

Small Business Growth Strategy Implementation Plan

JANUARY 2023 - DECEMBER 2026

Optimism.
Resilience.
Collaboration.
Innovation.

Department of State Growth

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Introduction

The Small Business Growth Strategy 2026 was released in February 2023 following a comprehensive public consultation process throughout 2022.

The strategy aims to create a productive, connected and sustainable business environment for all Tasmanian businesses, one that enables all members of Tasmania's business community to grow their business in the way they choose.

The ideas, discussions and feedback gathered during the consultation process were grouped under the following four themes:



People and connections



Place



Enabling business



Technology

These themes highlight what's important to Tasmanian businesses, and where challenges and opportunities lie.

The strategy also identifies a series of 16 objectives under the themes that guide the actions of the small business sector and the Tasmanian Government in responding to these challenges and opportunities.

The themes and objectives are provided in the table to the right.

Table 1: Small Business Growth Strategy 2026 – themes and objectives

Theme		Objectives
1	People and connections	<ol style="list-style-type: none"> 1. Facilitating, creating, strengthening and participating in forums that enable networking and connections both within and across industries. 2. Building on existing purchasing and procurement policies that support local suppliers, including options that increase flexibility and collaboration opportunities. 3. Strengthening, prioritising and delivering needs-based programs that address staff, skills and training gaps and shortages. 4. Fostering targeted population growth and maximising the opportunity and availability of key population cohorts, including older people and applicable visa holders, to participate in the Tasmanian workforce. 5. Embracing and trialling innovative and coordinated solutions to the supply of housing for workers to ease pressure on small businesses and the communities that they operate within.
2	Place	<ol style="list-style-type: none"> 1. Encouraging and helping businesses to align themselves to the Tasmanian brand to further enhance its strength and maximise leveraging opportunities. 2. Playing to our strengths, continuing to increase business resilience, and improving processes to address challenges relating to our location and size, while celebrating and maximising the opportunities that the Tasmanian way of life presents, including Tasmania's vibrant arts and cultural activities. 3. Continuing to be a leader in the global shift towards more sustainable practices and renewable energy by enabling, encouraging, and supporting businesses to participate in and leverage Tasmania's innovative solutions and approach.
3	Enabling business	<ol style="list-style-type: none"> 1. Modernising, revitalising and upgrading the business advice and support services that are available to new and existing Tasmanian businesses to ensure that they are accessible, fit for purpose and relevant to current and emerging business needs. 2. Collaborating to ensure the Tasmanian entrepreneurial spirit is nurtured and new businesses that contribute to our brand, reputation, and appeal are supported. 3. Working with various levels of government and key stakeholders to provide businesses with as much certainty as possible to meet the ongoing challenges that exist with the current and future operating environment. 4. Supporting businesses to meet increasing demand by working with the business community and representative organisations to address the barriers to scaling-up operations. 5. Taking a holistic approach to red tape reduction, and continuing to streamline government processes to reduce and minimise bureaucracy and unnecessary barriers to business growth.
4	Technology	<ol style="list-style-type: none"> 1. Continuing to improve and upgrade Tasmania's digital networks and infrastructure through significant investment to increase capacity, resilience and capability. 2. Providing relevant and accessible training, knowledge and support to businesses and representative organisations to utilise digital platforms to access new markets and increase market share. 3. Continuing to provide relevant, up to date and accessible support and tools to improve digital literacy and build an understanding of how technology can be maximised to support business growth in Tasmania.

Since releasing the strategy, the Department of State Growth has been working across government and with our project partners, the Tasmanian Chamber of Commerce and Industry and the Tasmanian Small Business Council, to identify and begin delivery of a range of activities.

Implementing the Strategy

The Implementation Plan is a living document covering the period January 2023 to December 2026, and it is updated periodically to reflect the progress of the activities and initiatives listed throughout, and to add new activities as they become relevant.

The first iteration of the plan that identified the activities to progress the objectives across the four themes of the strategy was released in May 2023. This refreshed version provides an update as to the progress of all activities as at 30 August 2024, and follows engagement with project partners and regional chambers in March/April 2024 which confirmed that the key themes and objectives of the strategy are still current.

Some activities have been extended and/or modified, some have moved from being “in progress” to “ongoing” as projects have moved to business as usual work, and some new activities have been included. This is an agile approach in line with the way Tasmanian businesses operate and allows flexibility to adapt to changes in the business environment.

Progress report

The Governance Committee that is overseeing the implementation of the Small Business Growth Strategy 2026 met for the second time on 9 February 2024, to review progress against all activities identified within the Strategy's current Implementation Plan, and is due to meet again before the end of 2024.

The Committee includes representatives from the Tasmanian Small Business Council (TSBC), the Tasmanian Chamber of Commerce and Industry (TCCI), and the Department of State Growth (DSG).

A total of 114 activities were identified within the initial draft of the Implementation Plan across the four themes of the Strategy.

As at 11 May 2023 when the Implementation Plan was released:

16 activities were yet to commence

94 activities were in progress

3 activities were ongoing

1 activity was complete

As at 31 December 2023 when an initial progress review of the 114 activities was completed:

All activities had commenced

73 activities were in progress

12 activities were ongoing

29 activities had been completed

As at 30 August 2024 when an additional 17 activities were added (taking the total to 131 activities):

9 activities were yet to commence

50 activities were in progress

32 activities were ongoing

40 activities have been completed

Theme one



People and connections

This theme encompasses the people who run our businesses, those who work in them and buy from them, and the importance and reliance of connections between these people, businesses and government.

Objective 1: Facilitating, creating, strengthening and participating in forums that enable networking and connections both within and across industries							
Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.1.1	Hold a minimum of four business networking events per calendar year to facilitate peer to peer mentoring and strategic business relationships. The events will be face-to-face events with guest speakers and/or case study presentations that are relevant to the current environment facing small businesses	State Growth (Small Business)	Departmental resources	Each calendar year for the duration of the Strategy	Four networking events are delivered each calendar year	Ongoing	From January 2023 to 30 August 2024, Business Tasmania has delivered and/or presented at 42 events which provide an opportunity for businesses to network. An ongoing schedule of events is being planned for 2025.
1.1.2	Develop an Aboriginal business community engagement program that includes a draft annual schedule for regular networking and information sharing forums	State Growth (Small Business)	Departmental resources	From 2024	Annual program developed	Ongoing	Program drafted and 11 events delivered to date in collaboration with the Palawa Business Hub.
1.1.3	Plan and deliver a 12-month program of activities for all member organisations in relation to topical HR issues and new legislation including workplace health and safety	Tasmanian Chamber of Commerce and Industry	Existing operational budget	January – December 2023	Four information sessions delivered	Complete	57 Human Resources/Work Health and Safety related workshops, information sessions and business briefings have been delivered. These sessions have been delivered across the state both online and face-to-face. Aboriginal cultural competency sessions were of particular interest to businesses resulting in all sessions selling out (100 attendees each).

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.1.4	Plan and deliver phased and long- term strategic actions to support Tasmanian Aboriginal tourism. These actions will be led by and co-designed with Tasmanian Aboriginal people, businesses and organisations. These will include an environmental scan of Tasmanian Aboriginal tourism businesses and a grant program to support Tasmanian Aboriginal people to attend a summit in Perth, Western Australia	State Growth (Tourism and Hospitality)	Various	June 2026	<p>Delivery of the Summit Grant Program</p> <p>Delivery of additional grant programs to support Aboriginal people, businesses and organisations in tourism and hospitality</p>	In progress	<p>Phase 1 complete that included delivery of the Summit Grant Program.</p> <p>Phase 2: Pilot for Aboriginal Engagement was superseded by work undertaken by a consultant engaged by DPAC Aboriginal Partnerships to develop a whole of government Aboriginal engagement strategy under Priority One. Supporting Aboriginal People in Tourism and Hospitality Grant Program delivered (opened July 2024 and closed 5 September 2024). There were a total of five applications with two approved, two still being assessed, and one not approved.</p> <p>Operational funding to wukalina Walk continues until 2027-28.</p> <p>NIAA Strategic Indigenous Tourism Projects proposal was submitted for assessment in July 2024. The department is awaiting the outcome.</p> <p>A one-off grant was provided to Marrawah Law Pty Ltd to support the launch of the palawa Business Hub and engagement of Aboriginal tourism and hospitality businesses until 31 December 2024.</p>

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.1.5	Initiate and maintain regular online member and stakeholder engagement sessions	Tasmanian Small Business Council	Existing operational budget	Annually	Regular meetings delivered	Ongoing	The TSBC provides active engagement with the TCCI and key industry sectors in Tasmania. These activities provide a communicate at each time and public comment on key issues affecting Tasmanian business and economic growth.
1.1.6	Hold four information sessions for the tourism and hospitality industry to empower operators in navigating visa and migration pathways	State Growth (Migration Tasmania / Tourism and Hospitality)	Departmental resources	May 2023	Minimum attendance of 30 operators per session	Complete	Four sessions were held in Hobart, Launceston, Devonport and Strahan between 15 and 18 May 2023. Representatives from the Department of Home Affairs Business, Industry and Regional Outreach service attended to provide an overview of skilled migration program and the assistance available. While attendance averaged 16 across sessions, including both in-person and online, feedback received from attendees was positive

Objective 2:

Building on existing purchasing and procurement policies that support local suppliers, including options that increase flexibility and collaboration opportunities

