
Easybiz & Your Council

Presented by: **Small Business Victoria** in
association with **Municipal Association Victoria**

What is Easybiz?

- A system for 18 integrated and standardised online forms that can be accessed on the council websites OR Business Victoria website
- Allows access for small and home-based businesses to identify and understand the requirements of various local and State Government licenses, permits and registrations
- Users can complete application forms and submit either on-line or via traditional means
- Uses Smartforms – allows you to fill out fields with your details and remember your information for future use

Benefits for Your Council

- 18 online forms available for the following transaction types:

Health

Building

Planning

Local Laws

- Streamline regulatory processes used by small businesses
- Efficient and effective licence & registration application processes

Benefits for Your Council

- Improved productivity and processes
- Improved reputation
- Endorsement by State Agencies
 - DHS
 - DPCD Planning
 - Plus more to come

Benefits for Business

- Increased efficiency
- Greater flexibility
- Greater consistency
- Reduces the time and effort required by small and home-based businesses to comply with Local Government regulations
- Business Victoria Account – provides single point for recording regulatory transactions

EasyBiz - moving forward

- Currently being implemented across 30 councils
- Easybiz will be rolled out across another 49 councils before the end of the year
- Online access to the existing suite of 18 EasyBiz harmonised forms
- Support the installation of these forms on council websites for all participating councils

