

A  
*Smart*Guide  
to starting a  
**Restaurant / Café/  
Take-Away Business**

**A helpful guide to starting a business in Queensland,  
presented in an easy to read, logical step-by-step format.**

## Introduction



**Outside Australia add +617 (Excluding those numbers beginning with 13, 1300 or 1800)**

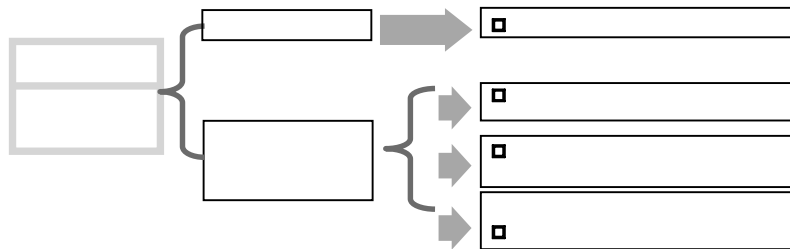
Welcome to the Department of State Development's **Restaurant/Cafe/Take-Away Food Business Information Package**. Starting a business is a complex matter. There are many facets to small business that may not be obvious to you initially. This package has been designed for people who are considering starting a **Restaurant/Cafe/Take-Away Food Business** or buying a **Restaurant/Cafe/Take-Away Food Business**. It has been designed to assist you through the decision-making process, which means that you will **get the best start** for your new business.

Once you have worked through this package contact **SmartLicence on 1800 061 631 or outside Qld (07) 3221 1620** and we can provide you with all the application forms and any other information that you need.

## How to use this package

This package has been designed to assist you through a decision making process. It will give you an indication of how long it may take to establish your business and how much it may cost. However, it is important to understand that **time and costs vary according to the complexity of your business**.

Start by reading the instructions at the beginning of each section. The main body of the package deals with questions you must ask yourself and the options, which result from your preferences. They are set out in a "helpful" format. The information in the jigsaw pieces does not specifically relate to regulatory requirements but can assist you to successfully start your business. Should you need assistance with this package phone **SmartLicence on 1800 061 631 or outside Qld (07) 3221 1620**.



Once you have identified your requirements, use the  box to "tick"  your decision. This will ensure that you get all the correct application forms for your licensing requirements when you phone **SmartLicence on 1800 061 631 or outside Qld (07) 3221 1620**.

**DISCLAIMER:** This document is intended as a guide only. Whilst all care has been taken to ensure the accuracy and completeness of its contents, the State shall not be responsible and disclaims any liability for any loss or damage, howsoever caused, arising from the use or operation of this document.

## The Restaurant Industry

Over the five-year period to 2005, new concepts in restaurants and cafes are expected to emerge, offering clients value for money, with an emphasis on family restaurants and franchise opportunities. The on-going trend is expected to move away from fine dining to informal, casual dining, with consumers looking for fresh, healthy and convenient food. The take-away food industry, in particular, is expected to feel the effects of more fast foods becoming available (eg pre-prepared foods being sold by supermarkets)

*Source: IBIS Business Information Service, October 2000 and June 2001).*

### Key Success Factors

- ✓ Consistency of excellent food, excellent service and excellent atmosphere
- ✓ Compliance with all Federal, State and Local Government Health Regulations

### Key Sensitivities

- ✓ Changing lifestyles and working patterns
- ✓ Competition from supermarkets

## Starting Up

**What type of Restaurant ?** Considerable effort should be made on researching the market needs of your customer. Many small restaurants fail because owners try to provide what they are interested in providing and this may not necessarily be what the consumer wants.

- Spend some days in the area finding out the direction, density, age and probable income level of the pedestrian traffic; watch the traffic at meal times and note where people go; note the age and sex of passers-by; what sort of people are they – shoppers, office workers, amusement seekers? What kind of meal would these consumers want?



*For a complete list of Key Success Factors, Major Market Players, Key Sensitivities of your Industry and an overview of the health of your industry contact the Business Resource Centre on (07) 3227 8348.*

**Location** Much of the success of your business will depend on where it is located.

- ❑ Make a street-by-street map of the area and mark the competition. Are these outlets successful? Are they places with established clientele? Is there a nearby outlet offering the same types of food as you plan to? What is the quality of their service?
- ❑ Quietly check out the community – visit banks, chambers of commerce, the tourist office, real estate agents, personal contacts, restaurant suppliers and the local unemployment office. Approach the competition and other traders – what is the general impression you get?

**Menu** The menu is vital to the success of your outlet. The time to plan it in detail is before you start looking at premises because what you cook, and how you cook it, is going to influence the type and size of premises, its layout and the equipment you buy. It will also have a bearing on your décor, staff uniforms (if any) and many other features of your operations.

**Customer Service** Good service is essential if you want to keep and increase your clientele. Service need not be rude to repel customers. A resentful, unwilling or 'couldn't care less' attitude can be sensed by customers without a word being spoken. It is therefore up to you to see that good cooking and attractive surroundings are backed by a helpful, welcoming attitude on the part of your staff.

**Staffing** Seek information from the Business Bookshop:

- ❑ how to plan for the right number of staff
- ❑ recruitment, selection and training
- ❑ the need for communication
- ❑ how to deal with absence and labour turnover

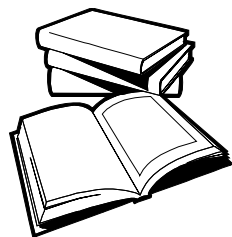
**Prepare a Business Plan** No business plans to fail, it simply fails to plan. A comprehensive business plan is arguably the most underestimated tool in business. Include in your plan your business structure, financial forecast, marketing plan and management.

Be conservative in projecting your revenue in the first year while you are establishing your business. Ensure you have a thorough cash flow management plan in place.

