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26 MARCH 2020

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SPECIAL UPDATE

CORONAVIRUS UPDATE (COVID-19)

Dear friends and colleagues,

Council recognises that businesses of all sizes will be impacted by novel coronavirus (COVID-19) and is exploring ways to help during these uncertain times.

Council is waiving outdoor café permit fees and will allocate free parking spots for essential workers at the Warren Serviceway Car Park. Council will be advocating State Government to waive parking fees at Liverpool Hospital car park.

A budget briefing will be held the week commencing 30 March for Council to consider all other possible options to assist small business and the community in preparation for the next Council meeting.

In addition to our own initiatives, we are continuing discussion with our State and Federal Government colleagues about assistance to businesses and will keep you informed as we receive further information.

Financial assistance

The Federal and NSW Governments recently unveiled economic packages to support Australian businesses that require financial assistance due to temporary closures, downturns in trade and cash flow challenges.

The [Small Business Commissioner](#) website has information about these economic packages and links to help you with queries about financial assistance – such as

grants of up to \$100,000 for not-for-profits, small and medium businesses, and increasing the instant asset write-off; your employer obligations; managing employee leave; business contingency planning and consumer rights.

You can also visit the [Australian Taxation Office](#) or call 1800 806 218 for support if you are having trouble meeting your tax or super obligations.

The Australian Banking Association – the membership body for 22 Australian banks – has [links to their members' responses to COVID-19](#). Banks may defer loan repayments and waive fees.

Business advice, planning and learning tools

If you would like personal support, a Business Connect Advisor can help you strategise how best to navigate your business through this period. They are a great resource to talk to if you think you have an idea that could work in today's environment. To book a free advisory session through the [Business Connect program](#) and connect with an advisor, email Tracy Lee, Council's Business Programs Officer, leet@liverpool.nsw.gov.au.

The Federal Government's business hotline – 13 28 46 – will be expanded to provide specialist advisors and extended hours to support small and medium businesses impacted by the pandemic. The contact centre can be reached from 7am-11pm, seven days a week.

[Service NSW](#) can be contacted 24/7 on 13 77 88. For free help in your language, call Translating and Interpreting Services on 13 14 50 and ask them to contact the Service NSW team.

Economic Development Australia's [knowledge hub](#) provides relevant funding links, resources, case studies and learnings from around the world.

Regional Development Australia will [run a webinar on 2 April](#) about remote working strategies.

Western Sydney Business Centre has a [range of webinars coming up](#) for the next month ranging from restaurant and café survival guides through to digital marketing.

Western Sydney Business Connection is [running a live webinar](#) in two parts on 30 April and 7 May to help businesses turn their website into their hardest working employee, covering successful website design and content, required skill sets and more.

Industry-specific support and opportunities

If you're a small business and still open at this time, use #LoveLivo when sharing updates on social media about your trading hours and any offers the community

may find of interest. Residents are also being encouraged to use #LoveLivo and help spread the local love.

Hospitality and retailers

Local restaurants and cafes who are still open are encouraged to [join this Facebook group](#) set up to help you get the word out about your trading hours, special offers and takeaway service. Note - This Facebook group is in no way affiliated with Council.

The [Australian Retailers Association](#) provides advice for retailers regarding safe work conditions.

NBN Co [will waive charges for additional capacity of up to 40 per cent to retail service providers](#) for at least three months to help them support Australian residential and business NBN customers. The additional capacity pricing relief will apply to all fixed line, fixed wireless and satellite NBN technologies.

Healthcare

For those working in the healthcare industry, it's worth watching this [30-minute COVID-19 infection control training module](#).

Food and Agribusinesses

[Food Innovation Australia Limited has a fund](#) to help food and agribusinesses who have been effected by events of national natural catastrophe or global disease outbreaks. Funding would support businesses innovate to create commercial products, processes or services.

Engineering and Manufacturers

The [Advanced Manufacturing Growth Centre has launched a portal](#) for Australian manufacturing, component suppliers and skilled design, engineering and manufacturing experts to register their interest and core competencies in support of the national response to COVID-19.

Exporters

Austrade has important [up-to-date information for exporters](#). Passenger flights out of Australia will cease on March 31. This means there will be no airfreight out for goods that need short time frames. Large organisations are chartering private planes, however SMEs with small volumes won't be able to do this cost effectively.

Freight & Trade Alliance are providing a free service for SMEs and larger organisations to connect to see if they can [combine orders to charter private planes](#).

Health and Wellbeing

COVID-19 fact sheets

If your business is open, keep your employees and the community safe. A range of posters are [available for download here with facts and tips on how to prevent the spread of](#) coronavirus (COVID-19). Resources in a handful of languages other than English are [available for download here](#).

Mental health support

We know businesses and their employees are doing it tough. [Reach out to a mental health professional](#) should you, your employees, family or anyone else you know require support. Lifeline is contactable 24/7 at 13 11 14 and [Ahead for Business has links to support tools for small business](#) owners.

Please continue to support each other and keep yourselves, your employees and our community safe.

Silver linings

Council's City Economy team is working on a number of initiatives and continues to reach out to local businesses to find out how we can help. If you haven't yet heard from us and would like to talk to a business support officer, please call 1300 36 2170 or drop us a line at business@liverpool.nsw.gov.au.

We are encouraged by the positive stories we continue to hear.

There has been an increase in demand for local bakeries and butchers, and a local online education provider has seen a 200 per cent increase in business in the past month. They are hiring more people to meet demand from teachers and schools, and in response are offering their program for free for the next six months.

If your business has a positive story to tell – please let us know at business@liverpool.nsw.gov.au. It's great to share good news in these times.

Please continue to support each other and keep yourselves, your employees and our community safe.

City Economy team,
Liverpool City Council

LIVERPOOL CITY COUNCIL

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LIVERPOOL CITY COUNCIL

LIVERPOOL LIFE

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THE GREAT SOUTH WEST

The banner features a collage of images on the left: a night scene with lights, a park with a playground, and two people in a field. The text 'LIVERPOOL LIFE' is prominently displayed in large, bold, blue letters. To the right, there's a call to action 'Subscribe' in a blue button. Logos for 'LIVERPOOL CITY COUNCIL' and 'THE GREAT SOUTH WEST' are also present.

OTHER USEFUL LINKS

[WS Investment Attraction Fund](#)

[Small Business Grant](#)

[Business Connect](#)

[Western Sydney Airport](#)

[Local Government Procurement](#)

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