

# BUSINESS HUB

BUSINESS NEWSLETTER | NOVEMBER EDITION

## 1. Mayoral Column

## 2. In the Hawkesbury

- 2.1. 'Have Your Say' on this newsletter
- 2.2. Light Up Windsor Street Fair
- 2.3. Zero Barriers

## 3. Spendmapp Monthly Data

## 4. Business News & Updates

- 4.1. New workplace laws and requirements for small businesses
- 4.2. Plastics bans and packaged food and drinks
- 4.3. Important notice for all food businesses

## 5. Business Grants & Funding

- 5.1. National Energy Bill Relief for Small Businesses (2024-25)
- 5.2. \$1000 SafeWork small business rebate
- 5.3. Government grants and support for small business

## 6. Upcoming Workshops

- 6.1. Free Business Health Check - Hawkesbury LGA
- 6.2. Supercharge your marketing with AI
- 6.3. Effective customer communication leads to great customer service
- 6.4. Business growth through funding and grants
- 6.5. Smarter finance - Know your breakeven point

Please share this newsletter with other local businesses, become a member of the Hawkesbury Business Hub (it's free!) and please tell us what you think by contacting [business@hawkesbury.nsw.gov.au](mailto:business@hawkesbury.nsw.gov.au).



# Mayoral Column

It is an honour to be able to serve you as the Mayor of Hawkesbury City for the next two years, and I look forward to working with you to help strengthen our local economy, further your interests and together build a more vibrant and resilient City.

Thank you to all of you that attended our Savour the Flavour event in October! The event was a great success, and it was wonderful being able to celebrate with our residents and local businesses.

This newsletter also features details on our upcoming Light Up Windsor event, which is happening on Saturday, 30 November 2024. This will be a wonderful opportunity to enjoy local hospitality while celebrating Christmas time with other local business owners, family, and friends.

Yours sincerely,  
Mayor Les Sheather

## In the Hawkesbury



### 'Have Your Say' on this newsletter

Coming up to 5 years of the business newsletter, we're curious to know what you think and hear your feedback!

[Newsletter Survey](#)



### Light up Windsor Street Fair

The Hawkesbury's favourite annual Christmas celebration, Light Up Windsor Street Fair returns!

From **5pm to 9pm on Saturday 30 November, Windsor Mall and George Street** will burst to life with Christmas cheer, including dozens of market stalls, snow flurries, Christmas lights, free face painting, and live entertainment.

If you're a business along George Street, this is a great opportunity to increase foot traffic as the streets are closed and we're expecting around 15,000 people from the Hawkesbury and surrounds to be there.

[Read more](#)



## Zero Barriers

Zero Barriers was created to help eliminate barriers for people with disability by creating a more accessible and inclusive business community.

The project takes a practical approach, working with businesses and services to make small changes that increase their community reach and make them inclusive and accessible for people with disability and those that need help in their day-to-day lives.

Hawkesbury City Council is committed to promoting and supporting the inclusion of all residents, and visitors within the Hawkesbury region. We aim to encourage all initiatives that help towards making the Hawkesbury LGA more accessible for residents and visitors, and for people with disability. Hawkesbury City Council's collaboration with Zero Barriers will allow us to create a community in which all people regardless of their age, background, and ability, will feel supported.

To gauge how your business is doing in terms of accessibility and inclusivity please complete the [self-assessment form](#).

Zero Barriers will be presenting at the next meeting of The Hawkesbury Chamber of Commerce Breakfast Meeting on **Thursday 21st November 2024** at The Crowne Plaza, Hawkesbury Valley Way, Windsor.

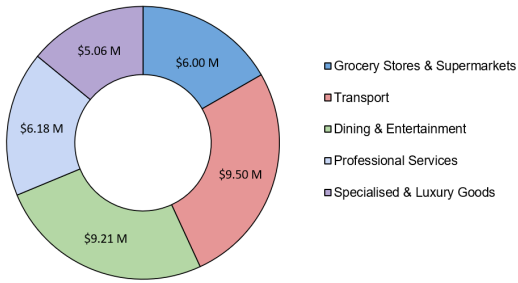
[Tickets here](#)

## Spendmapp Monthly Data

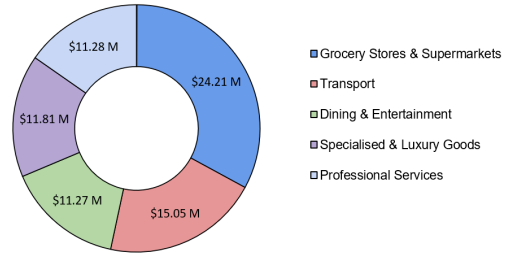
September's resident local spending had a decline in *Grocery Stores & Supermarkets*, *Professional Services*, *Dining & Entertainment*, and *Transport*, however increased in the *Specialised & Luxury Goods* category.

