

## Welcome to this month's newsletter

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Please share this newsletter with other local businesses, become a member of the Hawkesbury Business Hub (it's free!) and please tell me what you think by contacting me on 4560 4437 or 0418 296 579 or email [Amanda.Kearney@hawkesbury.nsw.gov.au](mailto:Amanda.Kearney@hawkesbury.nsw.gov.au)

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## From Mayor Conolly's desk

Welcome to this month's Business Hub newsletter for the Hawkesbury.

The ongoing restrictions for businesses and community lockdowns are continuing to present uncharted conditions for businesses and their customers. Unfortunately, there are a number of cases now in the Hawkesbury, so we must all ensure we follow the correct masking, social distancing and check-in rules to keep ourselves and each other safe.

I encourage all businesses to make the most of the COVID-19 support and resources available, as outlined in this newsletter. This includes mental health support that is available to businesses and their staff. The Federal and State Governments have identified vaccinations as the primary path out of the current lockdown. There are many places to get vaccinated in the Hawkesbury and I would encourage you talk to your local medical professional if you have any questions or concerns about vaccines.

Take care and stay safe,

Mayor Conolly



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## COVID-19 Update

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NSW Lockdown Extended

The NSW Government has extended the current lockdown in Greater Sydney until the end of September, and new protections and compliance rules have been introduced for local government areas of concern.

You can remain up to date with the latest COVID-19 rules and restrictions for NSW by regularly checking the [NSW Government website](#).



## Wear a Mask When You're Outside

One of the most effective ways to reduce community transmission is by wearing a face mask. No matter where you are in NSW it is now mandatory to **wear a mask anytime you're outside your home**, unless you're exercising or have an [exemption](#).

You must always have a mask on you when you leave home. If you're going outside to exercise, carry a mask to wear before and after your exercise.

### Face Mask Rules



## COVID-19 Vaccination

Due to the current outbreak of the COVID-19 Delta strain in NSW, everyone over 18 years is strongly

encouraged to get vaccinated as soon as possible.

There are two COVID-19 vaccines currently available in Australia: Pfizer and AstraZeneca. Both require two doses, which can be administered at a range of venues including GP clinics, mass vaccination hubs and pharmacies.

More information about the COVID-19 vaccine is available [here](#).

You can check your eligibility and make an appointment through the [Vaccine Eligibility Checker](#) or by contacting your local GP or pharmacy.



## COVID-19 Check-in Card

The NSW Government has brought in a new COVID-19 check-in card to improve the QR code check-in process for customers.

A hard copy card, encrypted with a unique QR code containing a customer's registered contact details, will ease the burden of record-keeping for businesses and reduce customer queuing. This will enable a quicker electronic check-in process for customers who don't have access to a smartphone.

### **How do businesses check in customers who have a COVID-19 check-in card?**

Businesses need to be using their unique Service NSW [online webform](#).

When a customer presents their COVID-19 check-in card, a staff member can scan the QR code on the card using the same device (e.g. a tablet) that is hosting the online webform.

Alternatively, if a customer is able to self-serve, they can scan their QR code and check themselves in.

After scanning the QR code, the customer's registered contact details will automatically populate in the online webform, allowing quick and easy electronic registration.

A guide for businesses is available [here](#).



## Support for Tenants and Landlords Impacted by COVID-19

The NSW Government will re-introduce the National Cabinet's Mandatory Code of Conduct for Commercial Leasing to mandate rent relief for eligible tenants impacted by COVID-19.

The Retail and Other Commercial Leases (COVID-19) Regulation 2021 will be extended until 13 January 2022 and will require landlords to renegotiate rent. The Code of Conduct requires landlords to provide rent relief in proportion with their tenant's decline in turnover. Of the rent relief provided, at least 50 per cent must be in the form a waiver, and the balance a deferral.

The Regulation applies to commercial and retail tenants with a turnover of up to \$50 million who qualify for the COVID-19 Microbusiness grant, COVID-19 Business Grant or JobSaver Payment. It will prohibit a landlord from evicting or locking out a tenant for certain breaches of the lease unless they have first renegotiated rent and attempted mediation.

A new \$40 million Hardship Fund will also be established to provide a monthly grant of up to \$3,000 for small commercial or retail landlords who provide rental waivers of at least the value of the grant and any land tax relief they are eligible for.

### **Land Tax Relief**

If you're a commercial or residential landowner who has reduced your tenants' rent due to COVID-19, between 1 July 2021 and 31 December 2021, you may be eligible for the NSW Government's land tax relief.

The relief will be a reduction in the 2021 tax payable on the parcel of land where rent relief has been given to the tenant who occupies that land.

The land tax reduction will be the lesser of:

- the amount of rent reduction you provided to an eligible tenant for any period between 1 July 2021 and 31 December 2021, or

- 100 per cent of the land tax attributable to the parcel of land leased to that tenant.