*The Department of State Development has produced a blank business plan, "Easy Plan" to help you get started. You can purchase this from our Business Bookshop or download a copy from the internet. The information you obtain from the Business Resource Centre will help form the backbone of your plan.*

## Who else can help?

**Book List** A range of books, applicable to small business, is available through the business bookshop at [www.sd.qld.gov.au](http://www.sd.qld.gov.au)  
If you are just starting or buying a small business we recommend:



7000	Small Business - Why Some Succeed and Others Fail	\$30.20 incl. \$2.74 GST
5051	The Penguin Small Business Book	\$30.00 incl. \$2.73 GST
2037	Marketing Strategies for Small Business	\$30.75 incl. \$2.80 GST

## Professional Services

- Restaurant and Catering Queensland is a non profit association of industry employers serving the needs of the industry throughout Queensland. Phone (07) 3252 8880 or [www.restaurantcater.asn.au](http://www.restaurantcater.asn.au) for more information.
- Commerce Queensland is Queensland's peak employer, business and industry association. Phone (07) 3842 2244 or [www.commerceqld.com.au](http://www.commerceqld.com.au) for more information.
- An accountant or solicitor can advise you about the best structure for your business for tax benefits and, if you are buying an existing business, the viability of the business.

## Section 1 – Setting the framework for your new business

When establishing a new business it is important to carefully consider **how** you want to begin.

- ❖ Will you start from scratch or buy an existing business?
- ❖ How will you structure your business? A company, partnership, sole trader, or perhaps a trust?

Either of these decisions can be made first, however, when you complete the forms which deal with your business structure, it may be of assistance to know the actual address of the business.



### Before you begin

It is important to ensure that your concept for a business is viable. Whether you intend to start your business from scratch or buy an existing business you will need to be sure that a market exists for your business and that your location will provide the best opportunity for success.

Contact the Business Resource Centre on 3227 8348. They can provide information on specific industries, the demographics of your potential market, locations of your competitors and financial indicators to ensure your business plan supports your **SUCCESSFUL** business.

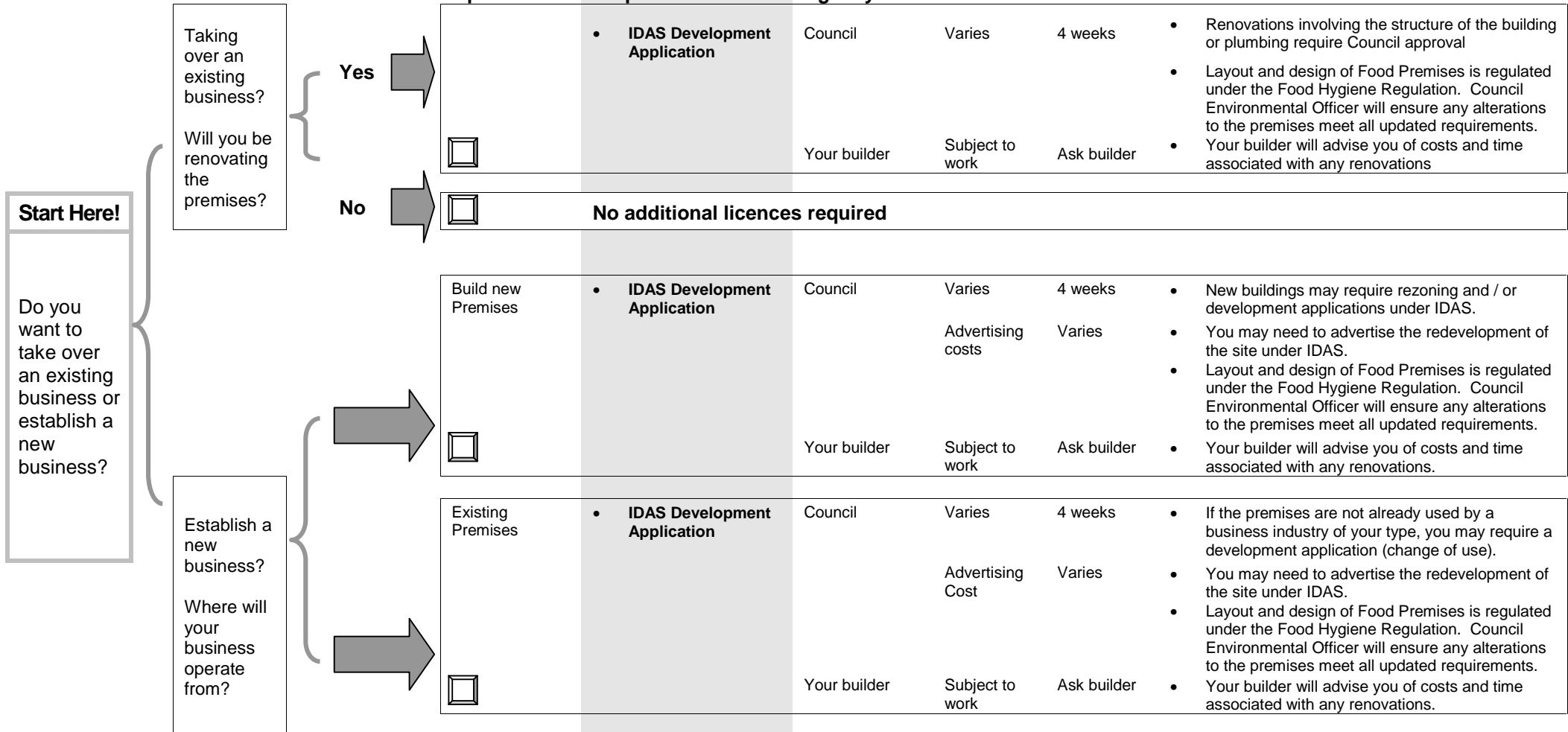
The Department of State Development offers “Your First Step” for business intenders. Your First Step is a self-paced program which guides you through the process of establishing your business including calculating establishment costs and drawing up a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis. The program can be undertaken in the comfort of your own home, at a time, which is convenient to you. However, should you have any specific questions or problems after working through the program, you can contact a State Development Centre nearest you on 13 26 50 to speak with a State Development Officer.

You should also contact your nearest State Development Centre for assistance with your Business Plan, which includes a “12 Month Profit Budget”, that shows the expected income, expenditure and profit over the budget period. It will also include a “Cash Flow Forecast”, which determines if you have sufficient cash to meet your debts as they fall due.