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.2.1	Engage with Homes Tasmania to discuss how current procurement policies support local suppliers, with a focus on key worker accommodation	Office of the Coordinator- General (OCG)	Agency resources	2023-24	Engagement activities to commence	In progress	The OCG has continued to engage with Homes Tasmania, as well as with accommodation developers (national scale) and suppliers (local, national and international) to identify supply, installation and maintenance options, and operator models. The OCG participated in and contributed to the Advancing Prefabricated and Modular Construction: Senior Officials Workshop (organised by the Australian Government).
1.2.2	Support industry organisation, the Tasmanian Polar Network, to create opportunities for Tasmanian businesses to win Antarctic and Southern Ocean contracts as governments modernise Antarctic stations, infrastructure and build science and research capabilities	State Growth (Antarctic Tasmania)	\$25,000 per annum	Ongoing	Increase in Antarctic and Southern Ocean contracts awarded to Tasmanian businesses	In progress	Antarctic Tasmania is working closely with the Tasmanian Polar Network to identify and respond to opportunities to supply goods and services to National Antarctic programs.
1.2.3	Promote the Go Local First message developed by the Council of Small Business Organisations of Australia (COSBOA)	Tasmanian Small Business Council	Existing operational budget	January – December 2023	Increased visibility of logo	Complete	Significant distribution of Go Local First collateral has occurred. Every small business social media reference by Ministers or enterprise owners is responded to with the Go Local First logo. The TSBC continues to work with Treasury to facilitate the very best outcomes for the small business sector. An ongoing project is to design and implement Single Form Tendering for Tasmanian Government tenders for goods and services procurements valued at less than \$250,000, and for building and construction and roads and bridges procurements valued at less than \$500,000.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.2.4	Work collaboratively with State Government to continue to implement the Buy Local Policy	Tasmanian Small Business Council	Existing operational budget	January – December 2023	Increased awareness of Buy Local Policy within business community	Complete	Regular communication with Ministers highlighting the imperative of all consumers (including government) to consider Go Local First in their purchasing decisions and policies.
1.2.5	Continue to fund the Industry Capability Network Tasmania (ICN TAS) to connect businesses of all sizes to project opportunities across Australia and New Zealand	State Growth (Advanced Manufacturing and Defence Industries)	Departmental resources	2023-24	Projects are listed and businesses are registered	Ongoing	<p>ICN has provided supply chain reporting, industry engagement and management of expressions of interest (EOIs) for over \$1.1 billion of Tasmanian-based projects and programs. There have been over 390 supplier expressions of interest (EOIs) received through project portals on the Gateway by ICN website in relation to these opportunities.</p> <p>ICN Tasmania has nominated local businesses to supply opportunities around 1,000 times through private capability enquiries, for an additional \$1.4 billion in interstate opportunities.</p>

Objective 3:
Strengthening, prioritising and delivering needs-based programs that address staff, skills and training gaps and shortages

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.3.1	Design and deliver the Employer of Choice Advisory Program to support small businesses located in regional Tasmania with expert and tailored advice on: <ul style="list-style-type: none"> • workforce planning, attraction and retention strategies • staff engagement, culture and change management • creating workplaces that support diversity and inclusion. 	State Growth (Jobs Tasmania)	\$400,000 over two years	Grant program closed on 30 March 2023	Advisory services commence 1 July 2023	Ongoing	The Tasmanian Chamber of Commerce and Industry (TCCI) were selected and awarded \$400,000 over two years to deliver the new Employer of Choice Assist advisory service state-wide and launched the service in July 2023. The service provides practical HR support for small businesses to help attract and retain a skilled workforce and to date TCCI have engaged with over 150 small and micro businesses across the state.
1.3.2	Provide additional funding to Visitor Experience Training (VXT) to support training activity targeting areas of need for the hospitality and tourism sectors.	State Growth (Tourism and Hospitality)	\$2.8 million	January 2023-June 2026	<p>Advancing a sustainable operating model.</p> <p>Delivery of non-accredited tourism and hospitality training courses.</p> <p>Development o training courses and packages in response to the training needs of toruism and hospitality industry and individual businesses.</p>	Ongoing	<p>During the 12 months to 31 December 2023, VXT delievered a total of 134 courses to 805 students, conducted at 31 different locations across the state.</p> <p>With the additional \$500,000 funding from 1 January 2024-30 June 2024, VXT delievered a total of 34 courses to 248 students statewide, and is advancing a sustainable operating model.</p> <p>A 2024 election commitment was made to VXT for \$1.3 million over two years to continue operational and training funding.</p>

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.3.3	Deliver an accessible pipeline of investment in skills and training aligned with industry training needs	State Growth (Skills Tasmania)	Recurring training budget	Programs released periodically throughout the year	Vocational Education and Training (VET) graduates employed after training or with improved employment outcomes	Ongoing	Skills Tasmania offers a range of funding programs for delivery of nationally recognised training and other support to address the current workforce development and training priorities of the Tasmanian Government. Release dates for upcoming grant rounds are available on the Skills Tasmania website
1.3.4	Undertake an engagement program to encourage take-up of the new Tasmanian Government Disability Employment Portal, established to support people with disability to learn about jobs within the Tasmanian State Service and provide information and support when applying for jobs.	Department of Premier and Cabinet	Departmental resources	Ongoing throughout 2023 and beyond	Increased number of people with disability working in the Tasmanian State Service.	Ongoing	The Portal is continuing to grow as more information and resources are developed and added over time. Results from the 2024 Tasmanian State Service Employee Survey indicate employees living with disability in the Tasmanian State Service has increased from 7 per cent in 2023 to 8 per cent in 2024.
1.3.5	Support funding applications by member organisations	Tasmanian Small Business Council	Existing operational budget	January 2023 – June 2024	Number of applications that successfully receive funding	Complete	No support requested however work will continue to ensure member organisations are aware of the assistance available and there is ongoing promotion of the federally funded Cyber Wardens Program.
1.3.6	Continue to support Beacon Foundations High Impact Programs (HIPS) to build career readiness and secure job placements for students from low socioeconomic high schools in regional Tasmania	State Growth (Tourism and Hospitality)	\$100,000	June 2023	Number of student attendance and job outcomes for students	Complete	In July 2023, Beacon Foundation acquitted this grant. They expended \$82,750 of the \$100,000 and delivered the following outcomes: <ul style="list-style-type: none"> • 17 High Impact Programs to 331 student participants • there were 77 industry volunteers, 29 educators, 45 businesses and 15 schools involved across the programs.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.3.7	Continuing to support the Tasmanian Hospitality Association's (THA) Clubs Tasmania program to build capability of Tasmanian community clubs and RSL's in the areas of industrial relations and HR, hospitality training, budget, procurement and other operational practices	State Growth (Tourism and Hospitality)	\$1.15 million over three years	2022-25	Engagement with community, sporting and RSL clubs in Tasmania.	In progress	<p>From 1 January to 30 June 2024, Clubs Tasmania delivered 24 workshops and forums to community clubs, including:</p> <ul style="list-style-type: none"> - Eight Asthma awareness forums across all regions of the state with a total of 96 participants - Three Safeguard Environment for Kids in Sport workshops across the state with 118 attendees - In partnership with Active Tasmania, four Governance workshops across the state with a total of 63 attendees - A technology specific forum on digital sponsorship with a total of 55 attendees - Food and Safety Supervisor courses to over 20 attendees. <p>Clubs Tasmania also travelled around the state and filmed 11 videos, highlighting volunteers in the community and covering topics to help educate community clubs including Office of the Independent Regulator, Volunteers, Clubs that Fundraise Well, and Community Liaison Sport. These will be available on social media in August and September 2024.</p>

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.3.8	Continue the ongoing work of the THA under the Hospitality 2030 Strategy, including regional industry engagement via the Regional Tourism Organisations, promoting the hospitality industry, supporting events, sustainability goals, workforce development and promoting hospitality careers pathways in schools	State Growth (Tourism and Hospitality)	\$2.25 million over three years	2022-23	Reach and analytics of relevant marketing campaigns; zero organic waste from Tasmanian hospitality venues going to landfill by 2030; number of student attendances at school career days, awareness sessions, and showcase; number of participants and exhibitors at external career expos	In progress	<p>Key achievements from 1 January to 30 August:</p> <p>Salamanca Organic Waste Reduction Pilot Program completed, with a final report including outcomes from the pilot, identifying key challenges, and recommendations for the future. Ten hospitality businesses participated.</p> <p>Energy Audit Pilot completed, which involved GHD conducting high-level energy audits for 10 hospitality venues across Tasmania to identify potential cost saving opportunities and reductions in greenhouse gas emissions for the sector. A comprehensive final report was produced including detailed analysis of the audits and recommendations for the future.</p> <p>The THA held Workforce Development Showcases in Hobart, Launceston, Devonport, Flinders Island, King Island, on the East Coast and West Coast. Around 800 students from over 30 schools participated.</p> <p>This year the THA launched the use of virtual reality (VR) technology to expand and modernise training options across industry and in schools. Noting that this technology will be particularly beneficial for regional and remote areas of Tasmania that do not have access to the same training resources and infrastructure as remote areas.</p>

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.3.9	Continue the ongoing work of the THA Great Customer Experience (GCE) Program that engages hospitality venues across the state, working with venue managers and staff to build their capacity, commitment and knowledge, with the overarching goals of improving business operations and elevating the customer experience.	State Growth (Tourism and Hospitality)	\$2.4 million over three years	2022-25	Number of venues engaged; number of venue engagements; number of venue awareness sessions delivered and participants; number of skills sessions delivered and participants; quality of business health checks	In progress	<p>Key achievements from 1 January to 30 June 2024:</p> <ul style="list-style-type: none"> - 862 venues engaged in the Great Customer Experience Program - 79 venue awareness sessions delivered statewide to over 700 participants - 142 business health checks delivered statewide, with businesses receiving an average health rating of 92%. <p>THA is developing a partnership with VXT for referrals for staff training and delivery of specific skills sessions to businesses, tailored to their needs.</p>
1.3.10 (new)	Launch the Level Up Tasmania Games Showcase and Industry Day mini conference.	State Growth (Screen Tasmania)	\$75,000	September 2024	Increased awareness of the Tasmanian games development community, promotion of the games to the general public and media, shared knowledge and in increased sense of community.	In progress	Funding is approved for the Games Showcase. An EOI to games developers will be included, and invitations will be issued for speakers for the Industry Day mini conference.
1.3.11 (new)	Revised and strengthened industry development programs.	State Growth (Screen Tasmania)	\$100,000	2024-25	Upskilling of screen practitioners across documentary, feature films, TV and digital in screen business, marketing, distribution, production and development	In progress	Sponsorship of key industry conferences including AIDC, SPA and ACCS to provide discounted access for Tasmanian practitioners and exclusive workshops. Planning has commenced for the implementation of targeted workshops for project pitching, documentary producing and children's programming.

