

Doing Business 2013



Concord Repatriation General Hospital

March 2013

Health
Sydney
Local Health District

Disclaimer: The information contained in this publication is considered the most recent, and is designed to be indicative only. No responsibility, legally or otherwise, is taken or warranty made with respect to the accuracy of the information contained in this publication.

City of Canada Bay Doing Business 2013

The City of Canada Bay is committed to supporting businesses and encouraging investment. Our five departments, including Executive Services; Community Development; Corporate Services; Environment and Planning; and Technical Services and Operations with direction from our nine Council Members (Councillors) including the Mayor work proactively together to exceed expectations.

Property and business owners interact with all departments of the City of Canada Bay with regard to community safety, traffic management, protection of the environment, improving the streetscapes, community services, accessibility, maintaining and enhancing parks and recreation areas, monitoring and controlling the type and quality of developments in the City are areas of focus for us.

In 2008, we developed FuturesPlan20, a 20-year community plan based on what the community saw as its vision for the City. It was updated in 2010 and has just been reviewed, revised and readopted in 2013 after extensive community and stakeholder consultation and engagement. FuturesPlan20 provides a picture of the future of our City that has been developed with the active involvement of the people who live, work and have an interest in our City. It is our collective response to the challenges and changes that we know are coming. It describes our vision for our city and the directions that we will take to promote a strong and healthy community, including addressing economic stability. Our four-year delivery plans and annual operating plans are structured to deliver the long-term key directions of this Plan.

The City of Canada Bay assists the community with transparent governance, delivering on key directions and providing the information you need in a clear and concise approach. This publication provides an overview of our operations in relation to purchasing or leasing a commercial property and/or operating a business within our City. It is important to note that, generally the outgoings associated with a commercial lease including Property Rates, Water Rates, Insurances, Strata Levies, Land Tax and Waste Management are the responsibility of the leasee. It is recommended to undertake a complete due diligence on the property and related fees and charges, prior to signing a contract of sale or lease.

Full documents relating to the City of Canada Bay operations, legislation and regulation, and fees and charges, are available from our website, www.canadabay.nsw.gov.au.

Maintaining low fees and charges

Business Rates Assessments and Levies

Council rates and charges fund services including community services, sporting and recreation services, environmental planning, building regulation, public health, environmental protection and waste collection, treatment and disposal. Council rates are calculated on the property's land value determined by the Land and Property Information Division of the NSW Department of Lands. There are 1634 rateable business properties within the City of Canada Bay.

Fees can be paid annually or quarterly.

	2013/2014 Fees
Business Rates	Cents in the Dollar: \$0.349294 Mean Rate: \$2,798.10
Waste Management Charges	1 X 120L Garbage + 1 X 240L Recycling + 1 x 240 L Garden Organics Bin/s: \$362.50
Stormwater Levy	Standard Properties:\$25 per 350sqm or part thereof Strata Properties \$12.50

Rates and Waste Management Services are exempt from GST

Relevant Department: Corporate Services Unit: Finance



The City of Canada Bay business rates are significantly lower than the neighbouring local government areas of Ashfield, Burwood, Leichhardt, Ryde and Strathfield