# A Your Restaurant Premises – to buy or not to buy???

## Integrated Development Assessment System (IDAS)



## B Your Restaurant Premises – to lease or not to lease???

Even if you buy an existing business you may choose to lease the building from which the business operates. There are no licensing requirements for leasing premises. However you should consider the following:

<p><b>Next...</b></p> <p>Will you purchase the premises or lease?</p>	Purchase Premises	<b>Options</b>	<b>Requirements</b>	<b>Notes</b>
	Lease the Premises	Nil but consider: 	<ul style="list-style-type: none"> <li>• Purchase price</li> <li>• Conveyancing</li> <li>• Stamp duty</li> <li>• Solicitor fees</li> <li>• Real estate agent fees</li> </ul>	<ul style="list-style-type: none"> <li>• The time taken to settle the purchase of your new property will depend on settlement details. Speak to your solicitor and real estate agent.</li> </ul>
		Nil but consider: 	<ul style="list-style-type: none"> <li>• Solicitor fees</li> <li>• Cost of rent</li> <li>• Real estate agent fees</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the Retail Shop Leases Registry, Department of State Development if you are leasing premises in a retail shopping centre, which is defined as a cluster of premises. They can provide you with information, which may minimise the likelihood of lease concerns in the future. Telephone <b>1800 807 051</b> or outside Qld <b>(07) 3234 0391</b> for further information.</li> </ul>



# C Your Business Structure

**Office of Fair Trading (OFT)**  
**Australian Securities & Investment Commission (ASIC)**  
**Australian Taxation Office (ATO)**

**Register for your  
 ABN on line at  
[www.sd.qld.gov.au](http://www.sd.qld.gov.au)**

**Start Here!**

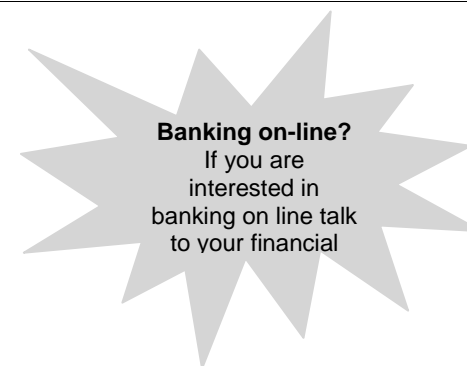
How will you structure your new business?

**Or**

I already have a business and do not plan to restructure it.

Options	Requirements	Agency	Cost	Time	Notes
<input type="checkbox"/> Company	<ul style="list-style-type: none"> <li>Reg. Of an Australian Company</li> <li>Australian Business Number</li> <li>Business Name Registration</li> <li>Business Name Change in Particulars</li> <li>Trade Mark Registration</li> </ul>	ASIC ATO  SmartLicence  SmartLicence  IP Australia	Fees vary 0  \$101.80 1yr \$196.00 3yr  up to \$37.00  App: \$150.00 Reg: \$300.00	6 weeks 4 weeks  At least 1 hour (Spring Hill or State Development Centre) At least 1 hour (at Spring Hill or State Development Centre) Up to 14 months	<ul style="list-style-type: none"> <li>You will need to know how many Directors there will be.</li> <li>ABN registration can be made on-line at <a href="http://www.sd.qld.gov.au">www.sd.qld.gov.au</a></li> <li>You must register a business name if you trade using any name other than your own or your company name</li> <li>Notify OFT if you alter certain particulars on an existing Business Name registration (other than the name itself)</li> <li>A trade mark protects your business name and / or logo from use by others. Renewal required after 10 years.</li> </ul>
<input type="checkbox"/> Partnership	<ul style="list-style-type: none"> <li>Ltd Partnership Formation</li> <li>Australian Business Number</li> <li>Business Name Registration</li> <li>Business Name Change in Particulars</li> <li>Trade Mark Registration</li> </ul>	OFT ATO SmartLicence  SmartLicence  IP Australia	\$80.00 0 \$101.80 1yr \$196.00 3yr  up to \$37.00  App: \$150.00 Reg: \$300.00	4 weeks 4 weeks At least 1 hour (Spring Hill or State Development Centre) At least 1 hour (Spring Hill or State Development Centre) Up to 14 mths	<ul style="list-style-type: none"> <li>This is only required if you have a silent partner.</li> <li>ABN registration can be made on-line at <a href="http://www.sd.qld.gov.au">www.sd.qld.gov.au</a></li> <li>You must register a business name if you trade using any name other than your own or your company name</li> <li>Notify OFT if you alter certain particulars on an existing Business Name registration (other than the name itself)</li> <li>A trade mark protects your business name and / or logo from use by others. Renewal required after 10 years.</li> </ul>
<input type="checkbox"/> Sole Trader	<ul style="list-style-type: none"> <li>Australian Business Number</li> <li>Business Name Registration</li> <li>Business Name Change in Particulars</li> <li>Trade Mark Registration</li> </ul>	ATO  SmartLicence  SmartLicence  IP Australia	0  \$101.80 1yr \$196.00 3yr  up to \$37.00  App: \$150.00 Reg: \$300.00	4 weeks  At least 1 hour (Spring Hill or State Development Centre) At least 1 hour (Spring Hill or State Development Centre) Up to 14 months	<ul style="list-style-type: none"> <li>ABN registration can be made on-line at <a href="http://www.sd.qld.gov.au">www.sd.qld.gov.au</a></li> <li>You must register a business name if you trade using any name other than your own or your company name.</li> <li>Notify OFT if you alter certain particulars on an existing Business Name registration (other than the name itself)</li> <li>A trade mark protects your business name and / or logo from use by others. Renewal required after 10 years.</li> </ul>
<input type="checkbox"/> Trust	<ul style="list-style-type: none"> <li>Australian Business Number</li> <li>Trade Mark Registration</li> </ul>	ATO  IP Australia	0  App: \$150.00 Reg: \$300.00	4 weeks  Up to 14 months	<ul style="list-style-type: none"> <li>ABN registration can be made on-line at <a href="http://www.sd.qld.gov.au">www.sd.qld.gov.au</a></li> <li>A trade mark protects your business name and / or logo from use by others. Renewal required after 10 years.</li> </ul>
<input type="checkbox"/>	<b>No other licences are required</b>		You may carry on the new business under your own name/s (with no alterations or additions), or your existing business name or your registered company name.		