Objective 4:

Fostering targeted population growth and maximising the opportunity and availability of key population cohorts, including older people and applicable visa holders, to participate in the Tasmanian workforce

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.4.1	Undertake a refresh of Tasmania's Population Strategy	State Growth (Policy and Coordination)	Annual funding of \$200,000 A 2024-25 budget bid has been submitted	January – December 2023	Refreshed Population Strategy released by the end of 2023	Complete	A revised Population Policy was released on 3 July 2024 to lead the state's move towards a more balanced and sustainable population.
1.4.2	Work with Make it Tasmania to showcase small business success stories in order to encourage mainland residents to move to Tasmania and start, relocate, or expand a small business in Tasmania.	State Growth (Policy and Coordination)	Annual funding of \$200,000 (part of the broader Population Strategy funding)	Ongoing	Increase in website visits and social media engagement	Complete	As part of refreshing Tasmania's Population Strategy, the effectiveness of the Make it Tasmania website in reaching target audiences was reviewed and a decision made to close the site due to declining effectiveness, and focus instead on other communications targeted towards supporting the refreshed Population Policy.
1.4.3	Continue to support a range of pathways for prospective skilled migrants through Tasmania's Skilled Migration State Nomination Program	State Growth (Global Education and Migration)	Departmental resources	Ongoing	Fill Tasmania's Skilled Migration State Nomination quota	Ongoing	Tasmania's 2022-23 Skilled Migration State Nomination Program allocation of 4,250 places was fully utilised. A reduced allocation of 1,200 places for the 2023-24 program year was received from the Australian Government and was used to support key areas of skills demand for Tasmanian businesses. An allocation of 2860 places has received for 2024-25 which will facilitate greater support for business to retain highly skilled workers. The Tasmanian Government is in the midst of an ongoing program of collaborative work with the Australian and other state and territory governments regarding migration program planning and settings that genuinely respond to the specific needs of Tasmanian businesses.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.4.4	Plan and deliver activities to connect international students and skilled migrants with employment opportunities and raise awareness of these cohorts with Tasmanian employers.	State Growth (Global Education and Migration)	Departmental resources	2023-24	Target cohorts report increased knowledge and capacity to access employment opportunities	Ongoing	Study Tasmania, working alongside international education providers, continues to support activities that promote student experience including employment opportunities. In 2023-24, this included the roll out of the Student Ambassador Program, Tasmanian Hospitality Training Series and an Employability workshop (with 40 students). The student Ambassador Work Experience Pilot Program was completed in July-August 2024 where student ambassadors were offered work experience within various divisions of the Department of State Growth. Following feedback received from ambassadors and business units, the program will continue in the 2024-25 FY as well. Engagement underway with industry and employers around navigating migration pathways, alongside Department of Home Affairs.
1.4.5	Participate as an active member of the Multicultural Council of Tasmania Employers Conference Steering Group to develop the 2023 conference content with a focus on showcasing Tasmanian businesses who have benefited from diversifying their workplace	Tasmanian Small Business Council	Existing operational budget	March – June 2023	Ongoing participation	Complete	Multicultural Tasmanian Employer Conference was held at Crowne Plaza. The organisers' were very happy at attendance (it was sold out) and outcomes achieved as a result of TSBC support. The TSBC has presented at several multicultural information seminars hosted by the sector through grants facilitated by Hobart City Council. The TSBC continues to participate in MCOT discussions.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.4.6	Participate as an active member of the Council on the Ageing (COTA) Advisory Group	Tasmanian Small Business Council	Existing operational budget	January – December 2023	Ongoing participation	Complete	A significant amount of interaction and cooperation and advocacy (20 meetings/phone calls) with the COTA energy spokesperson on the affordability of energy for small business and older Tasmanians occurred in 2023.
1.4.7	Continue to implement the Regional Jobs Hub Network to bring employers together with jobseekers by providing dedicated employment services including career advice, how to get job ready, and transport options to get to work and training	State Growth (Jobs Tasmania)	Various funding amounts across regionals Jobs Hubs	Various durations	Overarching evaluation underway on the Community Led Employment Model	Ongoing	All seven Regional Jobs Hubs are operational and cover every regional LGA in Tasmania. They continue to deliver outcomes and impact for their communities, supporting employment and training outcomes for residents and delivering workforce solutions to businesses across Tasmania. The 2024-25 State Budget committed additional funding to the Regional Jobs Hubs until 2027.
1.4.8	Target population groups are supported through Jobs Tasmania's suite of employment and participation programs such as Dress for Success, National Disability Service, Fit For Work, and Career Connector	State Growth (Jobs Tasmania)	Various funding amounts across providers	Various durations	Various measures across programs	Ongoing	Jobs Tasmania continues to deliver a suite of complementary programs supporting target population groups experiencing barriers to education, employment and training. This suite of programs support women, migrants, young people, people with disability, of low socio-economic status and older Tasmanians. These programs continue to support Tasmanians into employment, education and training.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.4.9	Continuing to support the Tasmanian Hospitality Industry's supporting women in leadership program to upskill, encourage and inspire women to undertake a role in leadership and ensure a greater representation of women in these roles in the hospitality industry	State Growth (Tourism and Hospitality)	\$600,000	2022-25	Attendance numbers at networking events Number of scholarship recipients	Ongoing	Key achievements from 1 January to 30 June 2024: - Second intake of 15 scholarships opened for application in May 2024, and have been allocated, offered and accepted. Study will commence in July/August, where it fits with course intake. - Five networking events were held across the state - in Hobart, Launceston, East Coast and Cradle Mountain with approximately 175 attendees in total.
1.4.10 (new)	Design and deliver a multicultural small business grant program to build capability and new skills	State Growth (Small Business)	\$400,000 over two years	2024 - 2026	Multicultural businesses successfully implement projects.	In progress	Target opening date of 19 November 2024. Grants of between \$700 and \$5,000 for multicultural small businesses will be available to help finance projects that build capability and new skills. Projects might include building a website, developing strategic marketing plans, advice, coaching or training.

Objective 5:

Embracing and trialling innovative and coordinated solutions to the supply of housing for workers to ease pressure on small businesses and the communities that they operate within

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.5.1	Develop and launch Tasmania's first 20-year Housing Strategy to build a sustainable housing system for all Tasmanians. The draft strategy will be released for public consultation ahead of being finalised, and will consider demand and supply requirements of housing for key workers (for example for the nursing, teaching and other service sectors) as well as surge and seasonal workers (for example in the mining and renewable energy sector, and for the agriculture, tourism and hospitality sectors)	Homes Tasmania	Departmental resources	August 2023 (proposed strategy release)	Strategy is released in 2023	Complete	Tasmanian Housing Strategy 2023-43 and accompanying Action Plan (2023-27) were released on 16 November 2023. Key worker housing is a focus area under Priority 4 'Enable Local Prosperity'.
1.5.2	Investigate the potential of container-based accommodation pods to be used to provide hospitality/tourism worker accommodation in remote regional areas with high demand	Office of the Coordinator-General (OCG)	Departmental resources	August 2023	Completion of report	In progress	The OCG received a report that was commissioned to identify cost-effective, compliant solutions to issues for container modification. The report indicates that conversion of most existing container-based housing for worker accommodation in remote areas (particularly those in high-altitude and/or wetter areas) is unlikely to be cost-effective due to substantial rectifications required to combat condensation, in particular. The OCG is progressing further work on the potential for ex situ modification to improve the value proposition of this type of housing.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
1.5.3	Investigate the development and/or use of an existing (or to develop a new) digital platform to match workers with available housing	State Growth (Tourism and Hospitality Support) and OCG	Departmental resources	June 2023	Completion of feasibility study	Complete	Various options have been explored for a Worker Housing Facilitator platform to connect the existing supply of housing with demand but no feasible option has been identified at this point.
1.5.4	Investigate the availability and use of University of Tasmania pods (180 beds) for short term lease for tourism and hospitality workers over summer in 2023-24 and 2024-25	State Growth (Tourism and Hospitality Support) and OCG	Departmental resources	Ongoing	Securing leases and providing short-term accommodation for seasonal hospitality workers	Complete	OCG facilitated an introduction with a potential commercial partner for UTAS to continue to work with on this project.
1.5.5	Facilitate local government/private enterprise partnerships to deliver staff (including essential worker) accommodation in regional areas. This includes identifying administrative/legislative barriers to partnership development and accommodation delivery	Office of the Coordinator-General (OCG)	Departmental resources	Ongoing	Regulatory change (if required)	In progress	The OCG is working with Homes Tasmania and relevant industry associations such as Housing Industry Association and Master Builders Association to ensure the regulatory environment is conducive to efficient delivery of home construction.

Theme two



Place

Tasmania has enormous appeal as a place to live, work and do business. Tasmania's drawcards are many, bringing tourists, entrepreneurs and new residents attracted by the lifestyle opportunities, natural environment and interconnected communities.