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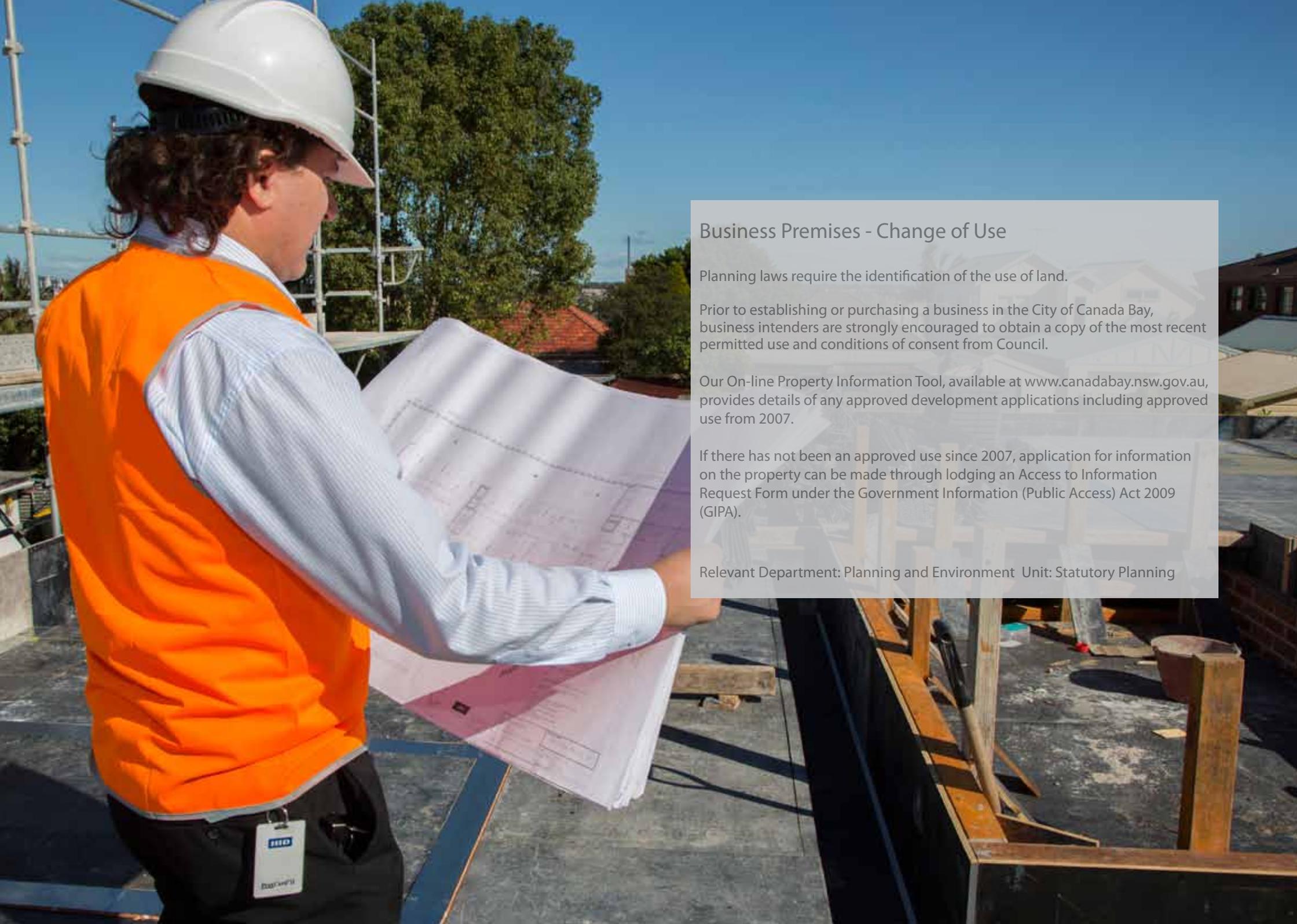
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Business Premises - Change of Use

Planning laws require the identification of the use of land.

Prior to establishing or purchasing a business in the City of Canada Bay, business intenders are strongly encouraged to obtain a copy of the most recent permitted use and conditions of consent from Council.

Our On-line Property Information Tool, available at www.canadabay.nsw.gov.au, provides details of any approved development applications including approved use from 2007.

If there has not been an approved use since 2007, application for information on the property can be made through lodging an Access to Information Request Form under the Government Information (Public Access) Act 2009 (GIPA).

Relevant Department: Planning and Environment Unit: Statutory Planning

Straightforward local planning

Most new businesses require planning consent to conduct business. Prior to commencing a business within the City of Canada Bay, it is recommended to liaise with our Duty Planner.

