

Listed below are a number of organisations which provide assistance and whose regulatory activities may impact on business

Australian Made		Justice & Industrial Relations	
- Australian Made Campaign Ltd.....	2	- Australian Competition & Consumer Commission.....	2
- Brand Tasmania.....	2	- Business Affairs.....	3
Australian Standards		- Ombudsman (Tasmania).....	5
- Standards Australia.....	5	- Consumer Affairs and Fair Trading.....	3
Barcoding		Law – Business	
- GS1 Australia.....	4	- Australian Securities & Investments Commission.....	2
Books		- Law Society of Tasmania.....	4
- Printing Authority of Tasmania.....	5	- Legal Aid Commission of Tasmania.....	4
- State Library of Tasmania.....	5	- Ombudsman (Tasmania).....	5
Business		New Enterprise Incentive Scheme (NEIS)	
- Business Point.....	3	- NEIS.....	5
- Business Affairs.....	3	Patents, Trademarks, Design Registration	
- Commonwealth Business Entry Point.....	3	- IP Australia.....	4
- Enterprise Centres.....	3	Retail	
- Family Business Australia.....	3	- Australian Retailers Association.....	2
- Indigenous Business Australia.....	4	Mentoring – Business	
- Mentor Resources Ltd.....	4	- Mentor Resources Ltd.....	4
- Micro and Home Business Network.....	5	Public Liability	
- New Enterprise Incentive Scheme (NEIS).....	5	- Public Liability enquiries.....	5
- Workplace Standards Tasmania.....	6	Standards	
Commerce		- Food Standards Australia New Zealand.....	3
- Tasmanian Chamber of Commerce & Industry.....	5	- Standards Australia.....	5
- Tasmanian Electronic Commerce Centre Pty Ltd.....	6	- Workplace Standards Tasmania.....	6
Computer Access		State/Federal Awards	
- Tasmanian Communities Online.....	5	- Dept of Employment & Workplace Relations.....	3
Copyright		Statistical Information	
- Australian Copyright Council.....	2	- Australian Bureau of Statistics.....	2
Domain Name		- Geospend Direct.....	4
- .au Domain Administration Ltd.....	3	Tasmania – General Information	
Exporting		- IRIS.....	4
- Austrade.....	2	- Service Tasmania.....	5
- Industry Capability Network Tasmania (ICNT).....	4	- State Library of Tasmania.....	5
Food Standards		Taxation	
- Food Standards Australia New Zealand.....	3	- Australian Taxation Office.....	2
Franchise		Telecommunications	
- Franchise Council of Australia.....	3	- Australian Communications & Media Authority.....	2
Freight		Tourism	
- Tasmanian Freight Equalisation Scheme.....	6	- Tourism Business Information Service.....	6
Government		Trade	
- Service Tasmania.....	5	- Austrade.....	2
Grants		Training	
- Grantslink.....	4	- Tasmanian Qualifications Authority.....	6
Government Publications		- TAFE Tasmania.....	5
- Printing Authority of Tasmania.....	5	Wages Information	
Importing		- Dept of Employment & Workplace Relations.....	3
- Industry Capability Network Tasmania (ICNT).....	4	Women – Business	
Indigenous – Business		- Women Tasmania.....	6
- Indigenous Business Australia.....	4		

Business Point

1800 440 026

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Austrade
9th floor, AMP Building 86 Collins Street HOBART TAS 7000 Ph: 132 878 (National hotline) Internet: www.austrade.gov.au
<i>Austrade is the Federal government agency that helps Australian companies win overseas business for their products and services by reducing the time, cost and risk involved in selecting, entering and developing international markets.</i>

Australian Communications & Media Authority
Melbourne Central Building Level 44, 360 Elizabeth Street MELBOURNE VIC 8010 Ph: 1300 850 115 Ph: 03 9963 6800 Fax: 03 9963 6899 Internet: www.acma.gov.au
<i>The Australian Communications & Media Authority (ACMA) is responsible for the regulation broadcasting, the internet, radio communications and telecommunications.</i>

