Small Business Recovery Centre

Overview
The Small Business Recovery Centre (SBRC) will be based at 143 Walker St, Townsville. The Centre will offer a one-stop-shop where local business people who need support can visit to access business services from 9am-5pm every day.

The SBRC is planned to be open from 9am on Monday, 11 February.

Approach
The Department of Employment, Small Business and Training (DESBT) is facilitating a cross-agency, stakeholder-led support service to help North Queensland small businesses get back on their feet. The centre will be led and staffed by a motivated stakeholder group (see below).

Stakeholders (support expressed to date)
Townsville City Council (venue provided by Council)
Townsville Business Development Centre
Townsville Chamber of Commerce
Townsville Enterprise Limited (TEL)
Department of Employment, Small Business and Training
Queensland Small Business Champion
Department of State Development, Manufacturing, Infrastructure and Planning
Department of Innovation, Tourism Industry Development and the Commonwealth Games
Queensland Reconstruction Authority and Queensland Rural and Industry Development Authority
Chamber of Commerce and Industry Queensland
Property Council of Australia
Master Builders Association
Insurance Council of Australia
Tourism Industry Council
National Retailers Association
AusIndustry
Australian Taxation Office

DESBT is positioning the Centre to emphasise a Go Local approach and the Team Townsville recovery approach being adopted through the Townsville Disaster Recovery Team.

By partnering with the local small business support network and through procuring supplies through a Go Local approach, the Centre will support businesses to take stock, get the support needed and get back on their feet.

Stakeholders, particularly key local representatives, such as the Chamber, TEL and Business Development Centre, are keen to support the centre with staffing, collateral, signage and support services. A range of local, state and federal government agencies have also committed to providing staffing and resourcing support.
What can a small business expect

- Business triage services (conducted by cross agency team based on resources from stakeholders noted above)
- One on one Mentoring with small business recovery experts (sourced from the DESBT Mentoring for Growth/ Mentoring for Recovery program)
- Access to support resources and collateral from stakeholders noted above
- Access to support from the Go Local suite of creative communication tools
- Targeted workshops (based on the business triage challenges identified)
- Workspaces and support to conduct business for those who are unable to access their premises or services.
- Initially, it is intended that Fact Sheets and support services will focus on the following key business areas:
  a. Insurance
  b. Workplace health and safety
  c. HR
  d. Retail leases
  e. Taxation and BAS