The City of Canada Bay has a number of plans, policies and strategies that help shape future development within our City. In June 2010, Council adopted the Local Planning Strategy (LPS) which provides a framework for future land use planning of the City of Canada Bay. The LPS aims to provide housing and employment, consider future recreational needs, protect heritage and the natural environment and consider transport in an integrated manner.

It is recommended when considering leasing a commercial property to consult the City of Canada Bay's Local Environmental Plan (LEP) and Development Control Plan (DCP), and/or purchase a Section 149 Planning Certificate, if not provided by the property agent. We have a free Online Property Information Tool which provides basic information relating to a specific property such as zoning, heritage, and development control plans.

- LEP: the principle planning instrument for the local area which is gazetted legislation.
- DCP: Builds upon the LEP by providing detailed objectives and controls for development.

There are two types of Section 149 Planning Certificates which provide information on the zoning of land (how the property can be used) and relevant planning controls (the restrictions on development). It is a requirement of the Conveyancing Act 1919 that a Section 149 Planning Certificate be attached to the contract for sale.

- Section 149 (2) provides information about the zoning of the property, the relevant state, regional and local planning controls, other planning affectations such as heritage, land contamination and road widening and whether complying development can be carried out on the land.
- Section 149 (2 + 5) provides additional advice regarding demolition, foreshore building lines, other heritage considerations and general advice.

In addition, development consent conditions generally identify permitted use, permitted hours of operation, restrict the operating noise level of equipment and plant on industrial and commercial premises and may indicate approved signage.

Exempt and Complying Development: State Environmental Planning Policy (Exempt and Complying Development Codes) 2008 (SEPP) which commenced on 27 February 2009, lists various types of minor residential and commercial development that can be carried out as exempt development or under complying development which may be approved by the City of Canada Bay or accredited certifier.

Limited development within heritage conservation areas is permitted under this Code. If Council's LEP nominates a development type as exempt or complying and the SEPP does not deal with that development type, then Council's current provisions for that development type will still apply.

Relevant Department: Environment and Planning Unit: Statutory Planning

	2013/2014 Fees
LEP and DCP	Free to download from www.canadabay.nsw.gov.au
Development Fees	Fees payable are dependent on individual developments. Please refer to the City of Canada Bay's current Fees and Charges
Section 149 (2)	\$53/per lot
Section 149 (2 + 5)	\$133/per lot

Footpath and venue spaces available for rent

Business Use of the Footpath

Outdoor dining and use of the footpaths is increasing across the City as local businesses prosper and look for opportunities to create more vibrant and interesting shopping areas. In order to ensure consistency, access and fairness, Business Use of the Footpath Policy applies to business use of footpaths across the City of Canada Bay. To assist local business owners, the City of Canada Bay maintains these fees at a fraction of the cost per square metre of retail space.

Businesses, which would like to use public footpaths for business purposes, must lodge a Business Use of Footpath Application Form with Council, together with a plan showing the dimensions of the footpath area required and any permanent or temporary structures they are wishing to install. Footpath permits are not transferrable between business owners. We will assess the application to ensure compliance with the policy and that any awnings are structurally sound and in keeping within the existing streetscape. Prior to purchasing or leasing a commercial property or making a Business Use of the Footpath Application it is recommended to contact Council's Property Services Team to discuss the policy and what is permitted on the proposed site. Awning structures require a development application. Unlicensed use of public footpath will be fined in accordance with Council's Law Enforcement Policy.



Relevant Department: Technical Services and Operations Unit: Property Services

	2013/2014 Fees
Application Fee (non-refundable)	\$230
Bond	minimum \$500
Footpath rental: Majors Bay Road, Concord; Great North Road, Five Dock; and Rhodes Town Square	\$215 /m ² per year
Footpath rental: George Street, North Strathfield	\$175 /m ² per year
Footpath rental: Rhodes - locations not within Town Square	\$165 /m ² per year
Footpath rental: All other commercial areas	\$155 /m ² per year

Small intimate meeting spaces, function facilities and waterside locations



Venues

The City of Canada Bay's venues are available to hire for community functions, special occasions, training session and corporate events.