Australian Bureau of Statistics
200 Collins Street HOBART TAS 7000 Ph: 03 6222 5999 National Information and Referral Service (NIRS) 1300 135 070 Internet: www.abs.gov.au
<i>The Australian Bureau of Statistics is Australia's official statistical organisation. It provides a high quality, objective and responsive national statistical service.</i>

Australian Competition and Consumer Commission
3 rd Floor, AMP Building 86 Collins Street HOBART TAS 7000 Ph: 6215 9333 Ph: 1300 302 502 Internet: www.accc.gov.au
<i>The ACCC deals with competition matters and enforces the Trade Practices Act and the associated State/Territory application legislation.</i>

Australian Copyright Council
PO Box 1986 STRAWBERRY HILLS NSW 2012 Ph: 02 8815 9777 Fax: 02 8815 9799 Internet: www.copyright.org.au
<i>The Australian Copyright Council is a not-for-profit organisation which provides information sheets, publications, advice and training in the use of copyright.</i>

Australian Retailers Association - Tasmania
Association House Level 2, 104 Franklin Street MELBOURNE VIC 3000 Ph: 1300 368 041 Internet: www.ara.com.au
<i>The Australian Retailers Association is a nationwide organisation which represents the diverse interests of retailers. It also provides retailers with information and services.</i>

Australian Made Campaign Ltd
Suite 105-161 Park Street MELBOURNE VIC 3205 Ph: 1800 350 520 Internet: www.australianmade.com.au
<i>The Australian Made Campaign is a not-for-profit organisation that authorises companies to use the green and gold kangaroo logo – Australia's best known symbol for what is Australian made. Any person, business or organisation can apply for membership of the Australian Made Campaign.</i>

Australian Securities & Investments Commission
Level 2 Telstra Centre 70 Collins Street HOBART TAS 7000 Ph: 03 6235 6800 Ph: 1300 300 630 Internet: www.asic.gov.au
<i>Australian Securities & Investments Commission is an independent Commonwealth Government body which enforces and regulates company and financial services laws to protect consumers, investors and creditors.</i>

Australian Taxation Office
200 Collins Street HOBART TAS 7000 Ph: 132861 - Personal Tax Ph: 131020 - Superannuation Ph: 132866 - Business Tax Internet: www.ato.gov.au
<i>The Australian Taxation Office administers legislation for taxes, superannuation and excise (other than customs duty).</i>

Brand Tasmania
PO Box 957 SANDY BAY TAS 7006 Ph: 03 6229 5719 Internet: www.brandtasmania.com
<i>The independent Brand Tasmania Council promotes a place-of-origin branding initiative for Tasmania.</i>

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Business Affairs

In person enquiries to a Service Tasmania shop or
Level 3, 15 Murray Street
GPO Box 1244
HOBART TAS 7001
Ph: 6233 2225
Internet: www.consumer.tas.gov.au

Business Affairs provides information and services associated with the administration of legislation relating to the registration of business names, and the Incorporation of Associations and the Limited Partnership Act.

Business Point

22 Elizabeth Street
HOBART TAS 7000
Ph: 1800 440 026
Email: businesspoint@development.tas.gov.au
Internet: www.development.tas.gov.au

The Department of Economic Development's Business Point provides advice on starting a business and answers business enquiries.

Commonwealth Business Entry Point

No street address (an online resource only)
Ph: 13 2866 (through the ATO call centre)
Email: abr.help@ato.gov.au
Internet: www.business.gov.au

The Commonwealth Business Entry Point provides a wide range of services and information about start-up, taxation, licensing and legislation, as well as significant transactions such as taxation compliance and licence applications.

Consumer Affairs and Fair Trading

15 Murray Street
HOBART TAS 7000
Ph: 1300 654 499
Internet: www.consumer.tas.gov.au

Consumer Affairs and Fair Trading provides advice and information on matters affecting the interests of consumers. Potential breaches of legislation administered by the Office are investigated. Also provides enforcement of product safety standards.

Dept Education Employment and Workplace Relations

13th floor, 188 Collins Street
HOBART TAS 7000
Ph: 1300 363 264 (wageline 6222 6303)
Ph: 62226300 (Education)
Internet: www.dewr.gov.au

The Dept of Employment & Workplace Relations provides advice and help with wages and employment conditions under Certified Agreements, federal awards and the Workplace Relations Act 1996, including flexible working arrangements under the Act.