Objective 1:

Encouraging and helping businesses to align themselves to the Tasmanian brand to further enhance its strength and maximise leveraging opportunities

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
2.1.1	Work with Tasmanian tourism operators to encourage them to contribute to the Off Season 2023 campaign that will position Tasmania as a must-do winter experience and drive visitation over a traditionally quieter period	Tourism Tasmania	Agency resources	Campaign to launch in key domestic markets in April 2023	Campaign successfully launched	Complete	The campaign was successfully delivered with industry participation growing. 274 industry offers and 48 festivals and events were registered (+75% year on year) with good regional balance around Tasmania.
2.1.2	Promote the Australian Tourism Data Warehouse (ATDW) as a free resource to eligible Tasmanian tourism businesses to broaden their digital channels and reach a wider online audience through listings on the Discover Tasmania website and App	Tourism Tasmania	Agency resources	Ongoing	Number of ATDW listings	Ongoing	3,067 active ATDW listings are currently being promoted across both the Discover Tasmania website and app, as well as via featured stories in the subscriber newsletters. ATDW is promoted as a free resource for eligible Tasmanian businesses, with operators encouraged to create/update their listings via TTAS' corporate website, industry toolkits, and industry-facing newsletters.
2.1.3	Develop and launch the Discover Tasmania App, designed to enhance the on-ground experience of visitors by helping them discover things to do, events and services and connect to tourism and hospitality businesses in Tasmania	Tourism Tasmania	Agency resources	January - April 2023	App is launched to market in April	Complete	The Discover Tasmania app was successfully launched in April 2023. Ongoing promotion of the app continues, and to date there have been more than 84,700 app downloads, exceeding both launch and ongoing monthly targets.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
2.1.4	Provide free access to visitor survey data that profiles the characteristics, travel behaviour and expenditure of visitors through the Tasmanian Visitor Survey (TVS) Analyser and published reports available on the Tourism Tasmania website	Tourism Tasmania	Agency resources	Updated quarterly	Published visitor data reports	Ongoing	Regular public reporting has been maintained through 2024, including quarterly snapshots of visitor statistics from the TVS, IVS, NVS and accommodation indicators published in March and June, alongside updates of the free and always-on TVS Analyser interactive dashboard for industry and stakeholders. To inform its marketing strategy, the agency also studied Australian leisure travellers to improve market opportunities. This helped identify three key target segments for future marketing activity, including Conscious Adventurers, Discoverers, and Positive Impact Travellers.
2.1.5	Work with the COSBOA Board as Australia's peak small business advocacy body to encourage a future National Small Business Summit to be held in Tasmania	Tasmanian Small Business Council	Existing operational budget	Ongoing	Agreement to hold the summit in Tasmania	In progress	Ongoing discussions may result in the Summit to be held in Tasmania in 2026 with Tasmania seen as a highly desirable destination.
2.1.6	Deliver the annual Tasmanian Export Awards program that grows, celebrates and promotes the state's export excellence, aligned to the national award framework.	State Growth (Trade and International Relations)	Departmental resources	June – December 2023	An increase in the number of businesses provided with a service and / or support; an improvement in brand awareness in targeted markets; at least 80 per cent of businesses satisfied with the quality of services provided; an increase in the value of products or services sold by Tasmanian businesses to the domestic or international market, where these businesses have been supported through the Tasmanian Trade Strategy	Complete	The Australian Export Awards ceremony was held at Parliament House on 30 November and hosted by the Federal Minister for Trade and Tourism. The Tasmanian Export Awards 2023 Gala Dinner was held at the Country Club Tasmania on 22 September, celebrating businesses reaching the highest level of export achievement in the last financial year. Nine businesses were presented with awards on the evening, with two of the nine awarded both a national and state award.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
2.1.7	Consideration of the Tasmanian Brand in the strategic visioning and future roadmap for the heritage sector with a particular focus on tourism and the visitor economy	Department of Natural Resources and Environment	Departmental resources	30 June 2023	Sector Round Table held and agreed sector priority plan in development	Ongoing	Ongoing discussions with Brand Tasmania and Tourism Tasmania in relation to articulating the contribution of the heritage sector to Tasmania's Brand Values.
2.1.8	Delivery of the TradeStart support service providing assistance to Tasmanian businesses/producers seeking to export to international markets or expand to new international markets	Tasmanian Chamber of Commerce and Industry	Austrade	30 June 2024	Businesses supported to enter or expand international export markets	Complete	<p>The TCCI TradeStart adviser retired on 30 June 2024. TCCI has partnered with State Growth to deliver TradeStart services, and the Tasmanian TradeStart adviser is now employed by State Growth.</p> <p>Export services have been provided to 50+ businesses through TradeStart document services, in addition to the businesses supported through the TradeStart service.</p>
2.1.9	Encouraging businesses to use and understand the Tasmanian brand through storytelling initiatives including a content project across a broad range of sectors and backgrounds	Brand Tasmania	Agency resources	Ongoing	A minimum of two new content creations every three months on the Brand Tasmania website and social media channels	Ongoing	60 stories have been told across Brand Tasmania's website and social media channels between January 2023 and 30 August 2024.
2.1.10 (new)	Support Destination Southern Tasmania to identify key tourism opportunities for Tasmania's Heartlands Regions (including for small businesses) and develop business case for investment	State Growth (Tourism and Hospitality)	\$150,000	2024-25	Report and business case complete	Yet to commence	Yet to commence
2.1.11 (new)	Assist small hospitality businesses in regional Tasmania to attract visitors through a regional hospitality revival grant program	State Growth (Tourism and Hospitality)	\$500,000	2024-25	Program delivered	Yet to commence	Yet to commence

Objective 2:

Playing to our strengths, continuing to increase business resilience, and improving processes to address challenges relating to our location and size, while celebrating and maximising the opportunities that the Tasmanian way of life presents, including Tasmania's vibrant arts and cultural activities

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
2.2.1	Design and deliver phase two of the Minding Your Business Mental Health Program, providing free and dedicated counselling for all small businesses and strengthening relationships between mental health organisations and key business stakeholder organisations	State Growth (Small Business) / Lifeline Tasmania	Up to \$400,000 over two years	January – December 2023	A minimum of 100 counselling sessions delivered between January and December 2023	Complete	Delivery of phase two of the program officially concluded on 31 December 2023, however the telephone/online counselling service was extended for a further six months until 30 June 2024.
2.2.2	Investigate new collaboration opportunities to provide additional mental health support for the small business sector	State Growth (Small Business)	Departmental resources	January – December 2023	At least one new support mechanism is delivered	In progress	Now and into the future, the Business Tasmania website serves as the primary source of information for small businesses about the services and supports available to help maintain the mental health of business owners, managers and employees. Services currently featured on the website include the Tasmanian Government's Take A Minute Campaign, Beyond Blue's New Access for Small Business Owners Program, and the federally funded Ahead for Business Program.
2.2.3	Design and deliver a business emergency continuity online planning tool that enables any small business to develop a tailored action plan to prepare for natural disasters, a tailored response plan to use during an emergency event, and a recovery plan to move forward after the event has passed	State Growth (Small Business)	State Emergency Service grant and Departmental resources	Anticipated launch by December 2025	Online tool available on the Business Tasmania website	In progress	Planning and scoping for the tool is now finalised and actions are underway to engage a service provider to build it. At present the tool is anticipated to be launched in late 2025.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
2.2.4	Plan and co-deliver capacity and capability building programs in governance, fundraising, intellectual property, digital transformation, and law for the cultural and creative sector (in partnership with the Tasmanian Symphony Orchestra, Arts Law Australia, Digital Ready, Creative Partnerships Australia and Creative Australia)	State Growth (Arts Tasmania)	Departmental resources	Each financial year	Number of attendees. Improved governance capability for Tasmanian arts organisation, measured through board skills matrix and diversity	Ongoing	Arts organisation clients regularly attend capacity and capability development programs offered by Arts Tasmania, Creative Australia and other areas of State Growth. This is a continuing and ongoing piece of work.
2.2.5	Implementation of a five-year Events Strategy that enhances Tasmania's events calendar and generates greater economic and cultural benefits for the people and businesses of Tasmania	State Growth (Events Tasmania)	Departmental resources	January – December 2023	Launch of strategy	Complete	Strategy was launched on 7 June 2023.
2.2.6	Revise Screen Tasmania's program guidelines to reduce the burden on industry, and better capitalise on the unique nature of the Tasmanian screen production sector	State Growth (Screen Tasmania)	Departmental resources	March – June 2023	Revised programs launched, formal industry feedback via survey of applicants	In progress	Most program guidelines have been revised, aimed at reducing the burden on clients, with the remainder expected to be in place by end 2024. These have been well-received by industry.
2.2.7	In accordance with the 'Cultural and Creative Industries Recovery Strategy: 2020 and Beyond', the agency will increase training and industry development opportunities for both the creative and practical elements of screen content-creation, therefore increasing the number of skilled practitioners in the state. This, in turn, makes Tasmania a more appealing location for productions, exporting Tasmanian stories and locations, and creating work for practitioners	State Growth (Screen Tasmania)	Departmental resources and external grant (Screen Australia)	January 2023 – June 2024	An increase of funded attachments and training placements both within Tasmania and the mainland for developing screen and production professionals	Complete	Screen Tasmania secured additional traineeships and attachments on large budget interstate productions and several placements on local productions in 2023-24. The duration of attachments has been increased, reflecting industry feedback. Overall numbers will be increased from previous years.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
2.2.8	Facilitate collaboration with Brand Tasmania to promote the Antarctic brand as part of being Tasmanian to grow the Antarctic and Southern Ocean sector, strengthening employment opportunities and developing a capable local workforce	State Growth (Antarctic Tasmania)	funding will support a total \$50 million in loan capital	Ongoing	Increase awareness of Antarctic sector opportunities	In progress	Antarctic Tasmania is partnering with Brand Tasmania to promote Tasmania as an Antarctic gateway and highlight career opportunities in the Antarctic and Southern Ocean sector through the "Tasmanian Stories" initiative on the "Tasmanian" website.
2.2.9	Continuing to work with the Tasmanian Hospitality Association to deliver the Mental Health and Wellbeing Support Program to deliver support and assistance services to hospitality business owners and staff	State Growth (Tourism and Hospitality)	\$600,000 over three years	2022-25	Participants at mental health workshops; reach and engagement with HOSPO Health resources; number of completions of the accredited mental health first aid courses	In progress	Key achievements from 1 January to 30 June 2024: <ul style="list-style-type: none"> - 196 HOSPO Health checks conducted for business owners and staff - 12 HOSPO Health podcasts released - 10 HOSPO Health videos produced - 16 online short courses developed - Wellbeing framework completed - A total of six Mental Health First Aid Courses delivered to 77 participants - Six participants completed the Lifeline Accidental Counsellor Course
2.2.10	Supporting Tasmanian businesses through the Tourism Innovation Grant Program to develop new and improved tourism products and experiences that will generate visitation, create strategic benefit for the tourism and hospitality sectors and assist in the development of contemporary and competitive tourism offerings	State Growth (Tourism and Hospitality)	\$8 million	2022-25	Successful recipients of grant funding creating projects that increase and expand visitor demand to the broader benefit of the tourism and hospitality sector	In progress	18 projects across the state secured funding through the Program. The funding was spread across Tasmania's regions. The majority of projects are currently expected to be completed by May 2025. A total of \$4.3 million has been paid to Tourism Innovation Grant recipients as they have reached project milestones.