	2013/2014 Bond	2013/2014 Hire Fees (minimum 4 hour booking)
Canada Bay Civic Hall	\$600	\$50-\$90 per hour
Chiswick Community Centre	\$600	\$29-\$58 per hour
Concord Community Centre	\$600	\$52-\$77 per hour
Concord Library	\$600	\$37-\$52 per hour
Concord Memorial Hall	\$600	\$26-\$41 per hour
Drummoyne Oval Community Facility	\$1000	\$65-\$120 per hour
Five Dock Library	\$600	\$32-\$35 per hour
Rhodes Community Centre	\$600	\$35-\$60 per hour

Relevant Department: Technical Services and Operations Unit: Property Services

Parks and Sporting Fields

Our City enjoys 38km of foreshore providing several waterfront parks and sporting fields available for corporate and private hire.

	2013/2014 Hire Fees (excluding booking and bond fees)
Brett Park, Drummoyne (Corporate events 0-150 pax) Five Dock Park, Five Dock McIllwaine Park, Rhodes Rhodes Waterside Park, Rhodes Taplin Park, Drummoyne Timbrell Park, Five Dock	< 80 pax \$260 per day 81-150 pax \$515 per day
Drummoyne Oval, Drummoyne - Corporate Cricket	\$2340 Weds 8am - 4pm
Rhodes Waterside Park, Rhodes (Corporate events >150pax)	
Corporate Regatta - Rodd or Bayview Park	\$905 per day

Relevant Department: Corporate Services Unit: Customer Service





Operating a food business

City of Canada Bay's Food Safety Surveillance Program is aimed at ensuring food sold within our City is safe and suitable. The program is designed to educate food businesses on best practices and regulate food businesses for compliance with legislation. If you operate a food business, you are responsible for ensuring that food prepared by you doesn't make somebody sick.

City of Canada Bay routinely inspects businesses to ensure they comply with the law. We will also provide you with assistance and advice to help you and your business meet the highest food safety standards possible. City of Canada Bay's Food Safety Surveillance Strategy outlines how we undertake inspections and how we will monitor food safety across our City.

Before opening a food business, you must:

- Ensure you have appropriate approval. If you are unsure please contact our Duty Planner by calling 9911 6555.
- Be inspected by our Environmental Health Officer (as per conditions of consent)
- Appoint a Food Safety Supervisor. For further information please visit NSW Food Authority website available at www.foodauthority.nsw.gov.au
- Notify NSW Food Authority of your food business. This can be completed online via www.foodnotify.nsw.gov.au
- Complete and return Council's Business Registration Form

	2013/2014 Fees
Pre-Occupation Inspection	\$119
Level Zero Inspection Fee	\$119
Level One Annual Business Fee (Includes Administration Fee & 1 Inspection) - 10% discount to apply if paid by due date	\$240
Level Two Annual Business Fee (Includes Administration Fee & 2 Inspections) - 10% discount to apply if paid by due date	\$510
Level Three Annual Business Fee (Includes Administration Fee & 3 Inspections) - 10% discount to apply if paid by due date	\$565
Please refer to the City of Canada Bay's Fees and Charges for additional fees and fines	

Relevant Department: Planning and Environment Unit: Health, Building and Environment

Helping you cut through the red tape

Operating a beauty business including home-based and mobile operators

City of Canada Bay's Skin Penetration Surveillance Program aims to improve hygiene and infection control standards across the Local Government Area through both education of local business proprietors and enforcement. In addition to development of a range of educational materials City of Canada Bay annually inspects all businesses practicing skin penetrating treatments to assure compliance with legislation. For further information please see the City of Canada Bay Skin Penetration Surveillance Strategy.