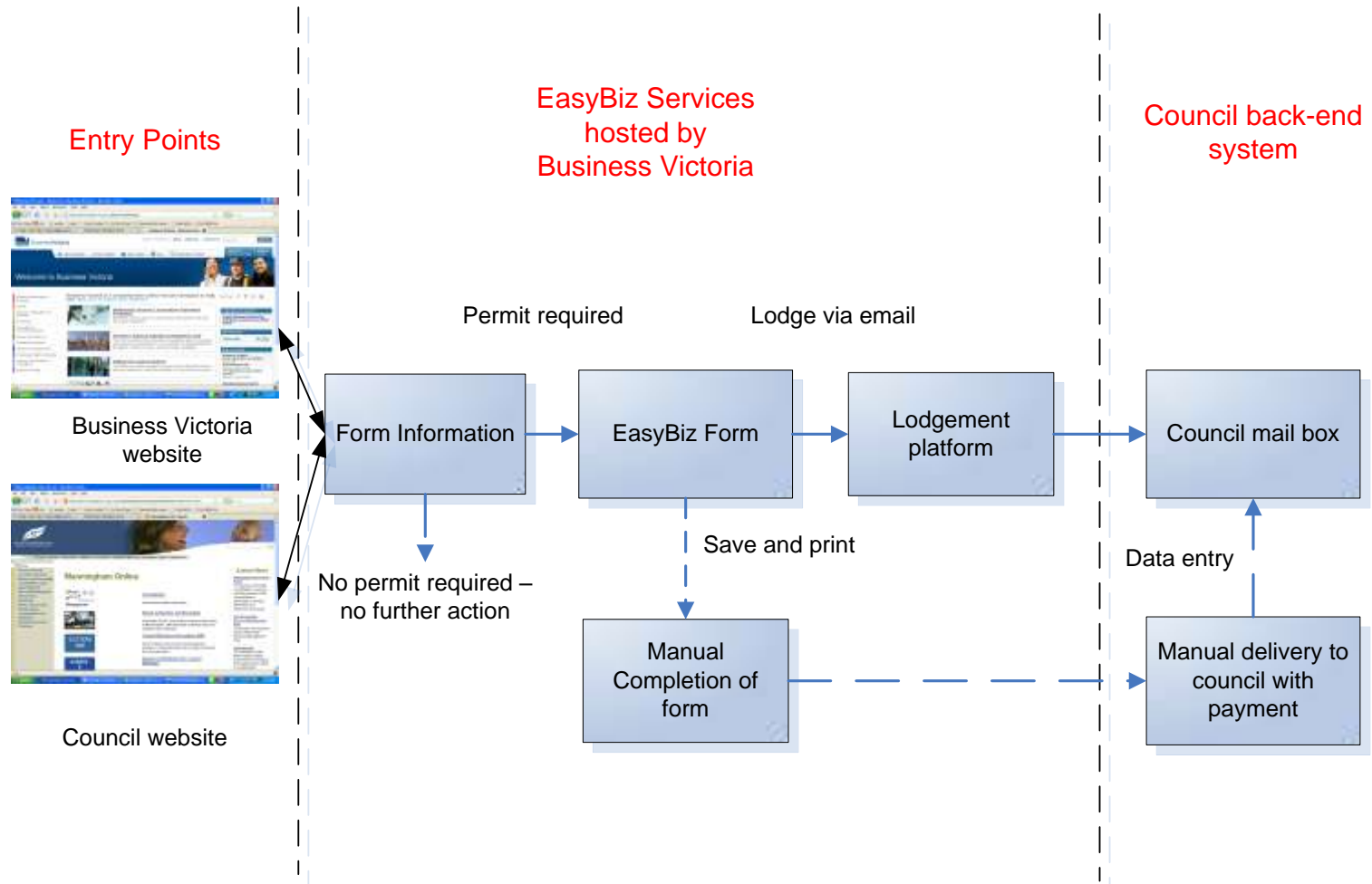
EasyBiz - moving forward

- Continue back-end integration of EasyBiz forms with council systems for existing councils and, where possible, to remaining councils
- Provide project management and project technical assistance to support councils for the duration of the project
- Forms will be customised for your council (your logo and specific council instructions)
- Delivery Options for forms:
 - Print and Post
 - Email

Easybiz takeover

- 30 councils in various stages of implementation with Easybiz
- 14 councils have customised forms on their website
- ALL form links for EACH council are on the Business Victoria Website
- 2 councils have completed back-end integration with further councils in progress

How does Easybiz work?



Easybiz demonstration

Manningham City Council - Council Services - Health Services and Community Safety - Food Premises Registration - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.manningham.vic.gov.au/CA256D26001ED423/page/Council+Services-Health+Services+and+Cc

Google Diird Intranet Gmail

Gmail - Inbox (48) - le.jessica@gmail.c... Manningham City Council - Council Services - Health Services and Community Safety - Food Premises Registration

MANNINGHAM
BALANCE OF CITY AND COUNTRY

Events Calendar | Payments | eMatters | eCouncil | Community Directory | Mapping | Links | Contact Us

- Home
- About Council
- Council Services**
 - Animals
 - Bushfire Survival Community
 - Development Principles
 - Community Care
 - Leisure and Culture
 - Parks Reserves and Facilities
 - Permits and Guidelines
 - Health Services and Community Safety**
 - Emergency Management
 - Food Premises Registration**
 - Food Safety
 - Food Safety Training
 - Health Premises Registration

Food Premises Registration

It is a legal requirement that any person or business intending to sell or trade food, register under the Victorian Food Act 1984.