## D So what else do I need to think about at this stage?



### Bank Account

If you want a bank account for your business you may need an extract of your Business Name Registration or Company Registration.

Contact *SmartLicence* on **1300 363 711** or **outside Qld (07) 3836 0062** for:  
Business name Extract - BN \$12.40

Contact *ASIC* for:  
Company name Extract - CN \$10.00

Some banks do not accept extracts other than those they arrange themselves, charges for such extracts can vary and may be up to \$60. We recommend that you contact your financial institution and ask for their advice on their extract policv.

### Business Names

The business name you are applying for may be identical or similar to a registered trade mark. Check IP Australia's website [www.ipaustralia.gov.au](http://www.ipaustralia.gov.au) to conduct a Trade Mark search prior to registering your business name.

You can use the Australian Securities and Investment Commission's web site [www.asic.gov.au](http://www.asic.gov.au) to identify whether a business name is being used or not **HOWEVER**, there is no guarantee that the name will be available or approved.

## Section 2 – Industry specific requirements to operate your business

### A Licensing for the Restaurant/Cafe/Take-Away Food Business

To operate a Restaurant/Cafe/Take-Away Food Business you (the individual) **must** be licensed and the premises must be registered with the Council. The design and layout of the premises must comply with Food Hygiene Regulations – further information is available from your Council or Queensland Health.

		Options	Requirements	Agency	Cost	Time	Notes
<b>Start Here!</b> Are you currently licensed to operate a food business with the local council?	Yes	Yes <input type="checkbox"/>	<ul style="list-style-type: none"> <li>Premises Registration – Transfer</li> </ul>	Council	Fees vary	4 weeks	<ul style="list-style-type: none"> <li>Licensed Food Operators may have more than one registered premises.</li> </ul>
		No <input type="checkbox"/>	<ul style="list-style-type: none"> <li>Application to Register Food Premises</li> </ul>	Council	Fees vary	4 weeks	<ul style="list-style-type: none"> <li>All premises, places or vehicles where food is prepared must be registered.</li> </ul>
	No	Yes <input type="checkbox"/>	<ul style="list-style-type: none"> <li>Food Operators Licence</li> <li>Premises Registration - Transfer</li> </ul>	Council Council	Fees vary Fees vary	4 weeks 4 weeks	<ul style="list-style-type: none"> <li>All food operators must be licensed with the Council in which their food premises is situated.</li> <li>Licensed Food Operators may have more than one registered premises.</li> </ul>
		No <input type="checkbox"/>	<ul style="list-style-type: none"> <li>Food Operators Licence</li> <li>Application to Register Food Premises</li> </ul>	Council Council	Fees vary Fees vary	4 weeks 4 weeks	<ul style="list-style-type: none"> <li>All food operators must be licensed with the Council in which their food premises is situated.</li> <li>All premises, places or vehicles where food is prepared must be registered.</li> </ul>
<b>Next...</b> Will you be supplying alcohol to your customers/clients?	Yes <input type="checkbox"/>		<ul style="list-style-type: none"> <li>Apply for a Liquor Licence (on premises)</li> </ul>	Liquor Licensing Div.	Fees vary	3 months	<ul style="list-style-type: none"> <li>Required to sell liquor for consumption on the premises at the time and subject to the condition specified in the licence.</li> </ul>
	No <input type="checkbox"/>	No other licences required					

**Once you have Council approval to operate a restaurant from that premises there are a number of other decisions and licences required. Now your business name and premises are confirmed it is also a good time to get your logo designed, stationery and menus printed, yellow pages advert or website arranged etc**

## B Your Premises – Other issues

		Options	Requirements	Agency	Cost	Time	Notes
<b>Start Here!</b> Will you erect new or amend any existing advertising signage?	Yes	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Advertising Signage</li> </ul>	Council	Varies	4 weeks	<ul style="list-style-type: none"> <li>This may include A frame signs on the footpath, although some Councils do not regulate this form of signage. Check with your local council.</li> </ul>
	No	<input type="checkbox"/>	<b>No other licences required</b>				
<b>Next...</b> As part your business will you discharge trade waste into the sewerage system?	Yes	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Application for Approval to discharge trade Waste</li> </ul>	Council	Varies		<ul style="list-style-type: none"> <li>If you discharge any liquid other than domestic sewerage, then you discharge trade waste. Some councils do not regulate this form of permit. Check with your council. This permit is not transferable.</li> </ul>
	No	<input type="checkbox"/>	<b>No other licences required</b>				
<b>Next...</b> Will your customer dine on the footpath?	Yes	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Outdoor Dining Permit</li> </ul>	Council	Varies	4 weeks	<ul style="list-style-type: none"> <li>A transfer permit if existing restaurant has existing permit. NB some Councils do not regulate Outdoor Dining check with <i>Smartlicence</i> or your council. Some Councils require a Footpath Usage/Obstruction Permit instead of Outdoor dining.</li> </ul>
	No	<input type="checkbox"/>	<b>No other licences required</b>				








**Queensland Tobacco Laws affect most people running a business.**

**There are increased penalties for non-compliance, mandatory employee training for retailers, bans on smoking in enclosed places ie indoor areas (eg dining areas while meals are available/consumed, workplaces, workshops, factories, shopping centres, home business while an employee is present, work vehicles).**

**Further information can also be obtained through the Tobacco Hotline on 1800 005 998 or at [www.health.qld.gov.au/atods](http://www.health.qld.gov.au/atods).**