Before opening a beauty business (including mobile operators and home based businesses) that undertake treatments that penetrate the skin you must:

- Ensure you have appropriate approval. If you are unsure please contact our Duty Planner by calling 9911 6555.
- Be inspected by our Environmental Health Officer (as per conditions of consent)
- Complete and return Council's Business Registration Form.
- Familiarise yourself with the regulatory requirements for skin penetration businesses as outlined in the NSW Public Health Regulation 2012.
- Visit our website at www.canadabay.nsw.gov.au to access City of Canada Bay Skin Penetration Surveillance Strategy as well as supporting fact sheets.

Treatments that penetrate the skin includes but is not limited to the following:

- Waxing
- Lancing
- Microdermabrasian
- Cuticle cutting
- Ear and body piercing
- Tattooing

NB. Procedures that are not intended to penetrate the skin, such as those offered by hairdressers and barbers are not considered to be skin penetration.

	2013/2014 Fees
Skin Penetration Business Annual Fee (Includes 1 inspection)	\$122

Relevant Department: Planning and Environment Unit: Health, Building and Environment

Other businesses requiring a permit or annual inspection

	2013/2014 Fees
Shared Accommodation/Boarding House Audit	\$122
Mortuary/Funeral Parlour/Undertaker Audit	\$122
Brothel Audit	\$122
Personal Trainers Permit (allows for up to 3 x 1 hour sessions per week)	\$155 per park

Operating a home based business

Operating a home business or home industry is exempt development (Subdivision 22) under the State Environmental Planning Policy (Exempt and Complying Development Codes) 2008 (SEPP 2008). To comply with the Code, the home business or home industry must not involve the manufacture of food products or skin penetration procedures.

The use of the home to operate a business to be considered exempt development within the SEPP must not involve a change of building use and utilise no greater than 10% of the total floor area (internal). Under the Building Code of Australia, a change of building use involving a floor area greater than 10% of the floor area of a building would cause the building to contravene the development standard.

In addition your home business must comply with clause 5.4 of the the City of Canada Bay's Local Environment Plan (LEP).

Home based food and skin penetration (beauty) businesses

Before operating a home based food or skin penetration business you must:

- Ensure you have appropriate approval. If you are unsure please contact our Duty Planner by calling 9911 6555.
- Be inspected by our Environmental Health Officer (as per conditions of consent)
- Notify your food businesses to the NSW Food Authority. Online via www.foodnotify.nsw.gov.au
- Register your skin penetration business with the City of Canada Bay by completing and returning Council's Business Registration Form.

Relevant Department: Environment and Planning
Unit: Statutory Planning





Local business support

The City of Canada Bay supports local business and industry by facilitating and promoting programs which encourage business retention, investment and growth.

Sustainable businesses contribute to the development of liveable, healthy communities while maintaining vibrant and thriving economic growth and local employment opportunities.

Our Place Management Team facilitates programs, including:

- Town centre projects
- Information and referral services
- Industry network development
- Investment Prospectus
- Tourism initiatives

Businesses are encouraged to subscribe to the Doing Business in Canada Bay eNewsletter for notification of current projects and opportunities by emailing business@canadabay.nsw.gov.au.

Relevant Department: Executive Services
Unit: Place Management

Community Events Sustaining businesses

Resourcewise is our sustainable business program. The program will help businesses reduce their energy and water usage, minimise the waste they send to landfill and increase their social sustainability by building links between business and the community. Resourcewise creates the opportunity for businesses, community and government to work together to achieve quantifiable reductions in resource usage.

Relevant Department: Planning and Environment Unit: Health, Building and Environment

The City of Canada Bay is home to a dynamic and enthusiastic community with a passion for celebration, enjoyment, learning and recognition. Council's innovative community and business events programs are designed to match this energy, through presenting a series of opportunities for our residents to come together throughout the year, at events ranging from festivals, local village parties, seminars, award ceremonies and more.

This program of events ranges from intimate, local initiatives with audiences of small numbers; through to a large scale annual street festival which draws in excess of 60,000 people.

