

# Easy to do Business

## Streamlining business approvals

May 2018

### Benefits to business



- ▶ **Less than 90 days to open** a new business, down from 18 months.



- ▶ **Greater certainty around time and costs** associated with opening a business.



- ▶ **A one-stop-shop** for small business—digital, single portal for setting up a café, restaurant or small bar business structure.

The Easy to do Business initiative is changing the small business landscape, making it faster and easier for businesses to start up and grow.

Easy to do Business is an online, one-stop-shop for business customers, streamlining the way businesses transact with all levels of government to obtain the information, approvals and licences they need, cutting time and money.

The first phase of Easy to do Business has focussed on the high-growth café, restaurant and small bar sector.

Previously, those wanting to start up and run a café, restaurant or small bar would have to deal with up to 13 agencies, 75 regulations, 30 phone numbers and 48 forms, and wait up to 18 months. Customers in participating local government areas can now open a café, restaurant or small bar in 90 days or less by filling in one online form or making one phone call.

Businesses in participating council areas can log on to the Easy to do Business platform.

## What has been delivered

- ▶ a streamlined process for cafes, restaurants and small bars to start up their business, reducing application times from up to 18 months and 48 forms to less than three months and a single online form.
- ▶ a business concierge service through Service NSW, providing personalised support and step-by-step guidance to business owners, with targeted support for those seeking to open a café, restaurant or small bar.
- ▶ an outdoor dining trial, launched on 4 September 2017. Restaurants, cafés and other food-based businesses in nine trial council areas can expect an application to provide outdoor dining to be approved within two business days.
- ▶ online 'how-to' guides on the Service NSW website on starting a business in the following industry sub-sectors:
  - cafés, restaurants and small bars
  - housing construction
  - road freight
  - clothing retail, and
  - printing.

## How councils can participate

Businesses can access the faster, simpler process to open a café, restaurant or small bar once their local government area is 'live' with Easy to do Business.

To access the Easy to do Business program, councils must pass a resolution to join, then host workshops to help Service NSW business concierge advisors understand local planning requirements and approvals processes.

Easy to do Business is being expanded statewide, and over the next three months the number of 'live' councils will increase significantly.

## Next steps

In 2018-19, the NSW Government is scaling up Easy to do Business to all councils in NSW and across the full business lifecycle for cafés, restaurants and small bars, as well as the housing construction sector.

## Relationship with government strategies

Government strategy	Commitment/goal
<input checked="" type="checkbox"/> Premier's priorities	 <p>Creating jobs Improving government services</p>
<input checked="" type="checkbox"/> State priorities	 <p>Stronger budget and economy:           <ul style="list-style-type: none"> <li>• Make NSW the easiest state to start a business</li> <li>• Be the leading Australian state in business confidence</li> </ul>           Better government digital services:           <ul style="list-style-type: none"> <li>• Conduct 70% of government transactions via digital channels by 2019</li> </ul> </p>



For more information:

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