Domain Name Registration

.au Domain Administration Ltd (auDA)
114 Cardigan Street
CARLTON VIC 3053
Ph: 1300 732 929
Internet: www.ada.org.au/registrars
Email: info@ada.org.au

.au Domain Administration Ltd is an Australian not-for-profit company vested with the responsibility of operating the .au domain for the benefit of all stakeholders.

Enterprise Centres

For the location of your nearest Enterprise Centre:
Ph: 1800 440 026
Email: businesspoint@development.tas.gov.au
Internet: www.development.tas.gov.au

Enterprise Centres offer free and confidential business information, guidance and support services to both existing small business and those who wish to start a business.

Family Business Australia

PO Box 1140
ROSNY TAS 7018
Ph: 6237 0547
Internet: www.fambiz.com.au

Family Business Australia is a national member based, not-for-profit organisation. It aims to improve the effectiveness of Australian families in business through the sharing of practical experience and knowledge.

Food Standards Australia New Zealand

Boeing House
55 Blackall Street
BARTON ACT 2600
Ph: 02 6271 2222
Fax: 02 6271 2278
Internet: www.foodstandards.gov.au

Food Standards Australia New Zealand is a bi-national independent statutory authority that develops food standards for composition, labelling and contaminants, including microbiological limits, that apply to all foods produced or imported for sale in Australia and New Zealand.

Franchise Council of Australia

(National Office)
PO Box 2195
EAST MALVERN VIC 3145
Ph: 1300 669 030
Internet: www.franchise.org.au

The Franchise Council of Australia Limited (FCA) is the peak body for the franchise sector in Australia, representing franchisees, franchisors and service providers to the sector.

Department of Economic Development and Tourism
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Grantslink
Ph: 1800 026 222 (GrantsASSIST) Internet: www.grantslink.gov.au
<i>Grantslink provides an online searchable database of available Commonwealth Government grants.</i>

GS1 (formally EAN)
Axxess Corporate Park Unit 100/45 Gilby Road Mt Waverley VICTORIA AUSTRALIA 3149 Ph: 1300 366 033 Email: gs1aust@gs1cu.org Internet: www.gs1au.org/
<i>Product numbering is an internationally compatible system for identifying products and services by allocation of a unique number to every item or service, which may be traded worldwide. GSI Australia is a non-profit organisation that locally administers the global multi-industry system of identification and communication for products, services, assets and locations – the GSI system</i>

Indigenous Business Australia (IBA)
GPO Box 9820 HOBART TAS 7001 Ph: 03 6211 3910 Internet: www.iba.gov.au
<i>IBA is a Commonwealth Statutory Authority established under Pt IV of the 'Aboriginal and Torres Strait Islander Commission Act 1989', to assist and enhance indigenous self-management and economic self-sufficiency.</i>

Industry Capability Network Tasmania (ICNT)
Level 7 22 Elizabeth Street HOBART TAS 7000 Ph: 03 6233 5878 Fx: 6233 5551 Internet: www.icntas.org.au
<i>ICNT is a confidential import replacement sourcing service, sponsored by the Tasmanian Government. It provides advice on industry capability and works to increase supply opportunities for Tasmanian manufacturers and service providers.</i>

IP Australia
AMP Building 27 Elizabeth Street HOBART TAS 7000 Ph: 1300 651 010 Internet: www.ipaustralia.gov.au
<i>IP Australia is the Federal Government agency responsible for granting rights in patents, trade marks and designs. It is an independent division of the Department of Industry, Tourism and Resources.</i>

IRIS
Department of Infrastructure, Energy & Resources GPO Box 936 HOBART TAS 7001 Ph: 03 6233 5168 Internet: www.iris.tas.gov.au
<i>IRIS Tasmania is a research tool providing integrated current information about Tasmania.</i>

Law Society of Tasmania
28 Murray Street HOBART TAS 7000 Ph: 03 6234 4133 Fax: 6223 8240 Internet: www.taslawsociety.asn.au
<i>The Law Society of Tasmania acts to regulate the many activities of lawyers, by providing prudential supervision and services to investigate and prosecute complaints against lawyers.</i>

