

**Question on Notice**  
**No. 660**  
**Asked on 16 June 2004**

MR CHOI asked the Minister for State Development and Innovation (MR McGRADY) —

QUESTION:

With reference to the Small Business website —

Will he advise its positive impact on small business in the electorate of Capalaba and beyond?

ANSWER:

The Queensland Government's Smart Small Business Website has proven extremely popular with the small business community. Clients have accessed the site over 122 000 times since its launch on 30 October, 2003.

Developed in direct response to client demands for a single entry point for business, this comprehensive and progressive website provides 24 hour seven day access to a large number of interactive self help tools.

These interactive tools have been developed to assist business cut through the red tape associated with starting and operating a business, and supports their ongoing development as a viable and economic entity.

The website makes it easy to access business licensing information and application forms, government support services, skills development information, books to assist their business, listing in supply directories and attendance at workshops and seminars.

Since it began operations, the Smart Site has directly assisted more than 285 clients from the Capalaba electorate.

More than 100 of these clients have received business licensing information and application forms.

Over 80 are currently registered in a range of directories which highlight the capabilities of Queensland based firms. Listing in these directories has a range of benefits for business including:

- identifying potential joint venture partners;
- identifying companies that may be interested in their products and services;
- promoting their business, products or services;
- finding suppliers from a range of other industries;
- identifying businesses who have unique capabilities; and
- obtaining a snapshot of competitors in particular industries.

Others have registered for workshops and seminars.

SmartSkills, an online learning system providing a range of free interactive subjects, allows business to improve their business management skills at a time convenient to them. However, for business people who prefer face to face contact, they can simply register into their chosen seminar or workshop through the website. Since the launch of the website, 15 face to face courses have been conducted in the Capalaba electorate.

To make it even easier for business in the Capalaba electorate, SmartLicence is working closely with the Redland Shire Council to develop their business licence forms as transactions, allowing them to be paid for and lodged online. This will reduce red tape and save business time and money in starting their business. Currently, Emerald, Gladstone, Rockhampton, Hervey Bay, Maryborough and Redcliffe Councils provide their licences as transactions through this website.

Additionally, access points are provided throughout the site to enable small business to contact and obtain expertise available from the 19 State Development and Innovation Centres located throughout Queensland.

The Queensland Government understands the importance of small business to the Queensland economy. It is committed to supporting them now, and into the future, by adding to the number of online services already available through this website.

To find out small business's future requirements, market research has been commissioned and the strategy developed from this research will ensure these needs are addressed.