## C Sourcing your raw materials / products

**Queensland Fisheries Service (QFS)**

	Options	Requirements	Agency	Cost	Time	Notes
<b>Start Here!</b> Will you purchase vegetables from the Brisbane Markets to sell in your restaurant?	Yes  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>Buyers Access Card</li> </ul>	Brisbane Market Corporation	\$150.00 includes \$10.00 GST	On the spot	<ul style="list-style-type: none"> <li>This permit is required to gain entry into the markets at 6.00am (Monday) or 7.00am (Tuesday to Friday) to purchase fruit and vegetables for resale. Due every October each year, no renewal notice issued.</li> </ul>
	No  <input type="checkbox"/>	No other licences required				
<b>Next...</b> Will you purchase fish or fish products directly from the fishermen to sell to your customers?	Yes  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>Buyer licence (class A &amp; Class B)</li> </ul>	QFS	Fees vary	4 weeks	<ul style="list-style-type: none"> <li>Required to purchase fish, from a person who holds an authority to sell the fish and to process and store fish for trade or commerce. Premises must be approved by Council.</li> </ul>
	Yes  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>Fish Storage Licence</li> </ul>	QFS	Fees vary	4 weeks	<ul style="list-style-type: none"> <li>Licence is required to allow the holder to use the place noted in the licence, or allows it to be used for storing fish for trade or commerce. Premises must be approved by Council.</li> </ul>
	No  <input type="checkbox"/>	No other licences required				
<b>Next...</b> Will you be picking up meat (from abattoir etc) to sell to your customers?	Yes  <input type="checkbox"/>	<ul style="list-style-type: none"> <li>Application for Accreditation</li> </ul>	Safe Food	Fees vary	4 weeks	<ul style="list-style-type: none"> <li>All meat processors including vehicles transporting meat to ensure that the wholesomeness and integrity of meat is maintained during meat processing and transportation require accreditation.</li> </ul>
	No  <input type="checkbox"/>	No other licences required				

### **Did you know.....**

15% of small business fail because of management incompetence or inexperience.

9% fail because of staffing problems. (University of NSW)

The Department of State Development runs Marketing Courses, Financial Management Courses and General Management Courses.

These courses are designed to enable you to manage your business successfully.

To book into one of these courses, contact your nearest State Development Centre on 13 26 50 or outside Qld (07) 3225 1915.

### **Business Books**

As part of our overall service to small business intenders and operators, the Department of State Development has selected a range of books designed to help you with your special needs.

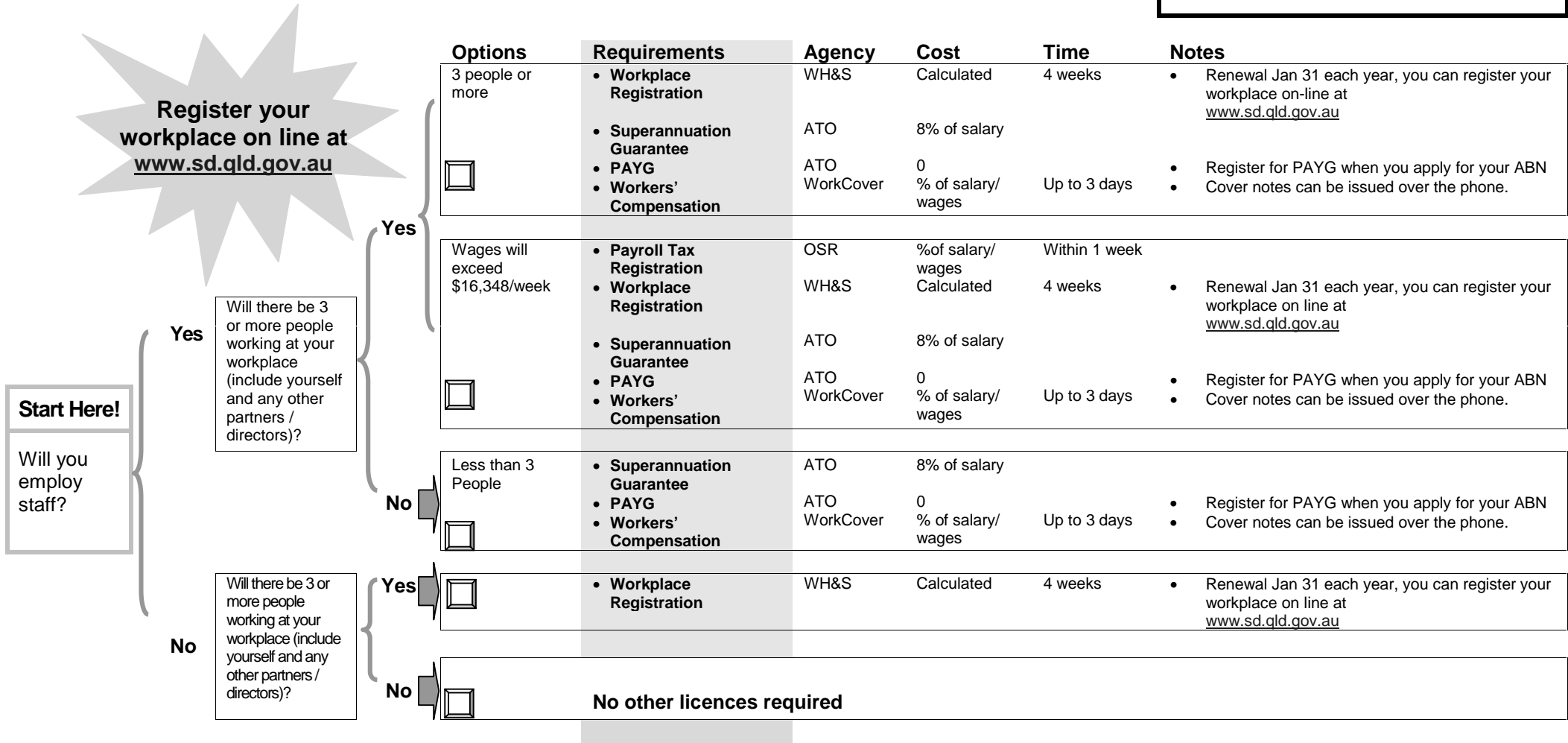
The selected publications cover a variety of topics including:

- Starting or buying a business
- Running a business
- Marketing, promotions and increasing sales
- Business planning
- Franchising
- Finance and recordkeeping
- Service Businesses
- Tourism and hospitality

## D Employing Staff

There are a number of requirements associated with employing and managing staff.