Requirements

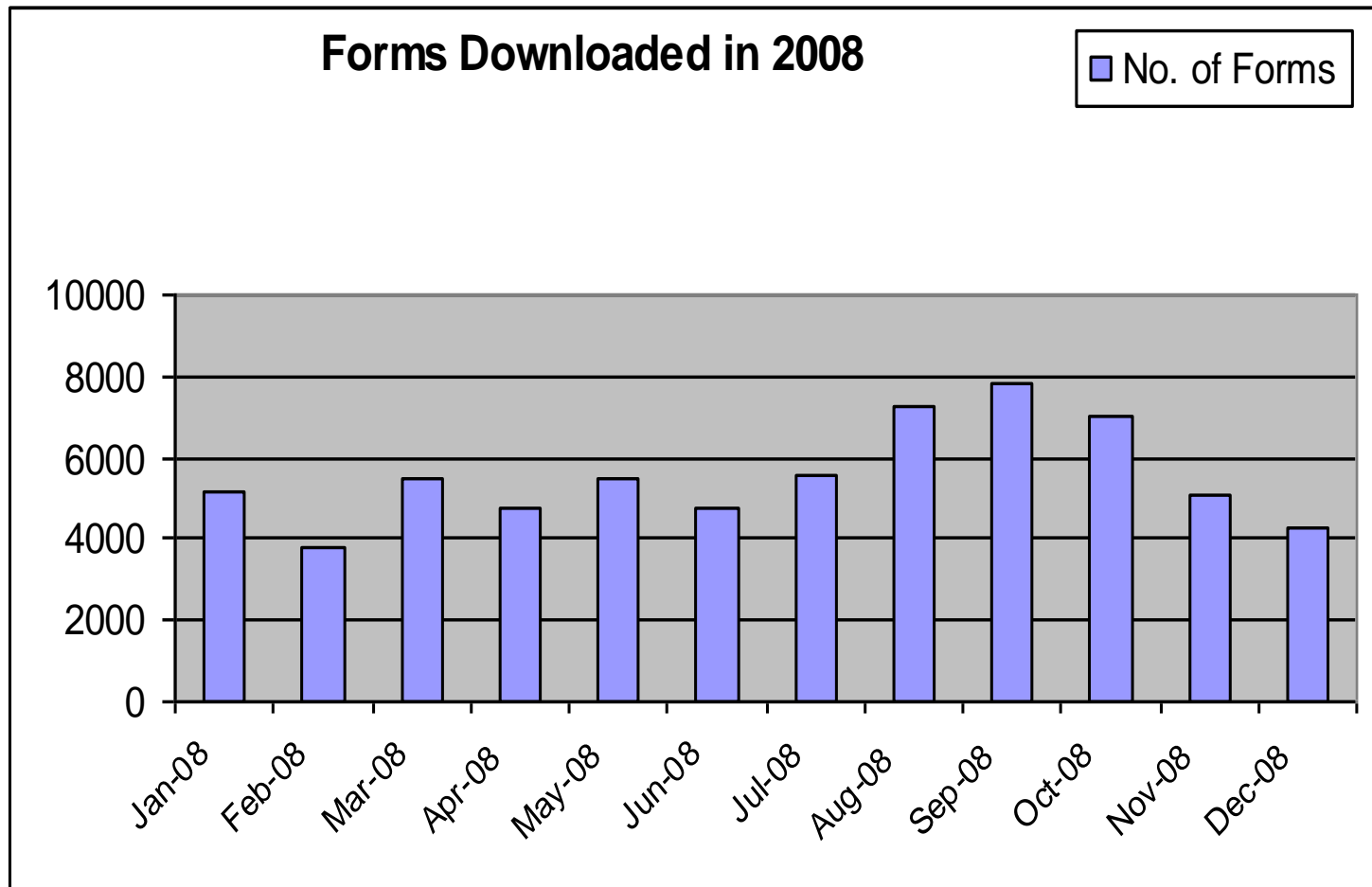
To register with Manningham Council, each business must meet the following requirements:

- Food Premises Design and Construction
- Food Safety Program
- Food Safety Supervisor