Legal Aid Commission of Tasmania
158 Liverpool Street HOBART TAS 7000 Ph: 03 6236 3800 (1300 366 611 Telephone Advice Only) Internet: www.legalaid.tas.gov.au
<i>The Legal Aid Commission of Tasmania is an independent statutory body providing legal services in the areas of criminal law, Commonwealth civil law and family law.</i>

Business Mentor Resources Tasmania
The Commonwealth Bank Building Level 4/81 Elizabeth Street HOBART TAS 7000 GPO Box 1833 HOBART TAS 7001 Ph: 6233 5448 Fax: (03) 6233 5450 Ph: 1300 367 279 (Tasmania only) Email: mail@mentorresources.org.au Internet: www.mentorresources.org.au
<i>Mentor Resources Ltd can introduce you to a volunteer business mentor who will listen to your needs. The mentor will use their practical business knowledge and expertise to provide an opinion on what your future directions and actions should be.</i>

Department of Economic Development and Tourism
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Micro and Home Business Network

Internet: www.mbn.com.au

Micro Business Network (MBN) is a not-for-profit 'self help' association for businesses who employ 0-5. MBN's slogan of 'What Can I do For You' targets the micro and home based business sector. MBN Offers practical support, information and education for the micro business sector.

New Enterprise Incentive Scheme (NEIS)

Ph: 136 268
Internet: <http://www.workplace.gov.au>

NEIS is a self-employment program that assists eligible unemployed people to become self-supporting and independent of Centrelink payments by establishing their own commercially viable business. If you have a good idea for setting up a business of your own, Job Network can help you get started. Many Job Network service providers offer specialised advice and support in planning and starting your own business.

Ombudsman (Tasmania)

Ground Floor, 99 Bathurst Street
HOBART TAS 7000
Ph: 1800 001 170 Fax (03) 6233 8966
Email: ombudsman@ombudsman.tas.gov.au
Internet: www.ombudsman.tas.gov.au

The Ombudsman resolves individual grievances and addresses systemic issues arising from maladministration in the public sector. Through independent, objective and impartial investigations, the Ombudsman promotes fairness and equity to bring about improvements in the quality and standard of public administration.

Printing Authority of Tasmania

123 Collins Street
HOBART TAS 7000
Ph: 03 6233 3289
Freecall: 1800 030 940
Internet: www.pat.tas.gov.au
Email: sales@tehpat.com.au

The Printing Authority of Tasmania provides printed copies of public and private industrial awards.

Public Liability enquiries

Please contact your insurance company

Service Tasmania

134 Macquarie Street
HOBART TAS 7000
For location of nearest Service Tasmania shop:
Ph: 1300 135 513
Email: sthel@dpac.tas.gov.au
Internet: www.servicetasmania.tas.gov.au

Customers can conduct business with the whole of government at Service Tasmania shops. Customers are able to do some business over the telephone on a 7 days-a-week, 24 hours-a-day basis as well as on the internet through the Virtual Shop.

Standards Australia

GPO Box 476
SYDNEY NSW 2001
Ph: 1800 035 822 (Customer Service Centre)
Fax: 1300 654 949
Internet: www.standards.com.au

Standards Australia use web-based technologies for the development, distribution and sale of high-value intellectual property. Their major activities include: the development of technical and business standards; advanced electronic distribution of specialist business and technical publications; specialist high speed electronic printing and distribution; independent certification of products and business systems; education and training services; registry management services; research and information services, and the Australian Design Award program.

State Library of Tasmania

For the location of your nearest Library:
Ph: 03 6233 7462
Fax: 03 6231 0927
Email: Hobart.lending@education.tas.gov.au
Internet: www.statelibrary.tas.gov.au

The State Library of Tasmania provides for the information, educational, cultural and recreational reading needs of the Tasmanian community. It is a one-stop-shop for public access to information and library services.

TAFE Tasmania

GPO Box 2015
HOBART TAS 7001
Ph: 1300 655 307
Internet: www.tafe.tas.edu.au

TAFE Tasmania provides nationally recognised training packages in a wide variety of industries.

Tasmanian Chamber of Commerce and Industry (TCCI)

30 Burnett Street
NORTH HOBART TAS 7000
Ph: 03 6236 3600 Fax 03 6231 1278
Internet: www.tcci.com.au

The TCCI provides effective leadership for employers and delivers a range of relevant and quality services to the business community.