Land tax relief will:

- be paid to you as a refund if you've already paid your land tax
- be used to offset the balance of the amount of land tax payable if you have not yet completed payment.

A [residential tenancy support package](#) for properties tenanted in NSW is also available.

If you're a residential landlord, you can apply for either the land tax relief *or* the residential tenancy support payment.

[Find out more](#)



## Business Concierge Service – COVID-19 Support

The Business Concierge service is a trusted source of information and personalised, ongoing support for small businesses impacted by COVID-19. They can help you:

- identify and understand the support available to you
- adapt to meet changing regulatory requirements and understand the financial support and concessions being implemented to help you through this challenging period

To access the Business Concierge Service, you can [register for a call back](#) or call them on 13 77 88.





## Permits to Travel to Regional NSW

A permit system for some travel between Greater Sydney and regional NSW has come into effect.

Under the updated public health order, the following people traveling from Greater Sydney to regional NSW require a permit:

- anyone from Greater Sydney (including authorised workers from the LGAs of concern) who needs to travel more than 50km from Greater Sydney for work purposes, noting the existing requirement for such workers to have had a COVID test in the previous seven days;
- people travelling to a second home outside Greater Sydney. This is now only allowed if you are using the home for work accommodation or if the home requires urgent maintenance and repairs (if so, only one person may travel there);
- people inspecting a potential new residence, but only if they have a genuine intention to relocate as soon as practicable (no investment properties); and
- people who are permanently relocating.

For the purposes of this public health order and permit, Greater Sydney will no longer include Shellharbour and the Central Coast. People travelling to Shellharbour and the Central Coast for the above reasons will require a permit to do so.

Permit applications will be made available on the [Service NSW website](#).

[Find out more](#)

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## Hawkesbury News

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## Liveability Project - notification of Geotechnical work on site

Geotechnical Engineers will be undertaking testing of the existing ground conditions in the town centres as part of the Liveability Project. This will involve the drilling of geotechnical investigation boreholes in test locations which range from 100-200mm in diameter. The holes will be backfilled and resurfaced.

The Geotechnical Engineers will be on site Thursday and Friday, 2-3 September 2021.

George Street, South Windsor





## New Richmond Bridge And Traffic Improvements – Consultation On Preferred Option

Transport for NSW is consulting on the preferred option route for the New Richmond Bridge and traffic improvements project until 17 September 2021.

Transport is interested in hearing the views of businesses, especially those in North Richmond, about the preferred option.

Due to the current COVID-19 restrictions, Transport is unable to organise face-to-face information sessions or meetings but would instead like to offer businesses in North Richmond one-on-one online or telephone meetings. At these one-on-one meetings, Transport would provide information about the preferred route and answer any questions you may have.

Transport will also be holding two Facebook Live sessions via the [NSW Roads Facebook page](#). The details of these sessions are:

**Wednesday 8 September 2021**  
**12pm-1pm and 5pm-6pm**

If you would like support on how to join the Facebook Live event, please email [richmondbridge@transport.nsw.gov.au](mailto:richmondbridge@transport.nsw.gov.au) or call 1800 370 778.

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## Education & Training





## Hawkesbury City Council and Business Connect Business Support Webinars

A number of free workshops and webinars are being run by Hawkesbury City Council and Business Connect over the next few months.

### **5 Things you must do to get your business sales growth moving**

Tuesday 7 September, 10am-12pm

[Download the Flyer](#)

### **Business planning essentials- Build your Roadmap to Success**

Friday 24 September, 10am-12pm

[Download the Flyer](#)

### **Communication skills for building your business**

Wednesday 6 October, 10am-12pm

[Download the Flyer](#)

### **Get Set On Social**

Tuesday 19 October, 2pm-4pm

[Download the Flyer](#)



## NSW First Webinar Series: Facebook And Instagram For Tourism

Tourism businesses can join a series of five free Facebook and Instagram for Tourism webinars, featuring presenters from Facebook and the Destination NSW social media team.

Each webinar in the series will:

- Share tips for optimising your tourism business' social presence
- Inspire new ideas to capture and create effective content
- Highlight how to effectively engage visitors through Facebook and Instagram
- Provide tools and resources to assist you to promote your online presence

### **Optimising your Facebook presence**

Thursday, 2 September 2021

11:00am – 11:45am

[Register](#)

### **Engage your audience on social media**

Wednesday, 15 September 2021

11:00am - 11:45am

[Register](#)

### **Create stories on social media**

Wednesday, 13 October 2021

11:00am - 11:45am

[Register](#)

### **Capturing social content on your phone**

Wednesday, 27 October 2021

11:00am - 11:45am

[Register](#)

### **Inspire action on Instagram**

Wednesday, 1 December 2021

11:00am - 11:45am

[Register](#)

# NSW FIRST WEBINAR



## Customer Service – Online Short Courses

Destination NSW has partnered with Restaurant and Catering Australia to deliver three free online short courses – known as micro credentials – for NSW tourism and hospitality businesses. Upon completion of each course, you will receive a digital badge which is a recognised credential that you can add to your CV and your LinkedIn profile.