Food Premises Design and Construction

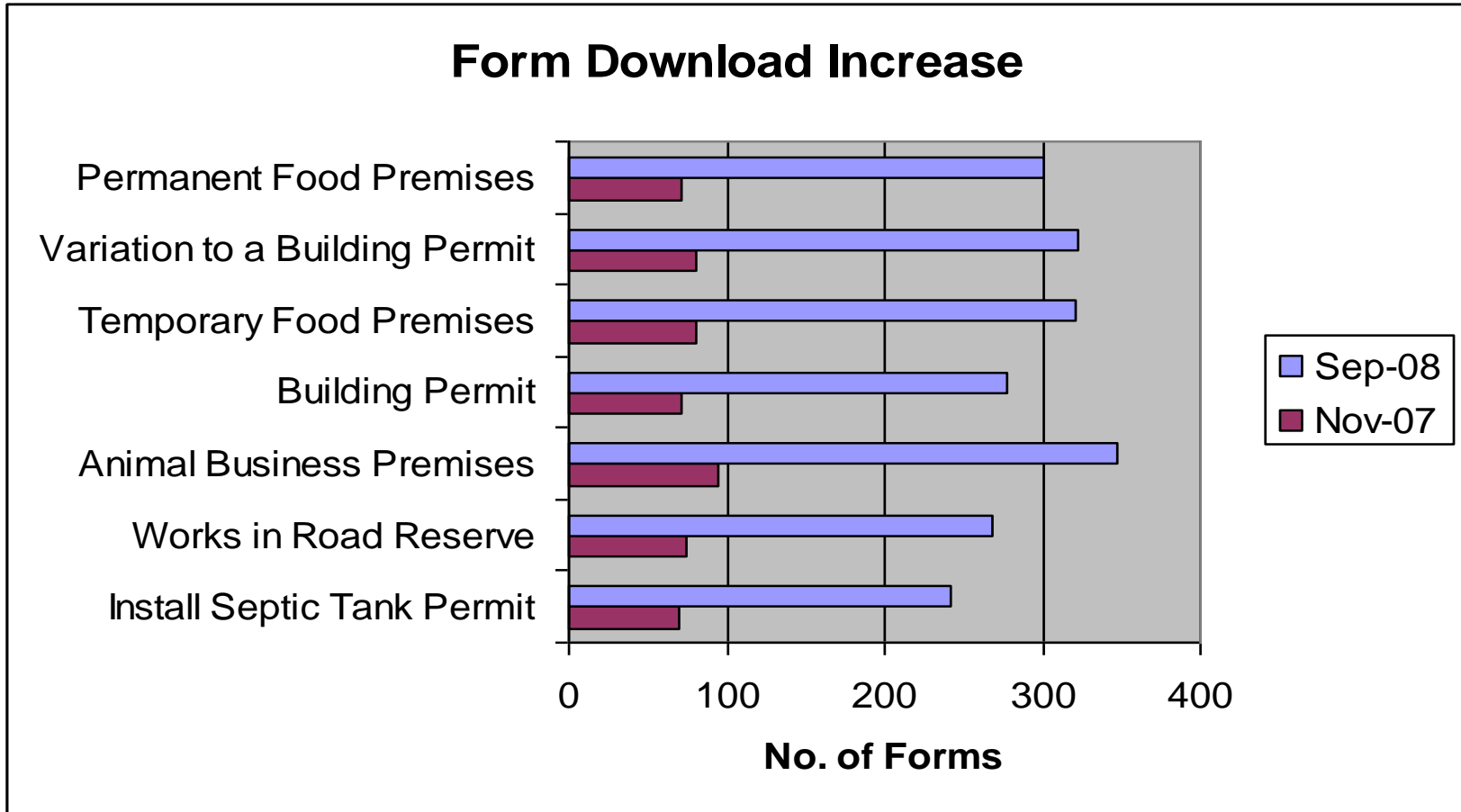
http://services.business.vic.gov.au/vbmk/InitiateTransaction.do?srv_code=FPP_SPDF&agency=142&lic=1870&online=n

