BUSINESS SUPPORT SERVICES

phn WESTERN VICTORIA
An Australian Government Initiative

Local government

Whether building a practice from the ground up, renovating an existing building or taking over an active general practice, you will more than likely need to seek building permission, planning or development approval from your local government such as your local Shire or City Council at some time.

Your local Shire or Government may also be able to give you more information on:

- Infrastructure and property services including local roads, bridges, footpaths, drainage, waste collection and management
- Signage and street lighting
- Health services such as immunisation services and public toilet facilities
- Community services such as aged care, meals on wheels and welfare services
- Administration of facilities such as airports, ports and marinas, cemeteries, parking facilities and street parking
- Water and sewerage services

There are many organisations, including those which operate not-for-profit, that are there to help you with business decisions and management such as:

Business Enterprise Centres (BECs)

BEC Australia is comprised of a nationwide network of Business Enterprise Centres. This is a not-for-profit organisation recognised as the first and best point of contact for small business operators seeking quality business information, advice and guidance. To check if there is a BEC in a regional centre near you:

Contact

Telephone 0403 465 050
Website www.becaustralia.org.au

Chamber of Commerce and Industry

The Chamber of Commerce and Industry is a private not-for-profit organisation on hand to assist with the effective running of your business. For an annual membership fee, your business can access telephone advice, consultancy services, training, workshops and a range of publications and information services.

Contact

Telephone 03 8662 5333
Website https://www.victorianchamber.com.au/
Email info@victorianchamber.com.au

Business

Business is an online resource providing easy access to government information, forms, and services at a national and state level.

Information is available on:

- Starting or growing a business
- Taxation
- How-to guides

It is a Victorian State Government online resource providing useful tools and grant information to help you on topics such as:

- Small business
- Setting up a business
- Marketing, money, profit, and accounting
- Hiring and managing staff
- Disputes, disasters, and succession
- Events, workshops, and small business plans

Contact

Telephone 13 28 46
Website https://business.gov.au/

Australian Taxation Office (ATO)

The ATO is the Government's principal revenue collection agency and is part of the Treasurer's portfolio. Their role is to manage and shape tax, excise and superannuation systems that fund services for Australians. The ATO website offers information for business operators and employers such as:

- Superannuation
- Withholding tax
- Australian Business Number (ABN)
- Lodging a Business Activity Statement (BAS)

Contact

Business tax self-help line
Telephone 13 72 26
Website www.ato.gov.au/Business

This resource has been adapted from a document originally developed by WA Primary Health Alliance Ltd

The Australian Association of Practice Management (AAPM)

AAPM is a not-for-profit national association offering professional development, support and networks to healthcare management.

Education programs including courses, seminars and workshops are run by each state branch, and regional groups are established to meet the needs of members living in the same locality.

Information and professional resources are available to assist healthcare management to improve the performance of a practice.

Contact

Telephone 1800 196 000
Website https://www.aapm.org.au/

The Australian Practice Nurse Association (APNA)

The Australian Primary Health Care Nurses Association (APNA) is the peak professional body for nurses working in primary health care. APNA champions the role of primary health care nurses; to advance professional recognition, ensure workforce sustainability, nurture leadership in health, and optimise the role of nurses in patient-centred care.

Contact

Telephone 1300 303 184
03 9322 9500
Website https://www.apna.asn.au/

Rural Workforce Agency (RWAV)

RWAV provides a range of activities and support to improve the recruitment and retention of health professionals to rural and regional Victoria.

RWAV creates sustainable health workforce models that support Victoria's rural, regional and Aboriginal communities.

RWAV delivers services throughout rural and regional Victoria home to approximately 2.3 million people. There are 425 primary care centres including 356 GP practices, 47 Community Health Centres and 22 Aboriginal Health Services.

Contact

Telephone 03 9349 7800
Website https://www.rwav.com.au/
Email rwav@rwav.com.au

WorkSafe Victoria

Worksafe Victoria provides information on laws and legislations and industries in Victoria in addition to information on any safety alerts or news topics of relevance.

Some services of Worksafe Victoria are:

- Workwell
- myWorkSafe
- Online Employer Services
- Licenses

Contact

Telephone 1800 136 089
Website https://www.worksafe.vic.gov.au/

FairWork Ombudsman

The functions of the Fair Work Ombudsman:

- Provide education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promote and monitor compliance with workplace laws.
- Inquire into and investigate breaches of the Fair Work Act.
- Take appropriate enforcement action.
- Perform our statutory functions efficiently, effectively, economically and ethically.

Contact

Telephone 1800 196 000
Website https://www.fairwork.gov.au/contact-us

The Royal Australian College of General Practitioners (RACGP)

RACGP have many tools and resources that are freely available in support of general practices. To view all the resources freely, select the link under 'contacts', however the General Practice Business toolkit will help you manage the business side of general practice.

It contains modules on:

- Becoming and owner of general practice
- Your practice premises
- Marketing your practice
- Your practice fainances
- Your practice team
- Closing, relocating, merging and selling your practice

Contact

Telephone 1800 472 247
Website https://www.racgp.org.au/