Meanwhile, September's visitor local spending had a decline in *Grocery Stores & Supermarkets*, *Specialised & Luxury Goods*, and *Transport*, however increased in the *Professional Services*, and *Dining & Entertainment* categories.

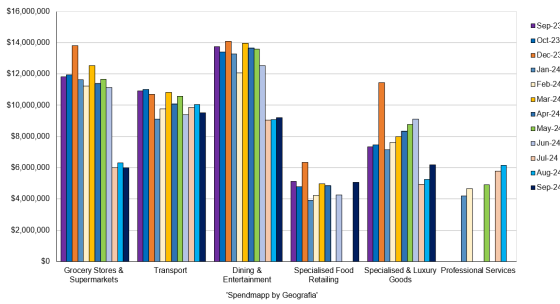
## Visitor Local Spend September 2024



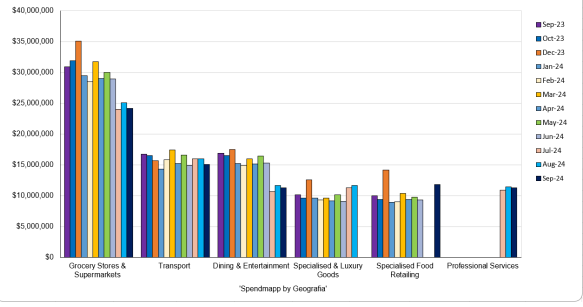
## Resident Local Spend September 2024



### Top 5 Categories Visitor Local Spend September 2024



### Top 5 Categories Resident Local Spend September 2024



[Spendmapp](#), developed by Geografia, is an economic modelling tool used by several local government areas to measure consumer spending of locals and visitors geographically using bank data.

The tool helps local Council's and businesses gain a better understanding of the local economy by providing an insight into the visitor economy, online expenditure and escape expenditure. Using the data helps determine patterns of spending and can assist with managing and responding to long term economic trends and shocks.

## Business News & Updates



### New workplace laws and requirements for small businesses

Small businesses who employ more than fifteen (15) staff now have new obligations involving the right for employees to disconnect and a new pathway for casuals to convert to permanent employment, with more requirements for smaller employers next year. These requirements involve:

- Unfair contracts – Independent contractors will be able to apply for their services contracts to be cancelled or changed if the terms are found to be unfair.



- Right to disconnect – Employees will now have the right to decline monitoring, reading, or responding to attempted contact outside of their working hours, unless it is deemed unreasonable to do so.
- Casual employees – A new pathway for eligible casual employees to request change to permanent employment.
- Definition of employment – New information on how an employment relationship is determined for the purposes of the Fair Work Act.

To familiarise yourself with the new requirements, that came into effect on 26 August 2024, see more [here](#).

Read more

## Plastics bans and packaged food and drinks

From 1 January 2025 you can no longer supply banned plastic items as part of packaged food and drinks. Commonly called “integrated packaging” these are plastic items that have been packaged through a machine-automated process and are:

- inside or attached to packaging material used to seal or contain food or beverages (including pre-packaged portions of food or beverages)
- an integrated part of packaging material used to seal or contain food or beverages

Anyone affected by the upcoming bans should begin the process of transitioning away from supplying banned plastic items integrated into food and beverage packaging as soon as possible. Distributors, retailers and other suppliers are encouraged to:

- Conduct stocktakes of affected products.
- Ensure you can exhaust your stocks of affected items before 1 January 2025.
- Inform your product buyers and customers of the upcoming ban and ensure they can exhaust any affected stock purchased before 1 January 2025.
- Share this information with suppliers, importers, and other relevant parts of your supply chain.

## Examples of integrated packaging that will be banned from 1 January 2025



Read more



## Important notice for all food businesses

Council's Environmental Health Officers would like to remind all retail food businesses and caterers to ensure they meet new mandatory food safety requirements in the Australia New Zealand Food Standards Code (Food Standard 3.2.2A). The deadline to meet the new Standard is **8 December 2024**.

The three areas where the Food Standard has changed include the following:

1. Nearly all businesses (including children's services) are now required to have a Food Safety Supervisor (FSS).
2. The requirement for all staff to have adequate skills and knowledge has been strengthened. Free training now provided.
3. Showing food is safe through clear written instructions and/or record keeping for critical processes.

If you already have an FSS, you will only need to ensure other staff who handle unpackaged, potentially hazardous food have appropriate skills and knowledge in food safety and hygiene. Higher risk businesses must also be able to show they are managing food safety risks. Given that the internet training is free, it's considered reasonable that all staff should undertake this.

These new requirements do not apply to the handling or sale of food for fundraising solely for community or charitable causes, providing food free to the community, or businesses licensed with the NSW Food Authority.