Tasmanian Communities Online

GPO Box 874
HOBART TAS 7001
Ph: 03 6233 2802
Email: tco@education.tas.gov.au
Internet: www.tco.asn.au

Tasmanian Communities Online provide low cost access to computers and the internet, as well as one-to-one training and assistance for people living in rural and regional Tasmania. Users have access to a variety of software applications, e-mail and internet.

Department of Economic Development and Tourism
Business Point

Tasmanian Electronic Commerce Centre Pty Ltd (TECC)
Level 4, Suite 20
Galleria Arcade
33 Salamanca Place
Ph: (03) 6211 0400
Email: support@tecc.com.au
Internet: www.tecc.com.au
The TECC is the leading provider of electronic commerce assistance to rural, regional and remote Australia. Through its activities, the TECC provides and supports a clear pathway of activity for businesses considering and adopting electronic commerce.

Tasmanian Freight Equalisation Scheme
Level 10/188 Collins Street (Tower Block)
HOBART TAS 7000
Ph: 03 6222 2580
Freecall: 1800 993 347
Internet:
www.centrelink.gov.au/internet/internet.nsf/businesses/tfes.htm
The Tasmanian Freight Equalisation Scheme helps with the cost of shipping eligible goods between Tasmania and the mainland by sea.

Tasmanian Qualifications Authority
Level 5/2 Kirksway Place
BATTERY POINT TAS 7004
Ph: 03 6233 6364
Internet: www.tqa.tas.gov.au
The National Training Information Service (NTIS) has been developed by the Australian National Training Authority to provide access to current and emerging training market information and products in vocational education and training. Currently, the NTIS comprises a database of VET accredited courses, competency standards, training packages, training providers and text information on a range of complementary issues.

Tourism Business Information Service
Offices in Hobart, Launceston and Burnie
Ph: 03 6230 8301 (South)
Ph: 03 6391 0333 (North)
Ph: 03 6431 6285 (North-West)
Tasmania's three Regional Tourism Authorities, in conjunction with Tourism Tasmania, provides a tourism business information service for existing and new businesses in the tourism and hospitality industries.

Tourism Council Tasmania Ltd
93 Salamanca Place
HOBART TAS 7000
Ph 03 6224 1930 Fax 03 6224 2471
Internet: www.tctas.com.au
Email: info@tctas.com.au
For Tourism Accreditation enquiries please contact
(03) 6224 1930

Women Tasmania
HOBART 140-142 Macquarie Street
Hobart Tas 7000
Ph 03 6233 2208
LAUNCESTON 53 St John Street
Launceston Tas 7250
Phone 6336 2347
BURNIE Portside Online Building
2 Spring Street
Burnie Tas 7320
Phone 6434 6458
FREECALL: 1800 001 377
Internet: www.women.tas.gov.au
Women Tasmania is a Statewide information, support and referral service. Women Tasmania's Resource Centre provides access to accurate information on a range of issues relating to work and a directory of services for women in Tasmania.

Workplace Standards Tasmania
30 Gordons Hill Road
ROSNY PARK TAS 7018
Ph: 1300 366 322 (within Tasmania)
Internet: www.wst.tas.gov.au
Workplace Standards Tasmania is responsible for administering much of the legislation that regulates business in Tasmania. Occupational health and safety, workers compensation, long service leave, shop trading hours, bank holidays and some occupational registrations are key areas. It also has responsibility for many industrial relations matters.

By visiting the Department of Economic Development and Tourism's web site at www.development.tas.gov.au you can access electronic copies of the Department's Small Business Guides.

These guides will provide you with key points to remember when starting a business.

Topics include:

- Management
- Operations
- Marketing
- Finance

This document has been developed by the Department of Economic Development and Tourism to assist the public in accessing information from some State, Australian and local government and non-government organisations.

The information provided is correct at the time of printing; however no responsibility is accepted for its completeness, or relevance to the user's purpose.

Those using the information for whatever purpose are advised to verify it with the relevant Australian or State Department, local government body or other source, and to obtain any appropriate professional advice.



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