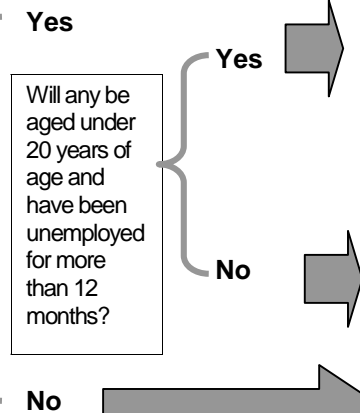
**Workplace Health & Safety (WH&S)**  
**Australian Taxation Office (ATO)**  
**Office of State Revenue (OSR)**  
**Australian Business Number (ABN)**  
**Pay As You Go (PAYG)**



**Office of State Revenue (OSR)**

Options	Requirements	Agency	Cost	Time	Notes
<input type="checkbox"/> Wages will exceed \$16,346/week	<ul style="list-style-type: none"> <li>Payroll tax Rebate</li> <li>Rebate for unemployed youth</li> <li>Training Agreement</li> </ul>	OSR OSR	0 0	Up to 1 month	<ul style="list-style-type: none"> <li>Both rebates can be applied for on one form.</li> </ul>
<input type="checkbox"/> Wages will exceed \$16,346/week	<ul style="list-style-type: none"> <li>Payroll tax Rebate</li> <li>Training Agreement</li> </ul>	Division of Training	0	10 days	<ul style="list-style-type: none"> <li>No application fee applied, however, fees exist for copies of the agreement or indenture.</li> </ul>
<input type="checkbox"/>	<b>No other licences required</b>				

**Next....**  
If you do employ – will any of your staff be apprentices or trainees?



**Useful Websites**

[www.dewrsb.gov.au](http://www.dewrsb.gov.au) – includes advice on successful dispute resolution.

[www.det.qld.gov.au](http://www.det.qld.gov.au) – includes information on training schemes and employment.

[www.dir.qld.gov.au](http://www.dir.qld.gov.au) – includes information on Queensland Awards and Workplace Health and Safety.

**Fringe Benefits Tax**

Registration is required on a range of non-salary employment benefits provided to employees. There are no fees but you must lodge returns. Contact the Australian Taxation Office for more information. [www.ato.gov.au](http://www.ato.gov.au)

**Wageline**

Wageline’s Information Centre is the main point of call for industrial relations advice on Queensland’s State and Federal awards, agreements and legislation covering wages and employment conditions.

Telephone: 1300 369 945

24 hour interactive voice response service:

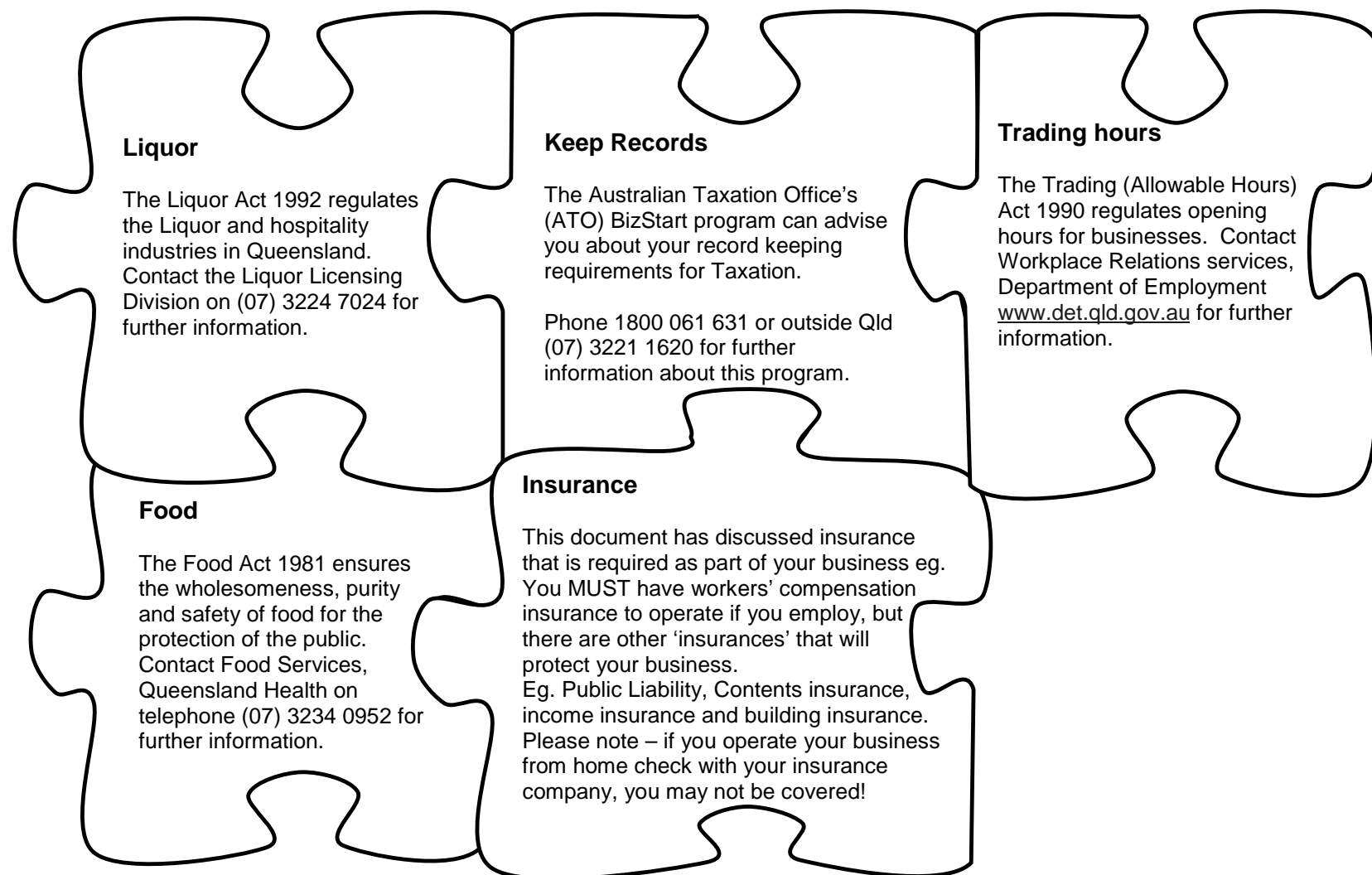
- 1300 369 945 (Brisbane Metro Callers)
- (07) 3872 0550 (Interstate Callers)
- 1900 939 262\* (All Districts of Qld, excl Brisbane)