Objective 3:

Continuing to be a leader in the global shift towards more sustainable practices and renewable energy by enabling, encouraging, and supporting businesses to participate in and leverage Tasmania's innovative solutions and approach

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
2.3.1	Implementation of Electric Vehicle ChargeSmart Grants: ChargeSmart grants support Tasmanian organisations to install electric vehicle charging stations. The current round of ChargeSmart Grants will result in the installation of 20 fast charging stations and 23 destination chargers across regional areas and tourism hotspots	State Growth (Renewables, Climate and Future Industries)	\$773,000	For completion in 2023	All charging stations installed	In progress	22 Destination Chargers installed, one could not proceed and has been repaid. 16 Fast Chargers installed, one could not proceed and has been repaid, three due for completion by end of 2024.
2.3.2	The Climate Change (State Action) Act 2008 was amended in 2022 to include a provision requiring the government to prepare Emissions Reduction and Resilience Plans (the Plans) for sectors, including the transport sector. The Plans will be developed in consultation with business and industry	State Growth (Renewables, Climate and Future Industries)	Departmental resources	Through to November 2023	Plan to be delivered by November 2023	In progress	The Transport Plan was publicly released on 24 September 2024. Plans for the remaining sectors are due to be delivered by the end of November 2024.
2.3.3	Deliver the Metro Tasmania Zero Emissions Bus Trial	Metro Tasmania with support from State Growth (Renewables, Climate and Future Industries)	\$6 million in equity for Metro for battery electric, \$11.3 million from the Renewable Hydrogen Industry Development Funding Program	2023-24	Buses on road; learnings for Metro from new technologies; demonstration of hydrogen project for industry development	In progress	Four battery electric buses have been operating in Launceston since early 2024. Hydrogen fuel cell battery electric buses are due to be operating in Hobart in Q3 2024. Works have commenced on the hydrogen refuelling station and hydrogen production facility.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
2.3.4	Working with suitable suppliers to encourage take-up of platform-based emissions reduction plans for small businesses	Tasmanian Small Business Council	Existing operational budget	Ongoing	Platform deemed suitable and adoption by small businesses	Ongoing	Further investigation in relation to suitable suppliers is ongoing as to the best support that could be offered to small businesses to reduce platform-based emissions. In addition, the TSBC continues to provide active input to the plastics free Tasmania initiative currently designed to remove plastic bags and utensils from the end user.
2.3.5	Deliver the Business Resource Efficiency Program which aims to help small to medium sized businesses reduce their consumption of resources and minimise waste streams, reduce operating costs and drive productivity gains, and provide businesses with practical and tailored information about ways to improve their resource efficiency	State Growth (Renewables, Climate and Future Industries)	\$200,000	2023	Participating businesses have a greater understanding of reducing their consumption of resources and improve resource efficiency	Complete	The Business Resource Efficiency Program (BREP) has formally concluded. It was delivered by Business Action Learning Tasmania (BALT), and 19 participants from 14 businesses took part. Seven businesses were located in the north, six in the south and one in the north- west. The BREP Review Forum took place on 21 September in Launceston, where participants shared their project outcomes.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
2.3.6	Plan and begin delivery of four initiatives to build the capacity of tourism and hospitality businesses to undertake carbon reduction activities, increasing awareness and advocacy, and exploring policy options around visitor contributions: Activity 1 – support for carbon audits Activity 2 – support for tourism and hospitality operators for tailored carbon reduction activity Activity 3 – storytelling Activity 4 – contracted expertise for visitor contribution project	State Growth (Tourism and Hospitality)	\$1.4 million	Over two years commencing May 2023	Activity 1: number of successful recipients of grant funds and projects completed. Activity 2: number of carbon auditing vouchers provided to industry and number of operators subscribed to carbon reduction plans; number of workshops and sessions run by Tourism Industry Council Tasmania. Activity 3: number of carbon reduction stories used by Tourism Tasmania; engagement metrics on these stories. Activity 4: business case delivers insights to make decisions on visitor contribution	In progress	Activity 1: A total of \$620,000 was awarded to 14 tourism and hospitality businesses to implement emissions reductions projects. Businesses have 12 months to complete their projects, with all projects expected to be completed by January 2025. The department is considering a second round of the program in consultation with ReCFIT to expend the remaining funds. Activity 2: This activity is due to conclude on 31 December 2024, and uptake of the program has been strong. Activity 3: Tourism Tasmania initiated the creation of a four-part video series to elevate and profile tourism industry operators who are undertaking sustainability initiatives. The video series will be launched through Tourism Tasmania's website and social channels in September 2024. Activity 4: Tourism Tasmania has completed research into consumer response and willingness to pay, and the business case is in final stages of consideration by industry and government through the T21 partnership.

Theme three



Enabling Business

Tasmania's geography, attributes and community provide a key point of difference for our products, services and experiences, but it also requires a different approach to supporting our businesses. Our businesses want flexible, innovative, and efficient policies, processes and approaches to assist them to reach their full potential and to grow in their own way.

Objective 1:

Modernising, revitalising and upgrading the business advice and support services that are available to new and existing Tasmanian businesses to ensure that they are accessible, fit for purpose and relevant to current and emerging business needs

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.1.1	Begin implementation of an updated business advice service model called the Tasmanian Business Advice Service (TBAS) that delivers on the findings and recommendations of the external review of the Enterprise Centres Tasmania Program undertaken in 2022	State Growth (Small Business)	Departmental resources	January 2023 – June 2024	All recommendations are implemented through a staged approach commencing 1 July 2023	Complete	Service implementation commenced on 2 October 2023.
3.1.2	Develop and deliver a new and contemporary online business advice platform to enable all Tasmanian businesses to access up-to-date, self-guided, ongoing business planning and support, in any stage of the business life-cycle, 24 hours a day, seven days a week. As an initial activity, undertake a public tender process to appoint a service provider with the necessary business advice and IT skills to design and deliver the online platform	State Growth (Small Business)	Departmental resources	From January 2023	Tender process is delivered by June 2023	In progress	A public tender process was undertaken in early 2023 to test the availability of a suitable and accessible solution that provides value for money however did not procure a suitable solution. Following a review of the process, a new and refined public tender process is underway with the aim of securing a suitable service provider by October 2024.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.1.3	Appoint a pool of experienced, skilled, and diverse on-ground generalist business advisors to provide up to five hours of free advice to existing businesses. A grant program will be delivered to secure the new advisors	State Growth (Small Business)	\$1,714,000 over two years	July 2023 – June 2025	Grant program delivered and new services commence on 1 July 2023	Complete	The grant program closed in April 2023 with 12 applications received. The successful applicants were notified in July 2023. The rigorous assessment process took longer than anticipated and as such the commencement of the new service was delayed until 2 October 2023.
3.1.4	Identify opportunities for the implementation of specialist business advisors to complement the generalist business advisor services within the TBAS, with an initial focus on industry specialists for the Tourism and Hospitality sectors	State Growth (Small Business)	Departmental resources	From 1 July 2023	Plan developed by December 2023	Ongoing	Initial opportunities have been identified and staged implementation is underway. Additional resourcing was provided to the Digital Ready for Business Program to support tourism and hospitality operators increase their digital expertise. The next area of focus will be implementing regulatory reform for the agritourism industry.
3.1.5	Develop and deliver a program of industry-specific collaborative briefings for the TBAS on-ground advisors as part of ensuring best practice and professional development	State Growth (Small Business)	Departmental resources	From 1 July 2023	Quarterly briefings are delivered as planned	In progress	Briefings take place each quarter and provide business advisors with an opportunity to discuss program delivery insights, receive statewide program updates from the department in relation to client numbers, key topics of advice sought and marketing activities, and hear from guest speakers.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.1.6	Rebrand and upgrade the Enterprise Centres Tasmania website in-line with the updated TBAS	State Growth (Small Business)	Departmental resources	April – June 2023	Updated website and brand goes live 1 July 2023	Complete	Updated website and branding was published on 2 October 2023. Planning for further website updates is underway which includes work to publish good news stories from businesses who accessed the business advice service.
3.1.7	Design and deliver round three and four of the Business Advice and Financial Guidance Program to enable small businesses to access specialist financial services and business support to assist in recovery, transition, growth or application of other management strategies	State Growth (Small Business)	\$800,000 (total funding pool across both rounds)	17 July 2023 – 30 May 2025 unless fully prescribed before hand	Round three and four open by end July in the relevant year	In progress	Round three opened 17 July 2023 and closed early due to being fully subscribed. 312 small businesses successfully received grants. Round four of the program opened on 15 July 2024.
3.1.8	Continue to provide information relating to grants and support programs offered by government for the small business sector	State Growth (Small Business)	Departmental resources	Ongoing	Up to date information is hosted on the Business Tasmania website and included regularly in the Business Tasmania e-newsletter and social media channels	Ongoing	A comprehensive range of support and funding opportunities is hosted on the Business Tasmania website and promoted regularly in the newsletter and on Facebook.
3.1.9	Upgrade the Business Tasmania website to ensure ongoing useability and functionality	State Growth (Small Business)	Departmental resources	From June 2024	Updated content, menu improvements and functionality delivered	In progress	The requirements for the upgrade to the website are currently being scoped.
3.1.10	Work collaboratively with business advice and support suppliers to ensure they are aware of the capacity and capability of the Tasmanian Small Business Council to support and complement their activities	Tasmanian Small Business Council	Existing operational budget	Ongoing	Discussions with providers leading to increased knowledge and understanding	In progress	Referrals to various programs and services is ongoing as well as delivery of the Cyber Wardens program.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.1.11	Deliver the Accelerating Trade Grant Program to assist eligible Tasmanian business to collaborate, expand their presence and introduce Tasmanian products and services to the world	State Growth (Trade and International Relations)	Departmental resources	Ongoing	An increase in the number of businesses provided with a service and / or support; an improvement in brand awareness in targeted markets; at least 80 per cent of businesses satisfied with the quality of services provided; an increase in the value of products or services sold by Tasmanian businesses to the domestic or international market, where these businesses have been supported through the Tasmanian Trade Strategy	In progress	For 2023-24: -105 applications were received - 83 applications were approved - \$529,099 in grant funding was approved - More than \$372,587 in grants were paid to 57 Tasmanian businesses - More than \$36.1 million in trade increases were estimated by clients as a result of the funded projects. The 2024-25 Program was opened in August 2024.
3.1.12	Provide free information sessions and business advice, tailored to business size, industry and specific needs through the WHS Advisory Service	Tasmanian Chamber of Commerce and Industry	WorkCover Tasmania	30 December 2023	Six workshops delivered. Businesses access support to meet WHS compliance obligations	Complete	60 workshops delivered, supporting over 130 businesses.
3.1.13 (new)	Provide an interpretive service for clients accessing State Growth programs and services, where English is the second language	State Growth (Small Business)	\$20,000 per year for four years	From 2024-25	Increased awareness of service is demonstrated by growth in uptake over time	In progress	Communications activities under development to spread awareness of the service through key stakeholder organisations.
3.1.14 (new)	Design and deliver an Advanced Manufacturing Productivity Grant Program to support a range of business improvement, quality assurance and unaccredited training activities for advanced manufacturers	State Growth (Advanced Manufacturing and Defence Industries)	\$450,000	October 2024 – June 2025	Program fully subscribed and high levels of client satisfaction	Yet to commence	Yet to commence