### **Customer Service**

In this 45 minute online course, you will learn:

- The seven steps of customer service
- Upselling and reselling to customers
- Dealing with customer complaints and challenges
- Giving exceptional customer service

### **Managing Customer Expectations (COVID-19)**

- COVID-19 Hospitality Best Practice understanding
- Managing customer understanding and expectations
- Managing difficult situations and behaviours
- Managing currency with health department directives

### **Emotional Awareness in Customer Service**

- Understanding the concept of emotional intelligence
- Understanding your personal emotions and how they affect others in business
- Recognise and understand the emotional strengths and weaknesses of others
- Use emotional intelligence within the hospitality industry



[Enrol now](#)



## Fee-Free Short Courses with TAFE NSW

TAFE NSW, in conjunction with the NSW Government, is offering a number of fee-free short courses to help NSW residents build their skills during lockdown.

There are currently ten courses on offer, which are a mix of self-paced or teacher-led learning, and can act as a pathway into a variety of full TAFE NSW qualifications.

For more information, visit [TAFE online](#) or call 131 601.



## Grant Writing Workshop

RDA Sydney, with AEC and Economic Development Australia, are offering Grant Writing Workshops to assist in the grant application process.

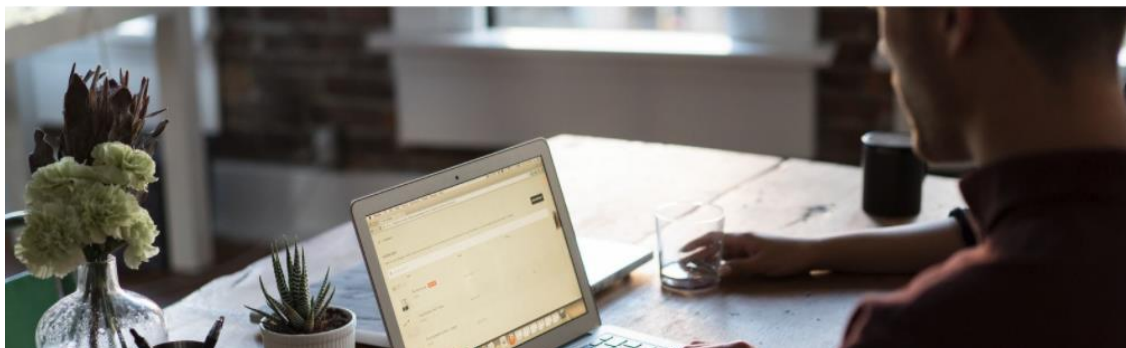
The next workshop will be happening on 25 August, 1:30 pm to 3:00 pm, via zoom.

More information can be found [here](#).

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# Mental Health Support for Businesses

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## NewAccess for Small Business Owners

NewAccess for Small Business Owners is a free and confidential mental health coaching program, developed by Beyond Blue to give small business owners, including sole traders the support they need.

The program uses Low-intensity Cognitive Behavioural Therapy (LiCBT) that allows participants to recognise the way they think, act, and feel and break unhelpful thoughts. Over six sessions, coaches with a small business background will work with you to overcome difficult issues, providing you with practical skills to manage stress and get you back to feeling like yourself.

[Find out more](#)



## Building Psychologically Safe Workplaces

SafeWork NSW's free mental health at work training has helped about 15,000 people learn how to create a more supportive, productive, profitable workplace. They have recently updated their training to help clarify the legal responsibilities around psychological health in the workplace.

All training is free and funded by the NSW Government and delivered by the Black Dog Institute. It is available to NSW private sector businesses with less than 200 staff, and not-for-profit organisations of any size.

[Find out more](#)

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## Business News

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### ATDW Announces Exciting New Features

The Australian Tourism Data Warehouse (ATDW) has just announced two new features for businesses:

#### **Google My Business Functionality**

ATDW has partnered with Google to link your Google My Business listing and ATDW profile. This will allow for automatic updates to your Google My Business (GMB) listing when you make changes to your linked ATDW Profile, as well as allow you to view valuable Google generated statistics and insights from your ATDW account.

[Learn more](#)

#### **ATDW Dashboard**

The ATDW Dashboard will launch shortly and will provide an analytics dashboard for businesses to see where their website is listed, how many potential customers are viewing their business listing per website, and see how many conversion leads they have had.



## Promote your business with Destination NSW

Destination NSW is actively supporting businesses in a variety of ways at this challenging time and is working to keep NSW top of mind for future visitors through ongoing daily media outreach. Businesses are encouraged to provide updates or news, specific to tourism offerings, deals or incentives to the [DNSW Media team via email](#).

You can also get free promotion and list your business on [sydney.com](#) or [visitnsw.com](#) via [Get Connected](#). Use the hashtags #LoveNSW and #NewSouthWales, and tag @VisitNSW on Facebook and Instagram.

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