\*Calls to this service are currently charged at 44¢ per minute  
Internet: [www.dir.qld.gov.au/ir/wageline/wageline.htm](http://www.dir.qld.gov.au/ir/wageline/wageline.htm)

## Section 3 – Operating

		Australasian Performing Right Association (APRA) Phonographic Performance Company of Australia (PPCA)												
		Options	Requirements	Agency	Cost	Time	Notes							
<b>Start here!</b>	Will you use a vehicle for the business?	Yes	Will you need to park in areas where parking is regulated? Eg loading zones	Yes →	<input type="checkbox"/>	• <b>Commercial Vehicle Registration</b>	Transport	Fees vary	Up to 2 hours	<ul style="list-style-type: none"> <li>This is the annual registration that all commercial vehicles have.</li> <li>Vehicles used for commercial use should be recorded as commercial for both registration and compulsory third party</li> </ul>				
				No →			Council	Fees vary	4 weeks	<ul style="list-style-type: none"> <li>This is the permit that allows your vehicle to be parked in loading zones. NB some councils do not regulate commercial vehicles</li> </ul>				
<b>Finally...</b>	Will you be playing music or video clips for the benefit of your customers?	Yes	Will you be playing <b>only</b> radio or TV?	Yes →	<input type="checkbox"/>	• <b>Music Licence – public performance, broadcast or diffusion</b>	APRA	Fees vary	Up to 10 days	<ul style="list-style-type: none"> <li>The Australian Performing Right Association Ltd collects revenue for all copyright music. <a href="http://www.apra.com.au">www.apra.com.au</a></li> </ul>				
				No →			Recorded Music (inc CDs, tapes, records), Music Videos or <b>both</b> .	• <b>Music Licence – public performance, broadcast or diffusion</b>	APRA	Fees vary	Up to 10 days	<ul style="list-style-type: none"> <li>The Australian Performing Right Association Ltd collects revenue for all copyright music. <a href="http://www.apra.com.au">www.apra.com.au</a></li> </ul>		
				No →					<input type="checkbox"/>	• <b>Music Licence – public performance of protected sound recordings</b>	PPCA	Fees vary	5 days	<ul style="list-style-type: none"> <li>Must also hold “Music Licences for Public Performance, Broadcast or Diffusion” as above. <a href="http://www.pcca.com.au">www.pcca.com.au</a></li> </ul>
											<input type="checkbox"/>	• <b>Music video clips licence</b>	PPCA	Fees vary
No →	<b>No other licences required</b>													

Operating a business requires records to be kept and other regulations to be adhered to. *SmartLicence* can provide you with information on these matters. The most common are:



## Section 4 - Anything else??

- When you apply for your Australian Business Number (ABN), you may also need to register for GST at the same time. Further information on how GST impacts on your business is available from *SmartLicence*, a State Development Centre or the Australian Taxation Office.
- Information on Fringe Benefits Tax is available from *SmartLicence* or the Australian Taxation Office.
- Information on Australian and International Standards is available from *SmartLicence* or Standards Australia.
- **Advertising** - Don't forget that if you have a web-site developed, you must register it with search engines. You won't get any business if you can't be found.
- Do you wish to have a professional presence on the Internet? You should register a Domain Name. Contact *SmartLicence* or AusRegistry Pty Ltd at [www.uda.org.au](http://www.uda.org.au)

## Further Assistance

### On-line

The number of agencies that provide services is increasing rapidly – check the State Government website – [www.qld.gov.au](http://www.qld.gov.au) – it provides links to all State Government Agencies. You may be able to provide reports or returns 'on-line'. If you don't currently have access to the Internet, facilities are available at State Development Centres throughout the State, the State Library, Brisbane City Council libraries and at *SmartLicence* at Spring Hill.

You may like to check the following websites for up-to-date and useful information related to the Restaurant industry

[www.health.qld.gov.au/publichealth](http://www.health.qld.gov.au/publichealth)

[www.liquor.qld.gov.au](http://www.liquor.qld.gov.au)

## Congratulations!!!!

Now you have clarified exactly what you want to do - you are now ready to apply for the appropriate licences / permits. Contact *SmartLicence* to get more detailed information on the licences you require and all of the application forms and supporting information for all those licences / permits you have identified as being required.

Phone **1800 061 631 or outside Qld (07) 3221 1620** or log on to: [www.sd.qld.gov.au](http://www.sd.qld.gov.au).

You can also contact your local State Development Centre (listed on the back of this document) for further assistance.

A list of assistance programs and other services relevant to this Industry is on the following pages. Information on all of these services is available from *SmartLicence*.





### Which Way Now?

If you haven't already completed your business plan or Marketing Plan – contact the **Business Resource Centre on (07) 3227 8348**.

The Business Resource Centre can assist you to research various aspects of your business including identifying your potential competition, your market – demographics, economic indicators, community profiles and business statistics, benchmarking your business and the industry in Queensland and internationally. They can also provide you with a range of relevant business books. Contact [www.sd.qld.gov.au](http://www.sd.qld.gov.au) for further information.

### Register On line!

- **Workplace Health and Safety**
- **ABN**

[www.sd.qld.gov.au](http://www.sd.qld.gov.au)

## Some Relevant Assistance

Information on all of these services, and more is available through the Government Business Information Service. Phone **1800 061 631** or **outside Qld (07) 3221 1620** for more information.