Show me the Numbers



Source: Easybiz Stats Report

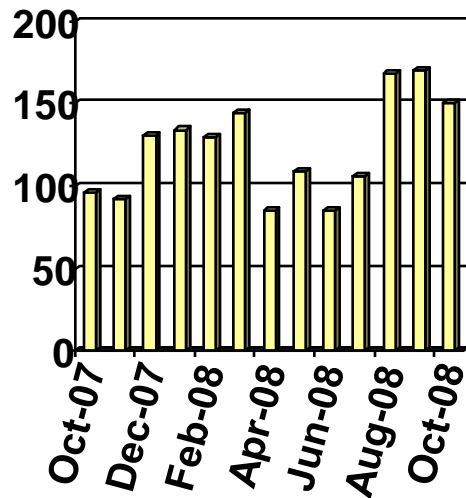
Form downloads have increased



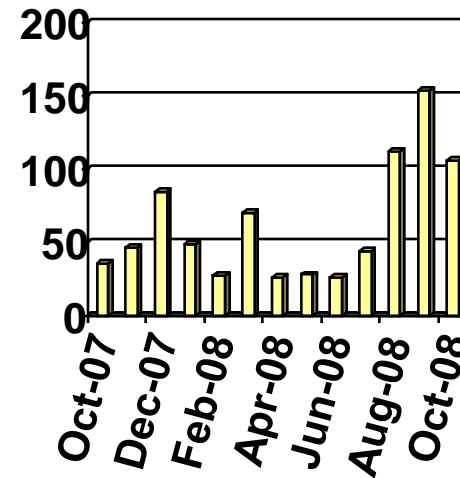
Source: Easybiz Stats Reporting

Rural council usage by month

Latrobe



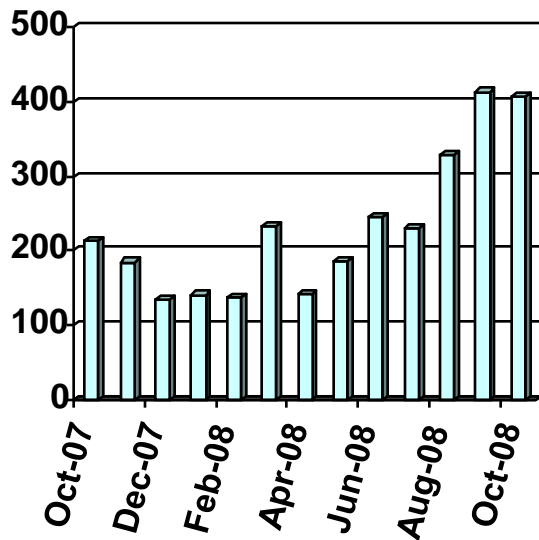
Greater Shepparton



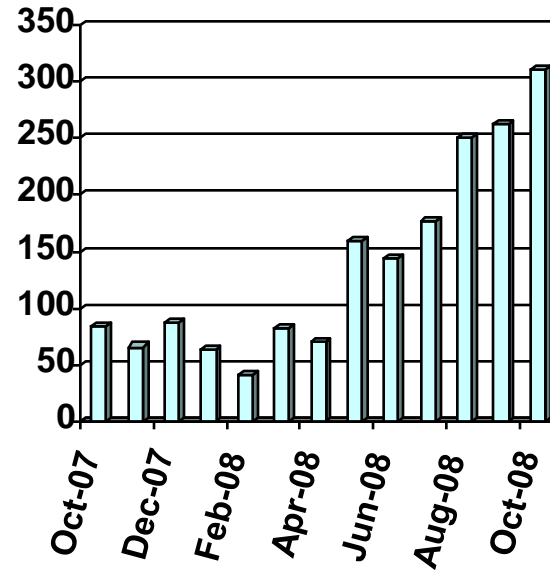
■ No of forms

Metropolitan council usage by month

Manningham



Yarra Ranges



No of forms

What businesses have to say...

"I like being able to do the forms in my own time and own place. And to save and come back again".