We seek sponsorship from businesses in the community to fund additional resources which enhance the facilities, activities and programs provided to the City of Canada Bay as well as provide exposure for businesses.

Events include Ferragosto (August), Concord Carnival (October) and charity sporting events.

Relevant Department: Executive Services
Unit: Communications and Public Relations

Local opportunities

Volunteering

Volunteers play an important role in contributing to the City of Canada Bay community through their support of community groups, and participation in events, activities and programs that improve or assist the lives of others. Volunteers make an amazing contribution to society. According to the Australian Bureau of Statistics' 2010 Voluntary Work research, approximately 6.1 million Australians volunteered in 2010.

As part of Council's FuturesPlan20 - a vision for the next 20 years, Council is working towards developing an Engaged and Vibrant City. 'Volunteer in the City of Canada Bay' provides an opportunity to provide and promote a wide range of community events and activities in which volunteers can be involved and supports effective communication and promotion of services in the area.

Opportunities to volunteer include:

- Bushcare Volunteer Program
- Cabarita Heritage Gardens
- Computer Pals for Seniors-Concord Inc
- Concord Heritage Society Inc.
- Concord Meals on Wheels
- Conquer Cancer
- Drummoyne Community Centre Inc.
- Girl Guides NSW and ACT
- Inner West Neighbourhood Aid
- Iron Cove Club
- Meals on Wheels
- Seniors Bus Trips
- Special Olympics Australia
- The Infants' Home at Ashfield
- The Yaralla RSL Day Club
- Volunteer Network

Relevant Department: Community Development Unit: Community Services

Library resources

The City of Canada Bay's Five Dock and Concord libraries have an extensive collection of business related resources.

Library facilities include facsimile, photocopying, wireless internet access, meeting rooms and at Concord Library, the Knowledge Bites Café.

Members of our libraries can also download publications through eLibrary 24/7.