<p><b>Starting Up</b></p> <ul style="list-style-type: none"> <li>➤ “Your First Step” – an introduction to Small Business Ownership – Department of State Development (DSD)</li> <li>➤ Small Business Operators’ Advice and Referrals – (DSD)</li> <li>➤ “Easy Plan” – an introduction to business planning – (DSD)</li> <li>➤ Introduction to small business practices – Department of Employment and Training (DET)</li> <li>➤ New Enterprise Incentive Scheme (NEIS) – Department of Employment, Workplace Relations and Small Business (DEWRSB)</li> <li>➤ Self Employment Development (SED) – (DEWRSB)</li> <li>➤ Information on Trade Marks, Business Names, Company Names – (IP Australia)</li> </ul>	<p><b>Employing</b></p> <ul style="list-style-type: none"> <li>➤ Wageline – Conditions of Employment – Department of Industrial Relations (DIR)</li> <li>➤ Workers’ Compensation Insurance Advice, Workplace Rehabilitation and Effective Claims Management Advice – WorkCover Qld</li> <li>➤ Traineeships – Department of Education, Training and Youth Affairs</li> <li>➤ New Apprenticeships – Department of Workplace Relations and Small Business</li> <li>➤ Superannuation Helpline – Australian Taxation Office</li> <li>➤ Workplace Health and Safety Advice – (DIR)</li> <li>➤ Awareness for Armed Robberies – Queensland Police</li> </ul>	<p><b>Administrative / Management</b></p> <ul style="list-style-type: none"> <li>➤ Management on the Move Seminars – (DSD)</li> <li>➤ Managing for Profits Workshop – (DSD)</li> <li>➤ Retail Shop Lease Registry – (DSD)</li> <li>➤ BizStart Seminars – Australian Taxation Office (ATO)</li> <li>➤ A Fax from Tax – (ATO)</li> <li>➤ Stamp Duty Information Line – Office of State Revenue, Treasury (OSR)</li> <li>➤ Business Name Advisory Service – Office of Fair Trading (OFT)</li> <li>➤ ASIC Corporate Information Programs – Australian Securities and Investments Commission (ASIC)</li> <li>➤ Small Business and the Trade Practices Act – Australian Competition and Consumer Commission (ACCC)</li> <li>➤ Public Liability, Accident / Income Protection Insurances – National Insurance Brokers Association</li> </ul>
<p><b>Marketing</b></p> <ul style="list-style-type: none"> <li>➤ Marketing Focus Workshops – (DSD)</li> <li>➤ Leading Edge – (DSD)</li> <li>➤ Smart Marketing – (DSD)</li> <li>➤ Managing Customer Service – (DSD)</li> </ul>		<p><b>Food Related</b></p> <ul style="list-style-type: none"> <li>➤ FoodSafe Food Handler Training – Australian Institute of Environmental Health</li> <li>➤ Food Industry Training – Department of Primary Industries</li> <li>➤ FOODINFO – Information Services to the Food Industry – Department of Primary Industries</li> <li>➤ Seafood Services Australia – Department of Primary Industries</li> <li>➤ Food Science and technology Research – University of Queensland</li> </ul>

## Legislation

Legislation governs the establishment and operation of business in Queensland. You can purchase copies of legislation that impact on your business through GOPRINT. Uncertified copies of legislation are available on the Internet at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

*SmartLicence* (**Phone 1800 061 631 or outside Qld (07) 3221 1620**) can advise you of the legislation relevant to your business, including:

- Business Names Act 1962
- Debits Tax Act 1990
- Fair Trading Act 1989
- Food Act 1981
- Food Production (Safety) Act 2000
- Liquor Act 1992
- Motor Accident Insurance Act 1994
- Pay roll Tax Act 1971
- Sale of Goods Act 1896
- Stamp Act 1894
- Statistical Returns Act 1896-1986
- Trade Measurement Act 1990
- Trading Allowable Hours Act 1990
- Training and Employment Act 2000
- WorkCover Queensland Act 1996
- Workplace Health and Safety Act 1995
- Industrial Relations Act 1999

## Locations



**Outside Australia add +617 (Excluding those numbers beginning with 13, 1300 or 1800)**

**SmartLicence** is located at **400 Boundary Street (Cnr Fortescue Street), Spring Hill**. We operate a toll-free telephone number State-wide (1800 061 631 or outside Qld (07) 3221 1620) as well as providing services through the State Development Centres throughout Queensland.

Telephone our State Development Centres on 13 26 50 or outside Qld (07) 3225 1915 or visit one of the following centres:

### Beenleigh

96 George Street  
Beenleigh Qld 4207



### Gladstone

33 Goondoon Street  
GLADSTONE QLD 4680



### Maryborough

Level 2  
Ergon Energy Building  
97-99 Adelaide Street  
MARYBOROUGH QLD 4650



### Southside – Brisbane

6 Paxton Street  
SPRINGWOOD QLD 4127



### Brisbane

Floor 21, 111 George Street  
BRISBANE QLD 4000



### Gold Coast

26 Marine Parade  
SOUTHPORT QLD 4215

### Mount Isa

75 Carnoowal Street  
MOUNT ISA QLD 4825



### Sunshine Coast

108 Brisbane Road  
MOOLOOLABA QLD 4557



*\*(Business name processing not available)*

### Bundaberg

205 Bourbong Street  
BUNDABERG QLD 4670



### Hervey Bay

Government Building  
Main Road  
HERVEY BAY QLD 4655



### Northside – Brisbane

Suite 1, Level 2  
Christies Homemaker Centre  
Cnr Gympie and Zillmere Roads  
ASPLEY QLD 4034



### Toowoomba

Downs Business Centre  
4 Little Street  
TOOWOOMBA QLD 4350



### Caboolture

Level 4, 33 King Street  
CABOOLTURE QLD 4510



### Ipswich

26 East Street  
IPSWICH QLD 4305



### Rockhampton

Floor 6  
Suncorp Metway Building  
32-34 East Street  
ROCKHAMPTON QLD 4700



### Townsville

Floor 1, Enterprise House  
Cnr The Strand and  
Sir Leslie Thies Drive  
TOWNSVILLE QLD 4810

### Cairns

Ground Floor  
Cairns Port Authority Building  
Cnr Hartley and Grafton Street  
CAIRNS QLD 4870



### Mackay

Floor 2, 67-69 Sydney Street  
MACKAY QLD 4740



### Roma

Ground Floor, 31 McDonald St  
ROMA QLD 4455  
*\*(Business name processing not available)*



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