NSW Business Chamber, Tourism Accommodation Australia (TAA), and Destination NSW to further develop the visitor market and tourism opportunities in South West Sydney.

The South West Sydney Tourism Taskforce NSW Inc. represents Liverpool, Fairfield, Penrith, Camden Wollondilly, Campbelltown, with fringes of Blacktown, Cumberland and Bankstown.

Website: [visitsouthwestsydney.com.au](http://visitsouthwestsydney.com.au)  
Phone: 0408 979 152

## NETWORKING / SUPPORT GROUPS

**Cabramatta Chamber of Commerce -**  
[cabramattachamberofcommerce.com.au](http://cabramattachamberofcommerce.com.au)

**Business Networking International Spirit - Liverpool Chapter**

[www.facebook.com/bnispirit](http://www.facebook.com/bnispirit)  
or visit [www.bni.com.au](http://www.bni.com.au)

**South West Entrepreneurial Hub -**

[www.facebook.com/groups/1072921752892762/](http://www.facebook.com/groups/1072921752892762/)

**SWNG (South Western Networking Group) - Liverpool**

[www.swng.org.au/chapters/liverpool](http://www.swng.org.au/chapters/liverpool)

**Women's Networking Links**

[www.woman.com.au/women-inbusiness-networking-groups-andevents](http://www.woman.com.au/women-inbusiness-networking-groups-andevents)