Relevant Department: Community Development Unit: Library Services



Connecting you with other agencies

Federal Government

Agency	Services	Website	Telephone
AusIndustry	Provides services and grants that build on three key drivers of economic growth: innovation, investment and international competitiveness.	www.ausindustry.gov.au	13 28 46
Austrade	Austrade assists Australian businesses contribute to national prosperity by succeeding in trade and investment, internationally, through promoting and supporting local businesses in connecting with foreign markets.	www.austrade.gov.au	13 28 78
Australian Apprenticeship Centre	Australian Apprenticeships covers all apprenticeships and traineeships. They combine time at work with training and can be full-time, part-time or school-based. There is likely to be an Australian Apprenticeship to suit your business needs, as they are available in a variety of qualification levels in more than 500 occupations across Australia, in traditional trades, as well as a diverse range of emerging careers in most sectors .	www.australianapprenticeships.gov.au	13 28 11
Australian Business Licence and Information Service	The online Australian Business Licence and Information Service (ABLIS) is designed to help people who wish to start or operate a business. ABLIS provides information about licences, permits and other regulations that you might need in order to run a business in Australia.	ablis.business.gov.au	133 220
Australian Business Register (ABR)	If you wish to operate a business, you should register for an ABN (Australian Business Name) – at the same time you can register for PAYG.If you are registered for GST, you will need to put your ABN on your invoices to make them 'tax invoices'. If you choose not to have an ABN, other businesses can withhold 46.5% of payments to you.	www.abr.gov.au	13 28 66
Australian Competition and Competition Commission (ACCC)	The Australian Competition and Consumer Commission is an independent statutory authority. The ACCC promotes competition and fair trade in the market place to benefit consumers, business and the community. It also regulates national infrastructure industries. Its primary responsibility is to ensure that individuals and businesses comply with the Commonwealth's competition, fair trading and consumer protection laws.	www.accc.gov.au	1300 302 502
Australian Government Business Portal	The Australian Government has produced a range of tools, checklists and guides to assist people who are thinking of starting a business. The Australian Government Business Portal offers you simple and convenient access to all the government information, transactions and services you need. It's a whole-of government service providing essential information on planning, starting and running your business.	www.business.gov.au	1800 777 275
Australian Securities and Investment Commission (ASIC)	ASIC is Australia's corporate, markets and financial services regulator. Sole traders, partnerships, companies and trusts have different legal obligations and are taxed differently. ASIC regulates Australian companies, financial markets, financial services organisations and professionals who deal and advise in investments, superannuation, insurance, deposit taking and credit. If you wish your business to operate under a company structure, you need to register with ASIC.	www.asic.gov.au	1300 300 630
Australian Taxation Office (ATO)	The ATO provide information on registering a business, business tax file numbers, GST, PAYG, superannuation guarantee, fringe benefits, capital gains tax, business activity statements (BAS) etc.	www.ato.gov.au	13 24 78
Enterprise Connect	Enterprise Connect offers comprehensive advice and support to eligible Australian small and medium-sized enterprises to help them transform and reach their full potential. They have a network of 12 centres located across the country that work with small and medium businesses in industries as diverse as manufacturing, clean technology, resources, defence and the creative sector by providing business improvement services.	www.enterpriseconnect.gov.au	131 791
Fair Work Australia	Fair Work Australia is the national workplace relations tribunal and includes information on current employee award systems.	www.fwa.gov.au	1300 799 675
GrantsLink	Grants and other funding programs are available from the federal, state and territory government and in some cases from local councils. Generally there are no grants available for starting a business. However, there are grants and other assistance available for business activities such as expanding your business, research and development, innovation and exporting.	www.grantslink.gov.au	1800 026 222
Industry Capability Network (ICN)	ICN is an Australia and New Zealand wide network that helps businesses to maximise the opportunities that arise from purchasing requirements from both the government and private sectors. Industry Capability Network Limited (ICNL) is independently managed and financially supported by the Australian Government's Department of Innovation, Industry, Science and Research (DIISR). ICNL is part of a network that has 24 offices located around Australia and a team of around 80 technical experts across a number of major industries, from oil and gas to manufacturing and engineering.	www.icn.org.au	9927 1300
IP Australia	IP Australia administers Australia's intellectual property rights system, specifically patents, trade marks, designs and plant breeder's rights. The IP Tool box is an online guide to the practical use and management of intellectual property (IP). This resource covers a range of IP issues and concepts including commercialisation, management and protection. It is an essential guide for all IP owners and managers.	www.ipaustralia.gov.au	1300 651 010
Jobs Services Australia	If you are an eligible job seeker and are interested in starting and running a small business, you may be able to access assistance through the New Enterprise Incentive Scheme (NEIS). NEIS can provide you with accredited small business training, business advice and mentoring, as well as ongoing income support for up to 52 weeks. This Department of Education, Employment and Workplace Relations' program is facilitated by Clearly Business.	www.clearlybusiness.com.au	9212 0555