Objective 2:

Collaborating to ensure the Tasmanian entrepreneurial spirit is nurtured and new businesses that contribute to our brand, reputation, and appeal are supported

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.2.1	Develop and implement through a staged approach a new support program for intenders, start-ups and new businesses	State Growth (Small Business)	Departmental resources	From January 2023	Minimum two new tools available for use by 30 June 2024. Ongoing support for this sector is provided.	Ongoing	<p>A revised Guide for Starting a Small Business in Tasmania and online tool to test the feasibility of business ideas have been launched on the Business Tasmania website.</p> <p>Other supports are currently being investigated.</p> <p>A review of the New Business Support Pilot Program is planned to evaluate the outcomes of the program and to determine the future delivery model of services to this sector.</p>
3.2.2	Develop and deliver a grant program to appoint suitably qualified business advisors to provide up to two hours of free and independent business advice to new businesses as part of the new support pilot program	State Growth (Small Business)	Departmental resources	February 2023 – June 2024	Grant program delivered and new services commence on 1 July 2023	Complete	Grant program successfully delivered with five service providers appointed to deliver the pilot program across the state.
3.2.3	Develop and deliver the Unlocking Business Opportunities (UBO) tool that enables feasibility testing of business concepts	State Growth (Small Business)	Departmental resources	January – June 2024	UBO is available for use by early 2024	Complete	The UBO launched in early 2024 and can be accessed at ideas.business.tas.gov.au
3.2.4	Develop and deliver an annual program of face-to-face workshops and networking events, and online information sessions for business intenders, start-ups and new businesses	State Growth (Small Business)	Departmental resources	Annually	Minimum of four events delivered each year	Ongoing	A series of eight statewide events were hosted by Business Tasmania between 23 October 2023 and 14 November 2023. The events showcased the new Tasmanian Business Advice Service and New Business Support Pilot Program as well as a range of other support delivered by the Tasmanian Government. Additional events have been delivered to date in 2024 in collaboration with business advisors from the New Business Support Pilot Program.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.2.5	Update the Starting a Small Business in Tasmania Guide and associated tools to ensure ongoing currency and relevance of information	State Growth (Small Business)	Departmental resources	April - December 2023	Updated guide is available from January 2024	Complete	The updated guide was launched in January 2024 and is available on the Business Tasmania website
3.2.6	Deliver round two of the Business Incubator and Accelerator Pilot Program to fund private-sector partners to aid the development of emerging and innovative business ideas across a variety of sectors	State Growth (Small Business)	Up to \$1 million	July 2023 – December 2025	A minimum of two new incubator or accelerator programs commence delivery by 1 July 2023	In progress	Four applicants were awarded funding totalling approximately \$850,000. Three accelerator programs and one incubator program are currently underway with all expected to be completed next year.
3.2.7	Continue to support the Tasmanian Hospitality Association's Great Customer Experience Program to create a free customised advice and support service with the aim of improving customer service in accommodation venues/hotels/ restaurants and cafes within Tasmania	State Growth (Tourism and Hospitality)	\$2.4 million over three years	2022-25	Engagement with hospitality venues / engagement of staff	In progress	Reporting on the first 12 months highlights the following outcomes: <ul style="list-style-type: none"> • The GCE program delivered 109 venue awareness sessions to 938 staff. • 345 business health checks were conducted.
3.2.8	Continue to support and build the start-up ecosystem through the Enterprize innovation hubs in Launceston and Hobart that provide locations for training, mentoring and pre-start-up and early stage business activity. Extend the Enterprize operations to the North West Coast	Office of the Coordinator- General (OCG)	\$278,000 per year Plus \$125,000 per year	Ongoing to 2024 – 25	Continued operation of innovation hubs in Launceston and Hobart. Established presence on the North West Coast	In progress	Operational support of innovation hubs in Launceston and Hobart continues. Enterprize is actively pursuing a suitable space in Devonport for a potential Enterprize Hub, as well as assessing other locations across the coast.
3.2.9	Support Tasmanian businesses to develop and commercialise new technology for Antarctic science and research	State Growth (Antarctic Tasmania)	Departmental resources	Ongoing	Increased engagement of Tasmanian businesses in new technology for Antarctic science and research	In progress	Antarctic Tasmania continues to engage with Tasmanian businesses to explore opportunities for Tasmanian businesses with the Antarctic and Science sector, and related fields.
3.2.10 (new)	Launch of the Advanced Manufacturing Action Plan 2028	State Growth (Advanced Manufacturing and Defence Industries)	Various	2024-27	Programs are fully subscribed with positive outcomes and actions completed with high stakeholder satisfaction	Yet to commence	Yet to commence

Objective 3:
Working with various levels of government and key stakeholders to provide businesses with as much certainty as possible to meet the ongoing challenges that exist with the current and future operating environment