NSW Food Authority is offering free training in order to assist businesses in complying with the Standard. The Food Handler Basics Training can be accessed, and other information is available on Council's [website](#) Search for "food" at [www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au)

If you would like to further discuss these changes and how they may affect your business, you should call Council and ask to speak with an Environmental Health Officer.

Requirements

# Business Grants & Funding

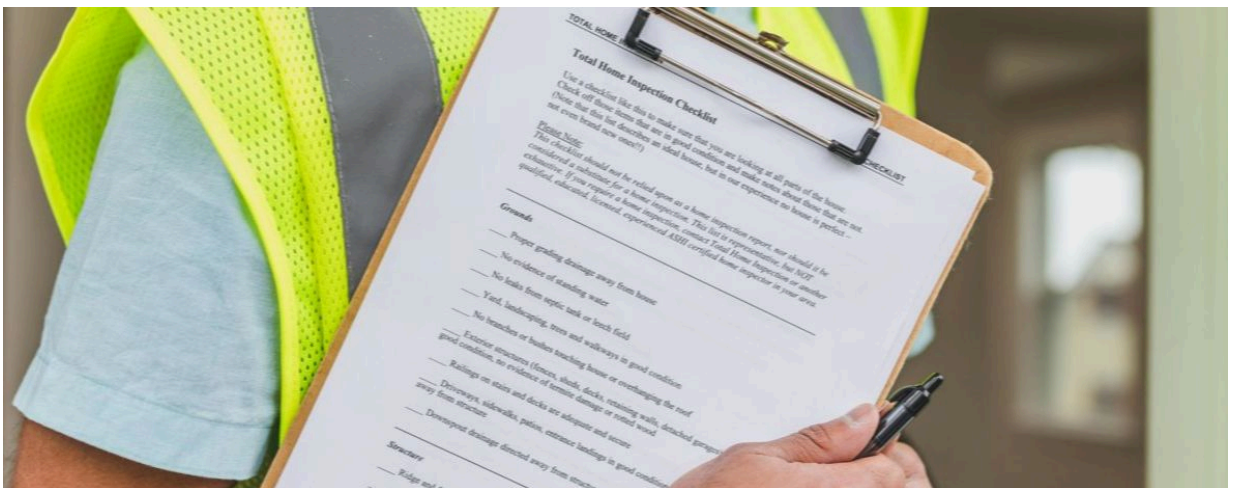
---



## National Energy Bill Relief for Small Businesses (2024-25)

The Commonwealth Government has announced that all eligible small businesses will receive up to \$325 to help with the cost of their electricity bills in the financial year 2024–25.

[Read more](#)



## \$1,000 SafeWork small business rebate

If you are a small business owner in NSW, this \$1,000 rebate will help you purchase safety items to improve work health and safety for you and your workers.

[Read more](#)



## Government grants and support for small business

There are numerous Business Grant available throughout NSW so make sure you're taking advantage of the Federal and NSW State Government support that is available to small businesses, including grants, loans and rebates.

- [Grants and programs finder | business.gov.au](#)
- [Grants & Programs - Investment NSW](#)
- [Grants and funding, | NSW Government](#)

## Upcoming Workshops

### Free Business Health Check - Hawkesbury LGA

Are you and your business ready to tackle the sales season and hit the ground running in the new year?

Undertaking a Business Health Check with the Western Sydney Business Centre and the NSW Business Connect Program can provide you with useful insights to help priorities the next steps in growing your local business. The Business Health Check is designed to identify opportunities and potential pitfalls you need to be aware of to help you and business thrive during this Christmas/New Year Holiday period and well into 2025.

In the session on **Wednesday 20 November between 9am-3:30pm** at Hawkesbury Central Library, you will undergo an assessment of the business' financial performance, risks, and structures. Plus, we deep dive into current sales, marketing, and operation plans. You will also be able to meet with your local - Business Concierge to discuss any of other business needs.

These are one-on-one sessions that run for approximately 60 minutes in duration (free of charge) and places are limited.

[Request a booking](#)

Did you know that Service NSW offers numerous faces to face or online business training. Here are our picks this month but you can find more at: <https://mybusiness.service.nsw.gov.au/business-connect/events>





### Supercharge your marketing with AI

7 November 2024, 10am - 12pm (online)

Register



### Effective customer communication leads to great customer service

12 November 2024, 1pm - 1pm (online)

Register



### Business growth through funding and grants

29 November 2024, 11am - 1pm (online)

Register



### Smarter finance - Know your breakeven point

19 November 2024, 1pm -3pm (online)

Register

**DID YOU ENJOY THIS NEWSLETTER?** Forward it to colleagues and friends so they can subscribe too.

[Click here to sign up if this email was forwarded to you.](#)



Copyright © 2023 Hawkesbury City Council. All rights reserved.

#### Our mailing address is:

Hawkesbury City Council  
366 George Street  
Windsor, NSW 2756  
Australia

[Unsubscribe](#) | [Update your preferences](#)