State Government

Agency	Services	Website	Telephone
Australian Technology Showcase	If you are looking for world leading innovative technology developed in Australia, the ATS is the place to start. Their website showcases hundreds of member technologies across a wide variety of industry and business applications. ATS provides promotion of innovations, networking, grants and more.	www.ats.business.gov.au	9338 6663
NSW Department of Fair Trading	NSW Fair Trading safeguards the rights of all consumers and advises business and traders on fair and ethical practice. They register co-operatives and associations, and issue occupational licences so consumers can trust the people they are dealing with.	www.fairtrading.nsw.gov.au	13 32 20
NSW Department of Planning and Infrastructure	The Department of Planning and Infrastructure supports sustainable growth in NSW.	www.planning.nsw.gov.au	1300 305 695
NSW Department of Trade & Investment	NSW Trade & Investment is the lead economic development agency in New South Wales, Australia responsible for driving sustainable economic growth across the state. They achieve results by collaborating with and supporting businesses, industries and communities to advance investment, trade, innovation, productivity and regional growth across all sectors.	www.trade.nsw.gov.au	9338 6600
NSW Industrial Relations	NSW IR strives to make NSW workplaces fairer, more innovative, flexible, and responsive to the needs of employers and workers. Apart from the direct services offered to individuals and businesses, the legislation they administer sets the rules for fairness in the workplace.	www.industrialrelations.nsw.gov.au	131 628
NSW Land and Property Information	LPI provides information on land title registration, property information, valuation, surveying and mapping.	www.lpi.nsw.gov.au	1300 052 637
Law Access	LawAccess NSW is a free government telephone service that provides legal information, advice and referrals for people who have a legal problem in NSW. A business that has the financial ability to obtain legal advice from a private solicitor is prohibited from using this service.	www.lawaccess.nsw.gov.au	1300 888 529
NSW Legislation	Parliamentary Counsel's Office maintains State legislation including acts, regulations and planning instruments. The site contains legislation relevant to business including the Fair Trading Act 1987, Retail Leases Act 1994 and Food Act 2003.	www.legislation.nsw.gov.au	9321 3333
NSW Office of Liquor, Gaming and Racing	The NSW Office of Liquor, Gaming and Racing (OLGR) is accountable for the development, implementation and integrity of the overall regulatory framework across alcohol, licensed clubs, charitable fundraising and gambling activities in NSW. If you want to sell alcohol, promote gaming activities or promotions, you require a licence from OLGR.	www.olgr.nsw.gov.au	9995 0300
NSW Small Business Commissioner	The Office of the Small Business Commissioner will have a number of functions and powers to promote a fair, competitive operating environment for business within NSW. These functions will include the review of government regulation and dispute resolution services.	www.smallbusiness.nsw.gov.au	1300 795 534
Small Business NSW	The New South Wales Government information website for people starting, running or growing a small business.	www.business.nsw.gov.au	1300 134 359
State Training Services NSW	STS provides advice and support to: NSW businesses to help them meet their current and future skills needs; People seeking official information and help with apprenticeships and traineeships; and Access the vocational training system in NSW for industry, trainers and learners.	www.training.nsw.gov.au	13 28 11
Retail Tenancy Unit	The relationship between landlords and tenants of retail shops is governed by the Retail Leases Act 1994. The RTU is part of the NSW Small Business Commissioner's office. The Unit gives legal information, advice on procedures and processes under the Act.	www.retail.nsw.gov.au	1300 795 534
WorkCover NSW	WorkCover promotes workplace health and safety, and provides a workers compensation system for the employers and workers of NSW. Their Safety Solutions rebate program offers small business owners up to \$500 for identifying and implementing safety solutions in the workplace	www.workcover.nsw.gov.au	13 10 50

Other Agencies

	Contact Details
Australian Industry Group	T 9466 5566 W www.aigroup.com.au
Clearly Business Enterprise Centre	T 9212 0555 W www.clearlybusiness.com.au
Council of Small Business Australia (COSBOA)	T 6100 4404 W www.cosboa.org.au
NSW Business Chamber	T 13 26 96 W www.nswbusinesschamber.com.au
SME Excellence	E don.wright@uws.edu.au W www.smexcellence.com.au

Business Associations

	Contact Details
Drummoyne Business Chamber	E info@drummoyne.nsw.au W www.drummoyne.nsw.au
Five Dock Chamber of Commerce	T 9712 5260
North Strathfield Village Chamber	E chamber@northstrathfieldshoppingvillage.org
Majors Bay Road Chamber of Commerce	E mail@mbchamber.com.au
SHE Business	E monica@shebusiness.com W www.shebusiness.com
Success Women's Network	E info@successwomensnetwork.com.au W www.successwomensnetwork.com.au



Interested in more information?

More information about business opportunities within the City of Canada Bay is available on our website www.canadabay.nsw.gov.au.

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