Chavez Distribution

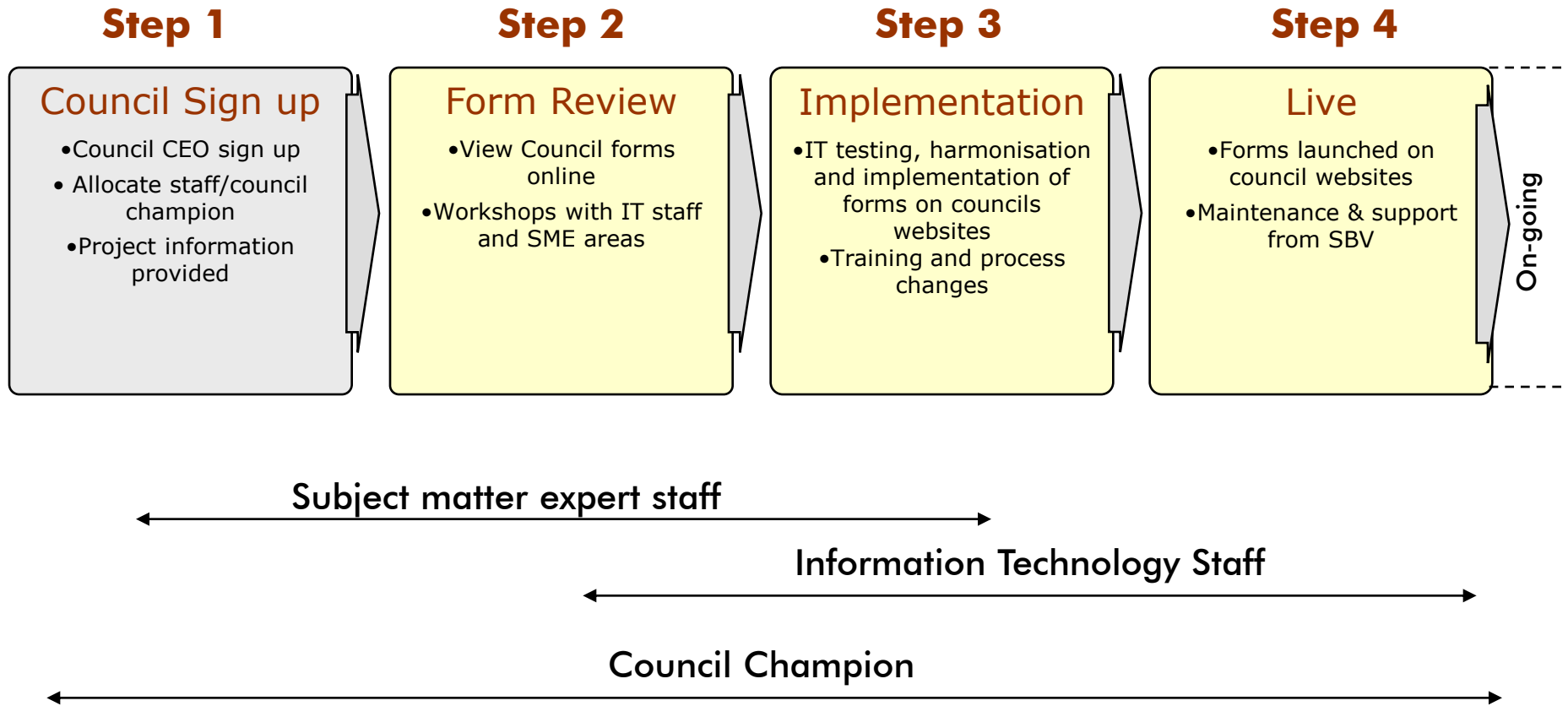
"Its really good having consistent information which can be printed off"

Hurstbridge Nursery

"I found the navigation into the planning permit area pretty easy"

Bundoora Computer service

Easy 4 Step Process & Staff involvement



Indicative costs to Councils

1. Project Management -- ---> No \$\$ charge

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2. Preparation & ---> Internal costs only