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.3.1	Work in partnership to monitor identified activities associated with the implementation of the Small Business Growth Strategy 2026	State Growth (Small Business) / Tasmanian Small Business Council / Tasmanian Chamber of Commerce and Industry	Existing operational budget	Ongoing	Positive outcomes reported against published activities	In progress	There is a 2024 election commitment to provide the Tasmanian Small Business Council with a grant to support their ongoing operations and advocacy, including to support delivery of the Small Business Growth Strategy 2026. The grant is for \$260,000 over four years (\$65,000 per year). Additionally, there is an election commitment for \$100,000 per year over four years for a collaboration between the Tasmanian Chamber of Commerce and Industry and the Small Business Unit on a new Regional Chambers Program. The program will see regional chambers and business groups provided with critical support to deliver projects that will benefit their organisations, as well as businesses in their region more broadly. This commitment is awaiting passage of 2024-25 Budget.
3.3.2	Investigate the viability of adopting a Small Business Friendly Councils initiative as encouraged by the Australian Small Business and Family Enterprise Ombudsman	State Growth (Small Business)	Departmental resources	Target commencement date of January 2024	Investigation commenced	Complete	This initiative was superseded by a project undertaken in relation to improvements to service standards for government permits and approvals published on the Australian Business Licence and Information Service (ABLIS) website. Ongoing consideration will be given to how best to continue enhancing a business-friendly environment.
3.3.3	Working closely with State Roads to better inform businesses in relation to road works that may impact operations, and how to prepare for planned disruptions	State Growth (Small Business)	Departmental resources	Ongoing	Increased engagement with department services to assist with continuity planning	Ongoing	Collaboration is ongoing to ensure State Roads is aware of the support available to assist businesses who are impacted by road works.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.3.4	Development and roll out of a program of meetings with key representative stakeholders to strengthen relationships and better understand industry sector challenges	State Growth (Small Business)	Departmental resources	Ongoing	20 meetings delivered by 30 June 2024	Ongoing	From 1 July 2023 to 30 August 2024, more than 120 meetings with external stakeholders have occurred.
3.3.5	Contribute to a coordinated and cooperative state-wide approach to mountain biking product development and management	State Growth (Tourism and Hospitality)	\$30,000	February – June 2023	Launch of Mountain Bike Framework and Toolkit	Complete	The Mountain Bike Framework and Toolkit is completed and endorsed by the Mountain Biking Network Tasmania.
3.3.6	Partner with Tasmanian associations and business clusters to design, implement and broaden trade programs and initiatives to support market growth and stability against trade shocks	State Growth (Trade and International Relations)	Departmental resources	Ongoing	An increase in the number of businesses provided with a service and / or support; an improvement in brand awareness in targeted markets; at least 80 per cent of businesses satisfied with the quality of services provided; an increase in the value of products or services sold by Tasmanian businesses to the domestic or international market, where these businesses have been supported through the Tasmanian Trade Strategy	In progress	To date in 2023-24 associations that have been supported include: <ul style="list-style-type: none"> • Tasmanian Whisky and Spirits Association – provided with a one-off grant to commission consumer sentiment market research and to update the Tasmanian Whisky Trail website, along with developing supporting promotional brochures. • Fruit Growers Tasmania – currently negotiating a grant (co-founded by NRE) to undertake strategic marketing and promotion of the Tasmanian fruit industry. • Wine Tasmania – a one-off grant to facilitate an inbound buyers program.
3.3.7	Design and deliver the Tasmanian Survey of Business Expectations	Tasmanian Chamber of Commerce and Industry	Department of State Growth (Small Business)	30 June 2024	Four surveys of businesses per year. Results provided to State Growth	Complete	In the reporting period the TCCI has designed and delivered two Tasmanian Surveys of Business Expectations in consultation with the Department of State Growth. The Jan-Mar 2024 (Q4) survey had a good level of engagement and results. The Apr – Jun 2024 (Q1) survey had a high level of engagement. A prize draw was offered to encourage take up and results have been presented. The Jul-Sep 2024 (Q2) survey had a good level of engagement and results. A prize draw was offered to encourage take up and results have been presented.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.3.8	Design and deliver the Large Business Customer Electricity Support Scheme to provide a rebate of up to \$20,000 for eligible contracted entities that consume more than 150MWh of electricity per annum to assist offset higher electricity prices	State Growth (Commercial and Agribusiness Finance)	\$6 million	March – July 2023	Number of rebates provided	Complete	This program closed on 31 July 2023 with 76 applications approved, totalling \$1.1 million.
3.3.9	Design and deliver the Energy Saver Loan Scheme (ESLS) to help make small business (and households) more energy efficient by providing fee-free and interest-free loans of up to \$10,000 to fund the purchase price and installation of energy efficient products	State Growth (Renewables, Climate and Future Industries)	Funding will support a total \$50 million in loan capital	Through to October 2025	Number of loans supported by the program, as a proxy for the energy savings captured by business	In progress	To date 47 small businesses, as well as 137 landlords have accessed ESLS to fund energy efficient investments valued at \$1.8 million. The overall ESLS program has delivered \$22.8 million in loan value to over 2,700 Tasmanian households and small businesses.
3.3.10 (new)	Facilitate support for the delivery of the Farm Debt Mediation Scheme	State Growth (Policy and Coordination)	\$627,000 (total funding pool to support program development, administration and grant program)	From program launch (planned for early 2025)	Increased awareness of the program and level of support available	In progress	Discussions have commenced with Business Tasmania to promote the program and increase awareness through Business Tasmania channels.
3.3.11 (new)	Launch the \$50 million Regional Tourism Development Loan Scheme	State Growth (Commercial and Agribusiness Finance)	Funded via TDR	2024-26	Supporting investment in tourism products and experiences that stimulate regional tourism and dispersal in Tasmania	Ongoing	Program is now open and closes for applications on 30 June 2026 unless all funding is utilised prior.

Objective 4:

Supporting businesses to meet increasing demand by working with the business community and representative organisations to address the barriers to scaling-up operations

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.4.1	Develop a program of information sessions and/or webinars that address the common barriers to scaling-up business operations	State Growth (Small Business)	Departmental resources	From January 2023	Program is developed by 30 June 2024	Ongoing	From January 2023 to 30 August 2024, Business Tasmania has delivered and/or presented at 42 events to assist businesses address common barriers to scale up their operations.
3.4.2	Design and deliver a Small Business Growth Strategy Grant Program that provides funding across multiple streams for small businesses or representative organisations to undertake projects that relate to one of the strategy's themes	State Growth (Small Business)	\$1 million	Round one opens 7 March, closes 4 April 2023	Funds are fully allocated	Complete	The grant program has been delivered with 19 businesses and seven membership organisations awarded grants totalling just under \$1 million. All 26 projects are due for completion by December 2025.
3.4.3	Update and digitise the Better Workplace Kit	State Growth (Jobs Tasmania)	Departmental resources	30 June 2025	Kit is updated and available online by 30 June 2025	Ongoing	Jobs Tasmania established a working group to support the update and digitisation of the the Better Workplaces Employer Resources Kit. The working group has met on a number of occasions and work is progressing.
3.4.4	Design and deliver a grant program to support smaller Tasmanian-based emerging manufacturing enterprises to scale-up to better compete in national and international markets to improve their competitiveness and resilience	State Growth (Advanced Manufacturing and Defence Industries)	\$100,000 with grants of between \$2,000 and \$10,000	13 February – 10 March 2023	All applicants notified of outcomes by 31 March 2023	Complete	Four applications were received with three approved totalling \$26,069. All have been finalised and acquitted.
3.4.5 (new)	Design and deliver round two of the Small Business Growth Strategy Grant Program	State Growth (Small Business)	Up to \$1 million	2024-25	Program opens on time	In progress	Round two of this grant program, the Enabling Business Grant Program, will open for applications on 22 October 2024 and will provide grants of between \$2,500 ad \$10,000 for equipment and capital upgrades such as new technology, small-scale manufacturing equipment, computers, or electronic payment terminals, with a 30% co-contribution from the applicant.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.4.6 (new)	Design and deliver round six of the Advanced Manufacturing Accelerating Growth Grant Program to enable advanced manufacturers to purchase capital equipment to enable them to take advantage of an identified growth opportunity	State Growth (Advanced Manufacturing and Defence Industries)	\$1 million	23 September 2024 – 9 January 2025	Program fully subscribed with all funding allocated on a competitive basis to quality projects	Yet to commence	Yet to commence
3.4.7 (new)	Design and deliver an Advanced Manufacturing Tender Incentive Grant Program to support defence ready businesses with defence procurement tenders	State Growth (Advanced Manufacturing and Defence Industries)	\$100,000	November 2024 – June 2025	Program fully subscribed and high levels of client satisfaction	Yet to commence	Yet to commence

Objective 5:

Taking a holistic approach to red tape reduction, and continuing to streamline government processes to reduce and minimise bureaucracy and unnecessary barriers to business growth

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.5.1	Continue to consult with businesses and industry to nominate red tape issues to be addressed, and provide an annual update through the Tasmanian Red Tape Audit Report	Office of the Coordinator General (Red Tape Reduction Coordinator and Small Business Advocate)	Departmental resources	Ongoing	85% of all red tape issues raised are successfully resolved	Ongoing	The OCG continues to liaise with industry on red tape issues. The current Red Tape Report is available on the OCG website.
3.5.2	Work collaboratively with the Red Tape Reduction Coordinator to support efforts to streamline processes across all levels of government and address identified red tape issues	Tasmanian Small Business Council	Existing operational budget	From January 2024	Ongoing resolution of identified red tape issues	In progress	Ongoing communication with the Red Tape Reduction Coordinator to remove business stifling and innovation dampening red tape requirements on the small business sector. Current investigations include statutory licensing leading to large expenses and business delays.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
3.5.3	Continue to implement reforms to modernise the Tasmanian planning system and complete the transition of remaining councils to the new more flexible Tasmanian Planning Scheme	Department of Premier and Cabinet (State Planning Office)	Departmental resources	Ongoing	All councils using the Tasmanian Planning Scheme by June 2024	In progress	In early 2024, 23 of 29 councils were operating under the Tasmanian Planning Scheme. The remaining councils are expected to be operational by December 2024 (noting that actual delivery is subject to the independent processes of the Tasmanian Planning Commission).
3.5.4	Adopt a best practice approach to public consultation through the development of a public engagement framework for the Small Business Unit. The framework will outline the standards, principles and expectations for quality engagement with the Tasmanian small business community	State Growth (Small Business)	Departmental resources	Commence by 1 July 2023	Framework developed and adopted by June 2025	In progress	The framework has been drafted and adoption by the Small Business Unit is anticipated to occur in late 2024/early 2025.
3.5.5 (new)	Progress regulatory reform including improvements in the small business regulatory and operating environment, including boutique and artisanal operations informed by the agritourism regulatory mapping project completed in 2022	State Growth (Tourism and Hospitality)	TBC	Commence by end 2025	TBC	Yet to commence	Yet to commence
3.5.6 (new)	Support the TICT to deliver an industry readiness program (including small business) for the introduction of the two new Spirit of Tasmania ferries	State Growth (Tourism and Hospitality)	\$125,000	2024-25	TICT readiness program completed	In progress	Program coordinator engaged and program design is underway.

Theme four



Technology

Technology is a vital and increasingly significant part of the modern business environment. This is especially true in Tasmania, where it can address challenges, increase productivity, open up new markets, and help businesses to be efficient and accessible.