---Implementation
– Council Champion
– Subject Matter Expert(s)
– IT Staff

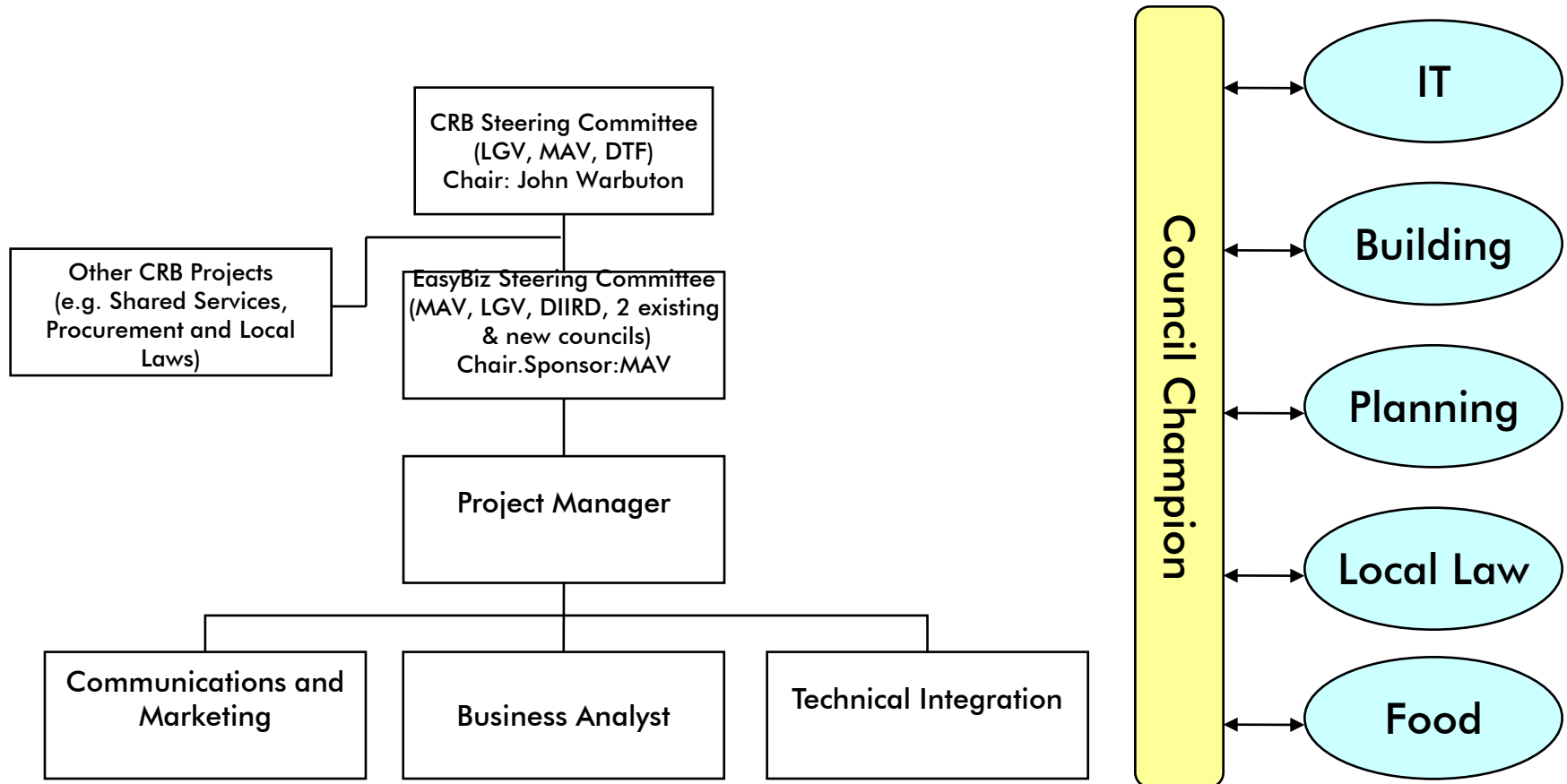
- Approx 30 days staff time depending on
 - # of forms
 - website integration
 - capacity and priority

3. Ongoing support costs ---> Ongoing costs

- Estimate \$2k/annum
 - based on volume
 - # of forms
 - size
- Hosting
- Level 1 and 2 Support

Questions

Project governance & your council involvement



World Class Service: Victoria's investment in improving e-services

World Class Service – a \$24m, 5-year investment to improve service to business

① The Challenge

Businesses struggling with red tape

Red Tape from over 200 agencies costs businesses \$3.9b p.a.

Businesses find it hard to find, understand, and complete their regulatory obligations.

➔ **A better way to deal with regulation**

Improved service to

- **save** small business \$69m p.a.
- improve the **business environment**
- increase **competitiveness**

② The Solution

A new client experience, service in one place

1. **Information** to solve business problems
2. Fast **answers** and extra assistance
3. A single **account** with Government
4. Resources & assistance

➔ **Joined-up, effective service delivery**

③ The Results

Growing businesses with lower red tape burden

- ✓ More efficient and confident in dealing with red tape
- ✓ Improved perceptions of Government Service
- ✓ Delivering service businesses want and recommend
- ✓ Used by growth businesses

➔ **For 90,000 users per month, from 110 agencies**