Objective 1:

Continuing to improve and upgrade Tasmania's digital networks and infrastructure through significant investment to increase capacity, resilience and capability

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
4.1.1	Undertake a mapping exercise in relation to digital connectivity issues and coverage gaps for Tasmania, with the aim of identifying opportunities for investment and collaboration with the Australian Government under federally funded digital infrastructure programs	State Growth (Science and Technology)	Subject to available funding	January – July 2023	Mapping exercise is completed	In progress	The Tasmanian Government is actively working with telecommunication carriers and the Australian Government to improve Tasmania's digital infrastructure. The Australian Government is currently reviewing the scope and areas of focus of its digital infrastructure programs ahead of the recommendations of the 2024 Regional Telecommunications Review which are due by 31 December 2024.
4.1.2	Contribute to the upgrade of telecommunications on King Island to deliver improved transmission capacity to and from the Island, as well as several new 4G mobile sites and upgraded existing mobile network facilities – funded via the national Regional Connectivity Program	State Growth (Science and Technology)	Departmental resources	Target commissioning date of December 2023	Improved Telstra services on King Island	Complete	All elements have been completed and are operational as at April 2024.
4.1.3	Deliver upgraded voice and data telecommunications services to defined North-West locations including Boat Harbour, Port Latta, Marrawah/Redpa, Lower Scotchtown and Cradle Coast, as well as other rural locations including Deddington, Royal George, Lake Leake and Pelham	Federal Government / State Growth (Science and Technology)	Various	Target commissioning date of December 2024	Improved services across all nominated locations	In progress	Telstra received funding for eight projects under Round 2 of the Regional Connectivity Program, including four (Pelham, Deddington, Lake Leake and Royal George) that were co-funded by the Tasmanian Government.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
4.1.4	Implementation of National Electronic Conveyancing and Lodgement in Tasmania	Department of Natural Resources and Environment	\$1 million	Ongoing	High-volume Tasmanian land titles dealings available for lodgement via an Electronic Lodgement Network Operator	Ongoing	Financial settlements went live in August 2024 and conveyancing transactions are on track to go live in February 2025.
4.1.5	Continue to facilitate a positive working relationship with Telstra and Optus to support small businesses experiencing difficulty with mobile coverage	Tasmanian Small Business Council	Existing operational budget	Ongoing	Ongoing engagement and commitment for increased service provision	In progress	Discussions are ongoing with Telstra to develop a communications strategy. TSBC is now a member of the Australian Communications Consumer Action Network (ACCAN) and regularly contributes to their online meetings that discuss and try to improve communication and connectivity issues.
4.1.6	Continue to work collaboratively with NBN in Tasmania to identify bandwidth issues affecting small business connectivity	Tasmanian Small Business Council	Existing operational budget	Ongoing	Two meetings with Tasmanian NBN representatives	In progress	Preliminary discussions with the Tasmanian lead agent for the Regional Tech Hub, a federally funded programme to support rural and regional Australians with communications and connectivity issues, have occurred. A public forum is planned in October 2024 in the Tea Tree Region.
4.1.7	Service Tasmania Digital Portal: Launching in early 2024, myServiceTas will begin to deliver the Government's ambition for a single, secure and easy- to-use access point for government services. Phase one initially focuses on foundational capability to hold a digital account and undertake a range of transport transactions such as motor vehicle registrations and drivers licences. It will also include the ability to transact as an individual or as a business, meaning that over time agencies can bring a range of business-facing services into the digital environment (subject to further funding). This will help to reduce the administrative burden of transacting in person or over the phone, and make engaging with government more streamlined.	Department of Premier and Cabinet (Service Tasmania)	Phase one funded through \$4.3 million commitment	Stage one launch in early 2024	KPIs under development	Ongoing	The first phase of myServiceTas successfully went live in April 2024. The first phase enables individuals and certain small business owners to view and renew their vehicle registrations and driver licence, plus receive related correspondence at a time and location of their choice. A range of new features will be added in the first half of 2025, including the ability to manage bulk registration of vehicles owned by larger organisations and heavy vehicle upgrade permits.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
4.1.8 (new)	Digital infrastructure investment in St Helens	State Growth (Science and Technology)	\$200,000	2024-25 to 2026-27	Improved services in St Helens	Yet to commence	Yet to commence
4.1.9 (new)	Digital infrastructure investment in the West Coast network hubs of Queenstown and Mount Read to enhance existing 4G services and provide new 5G services to Strahan, Queenstown, Tullah, Zeehan, and Rosebery.	State Growth (Science and Technology)	TBC	TBC	Improved services in Queenstown, Strahan, Tullah, Zeehan and Rosebery	Yet to commence	Yet to commence

Objective 2:

Providing relevant and accessible training, knowledge and support to businesses and representative organisations to utilise digital platforms to access new markets and increase market share

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
4.2.1	Develop and deliver a new program of workshops relating to storytelling on Facebook	Brand Tasmania / State Growth (Science and Technology)	Digital Ready Program funding	March – June 2023	Three workshops delivered (north, south, north-west)	Complete	Three workshops have been delivered in the north, south, and north-west. Three additional workshops have also been delivered in collaboration with the Digital Ready Program, 'Harnessing the Power of Video Storytelling'.
4.2.2	Continued delivery of workshops "Brand Storytelling in the Digital Space"	Brand Tasmania / State Growth (Science and Technology)	Digital Ready Program funding	March – June 2023	Three workshops delivered (north, south, north-west)	Complete	Four workshops have been delivered in the north, south, and north-west.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
4.2.3	Develop online content including fact sheets and blogs relating to various digital platforms to highlight the benefits they can provide to businesses as well as information on to how to get started. Potential categories include digital strategy, social media fundamentals, email marketing, digital content creation and distribution	State Growth (Science and Technology)	Digital Ready Program funding	Through to 30 June 2025	Six to eight new resources developed monthly and available online via the Digital Ready website	In progress	Digital Ready written resources are being reviewed and will continue to be produced in 2024. As the program is scaling down, planning has commenced to develop and deliver targeted content in collaboration with other Government partners (for example Tourism Tasmania, Brand Tasmania).
4.2.4	Develop and deliver a series of video presentations with subject matter experts on various digital platform categories. Each session to be filmed with content hosted online to enable ongoing access for businesses. When appropriate this content will be provided to industry groups/ councils etc and followed up with a relevant Q&A webinar or face to face group session with the small and medium- sized enterprises	State Growth (Science and Technology)	Digital Ready Program funding	Through to 30 June 2025	Approximately 20 video presentations to be filmed each year. In addition, 12-15 online or face to face follow up events will be scheduled	In progress	Digital Ready resources continue to be produced and regularly reviewed. A comprehensive schedule of events is being planned for delivery around the state in collaboration with a number of Tasmanian Government partners (such as Tourism Tasmania, Brand Tasmania, and Events Tasmania).

Objective 3:

Continuing to provide relevant, up to date and accessible support and tools to improve digital literacy and build an understanding of how technology can be maximised to support business growth in Tasmania

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
4.3.1	Ongoing delivery of the Digital Ready for Business digital coaching. A provision of up to four hours of free digital coaching per calendar year/ per business. The aim is to empower Tasmanian small and medium businesses to have the confidence to manage their online presence and develop an online strategy to support their business growth. In addition to numerous online resources (such as fact sheets, blogs, podcasts, checklists) the Digital Ready website now includes a new online course titled 'Digital Ready Fundamentals'. This course provides Tasmanian small businesses with the ability to build and develop core digital skills	State Growth (Science and Technology)	Digital Ready Program funding	Through to 31 December 2024	Up to 400 businesses to receive up to four hours of free digital coaching per calendar year	In progress	At 30 August 2024, 480 businesses across the state had received a combined total of 1,222 hours of Digital Coaching. In early 2024, targeted digital coaching was offered to tourism operators as part of a support package to assist operators to amplify their 'Off Season' offers. This collaboration will continue in early 2025 for the upcoming 'Off Season' campaign.
4.3.2	Investigate a shared promotional campaign with the Regional Tech Hub who provide independent, free advice about telecommunications services for regional, rural, and remote Australians, to raise awareness of the service availability in Tasmania	State Growth (Small Business)	Departmental resources	From July 2023	Increased awareness of the Regional Tech Hub service amongst Tasmanian businesses	Ongoing	On going promotion and collaboration is occurring with the Regional Tech Hub.

Activity no.	Activity description	Lead organisation	Funding	Timeframe	Measure of success	Progress rating as at 30 August 2024	Progress commentary as at 30 August 2024
4.3.3	Work with local and national providers of cyber security training to deliver seminars and enable small businesses to better protect their online activities	Tasmanian Small Business Council	Existing operational budget	April – December 2023	Three seminars delivered	In progress	TSBC has participated in the COSBOA backed Cyber Wardens program and has actively promoted this through statewide communications. Promotion of the need for small business cyber security vigilance is ongoing. 20 public sessions of the Cyber Wardens Program are planned for delivery in 2024-25.
4.3.4	Provide information to member businesses on the organisations best suited to provide cyber security training and support	Tasmanian Small Business Council	Existing operational budget	April – December 2023	Advice delivered and discussed with member businesses	Complete	An online cybersecurity workshop has been delivered and a summary distributed. Member associations have had discussions on ongoing cybersecurity strategies to support their membership bases.
4.3.5	Deliver a cyber security event series featuring information sessions and promotion of collaboration opportunities with guest speakers sharing their experience after a cyber attack, as well as manufacturing industry experts sharing ways to minimise risks to businesses	State Growth (Advanced Manufacturing and Defence Industries)	Departmental resources	March 2023	Delivery of three events across the state	Complete	Cybersecurity and business capability continue to be an important focus for the Advanced Manufacturing and Defence Industries team. In the new Advanced Manufacturing Action Plan 2028, business capability and cybersecurity awareness and understanding are included under the plan's actions.
4.3.6	Develop and deliver a series of cyber security content for the Digital Ready for Business website – factsheets, blog posts and filmed content to enable ongoing access for businesses.	State Growth (Science and Technology)	Digital Ready Program funding	From July 2023	Delivery of six new cyber security topics	Complete	In collaboration with Business Tasmania, a six part video series was launched in August 2023 on the Digital Ready website. It is titled Doctor Digital's Guide to Cyber Security and topics include guides to malware and multifactor authentication.

Next steps

The Governance Committee that oversees the delivery of Small Business Growth Strategy 2026 will reconvene in late 2024 to endorse the updated Implementation Plan.

Any queries relating to the Small Business Growth Strategy 2026, the Implementation Plan, or the governance process overseeing the implementation of the Strategy can be directed to Business Tasmania:

Telephone: 1800 440 026

Email: ask@business.tas.gov.au

Glossary of Acronyms	
DSG	Department of State Growth
ESLS	Energy Saver Loan Scheme
GCE	Great Customer Experience
OCG	Office of the Coordinator-General
TSBC	Tasmanian Small Business Council
TCCI	Tasmanian Chamber of Commerce
VET	Vocational Education and Training

