

Waverley Council's Business Support Plan

Frequently Asked Questions

In response to the economic impact on small businesses caused by the COVID-19 pandemic, Waverley Council is working to ensure the local business community is supported, well informed, and able to access advice and financial support. Please see below for frequently asked questions from the Waverley business community. If none of the answers below address a question you have, please email us at business@waverley.nsw.gov.au

1. I operate a business in the Waverley area, what assistance is available to me?

There are a number of support packages and financial incentives available to you from federal, state and local government, as well as support from the non-private and not-for-profit sectors. To find out more, [see here](#).

Council has also established a business support program, which provides financial relief for small businesses experiencing hardship as a result of the COVID-19 pandemic. To find out more about the program or to apply, [see here](#).

There are also two emergency business hotlines available if you require urgent assistance:

- Australian Government Business Hotline: 13 28 46
- Australian Taxation Office Emergency Hotline: 1800 806 218

2. What is Waverley Council's business relief package?

To help businesses in Waverley, Council has developed a \$1 million per month relief package with immediate short-term and medium-term support measures to assist small businesses operating in the local government area. **The package has been extended until 31 March 2021.**

Measures in the package include:

1. Relaxed conditions of consent for restaurants to enable trade as takeaway-only services.
2. Footpath seating fees will continue to be waived until 31 December 2020. From 1 January 2021 to 31 March 2021, a 50% discount on footpath seating licenses will be introduced.
3. Fee waivers will be applied to outdoor fitness permits.
4. Fee waivers will be applied to community markets (such as Bondi Junction Mall, Carl Jeppesen Place and Roscoe St Mall) until 31 December 2020. Discounted license fees for the Oxford Street Mall markets and the Roscoe Street markets of 50% will be introduced from 1 January 2021 to 31 March 2021.
5. Mobile vendor licence fees will be waived.
6. Commercial waste fees and charges to be adjusted to level of service. Customers can also apply for extended credit terms during the pandemic period.

7. The continued suspension of rent for community tenants in Council-owned assets until 31 December 2020. Discounted rent for community tenants by 50% from 1 January 2021 to 31 March 2021.
8. Council will pay its small business suppliers promptly within 15 days payment terms.
9. Extended credit on certain fees and charges small businesses owe to Council with a suspension of interest charges.
10. The [Business Support Program](#) will consider applications for other forms of assistance, including deferred rate payments with no interest charge.
11. Relaxed operating hours for all supermarkets and grocers to ensure a continual supply and restock of products.
12. Continuation of Council's current capital works program of over \$50 million per annum through to June 2021 to support employment in the construction sector.
13. Council procurement from local suppliers if consistent with statutory procurement regulations and prescribed delegations.

Please note:

- Parking fees have been reinstated
- Invoicing and payment has resumed for services related to health, hygiene, licensing and fire safety inspections
- Fees for external hire of community venues and commercial, retail and stratum have been reinstated.

For more information about the package, [see here](#).

3. I own/operate a restaurant. Can I trade as a takeaway business?

Yes. Council is relaxing conditions of consent for restaurants and other approved food businesses to enable trade as takeaway only services.

4. I own/operate a small business in Waverley that has an approved mobile vendor license. Am I eligible for support?

Yes. All fees for mobile vendors will be waived while pandemic restrictions are in place.

5. I am an existing supplier of products and/or services to Waverley Council. Will I still be paid? Yes.

Council will pay its small business suppliers promptly within 15 days payment terms.

8. I own/operate a food business in Waverley with approved outdoor dining area. Will I be charged ongoing fees?

No. All approved footpath seating fees will be waived while pandemic restrictions are in place.

9. I own/operate a small business and my landlord is Waverley Council. Is there any rental support available to me?

Yes. Rent support is available for small businesses who operate out of Council-owned assets. This support will be provided on a case-by-case basis. Please contact our business assistance team to discuss further: business@waverley.nsw.gov.au

10. I own/operate a small business and currently contract Waverley Council for commercial waste services. Is there any support available in relation to this service?

Yes. Customers can apply for extended credit terms during the pandemic period. To arrange this, please contact Waverley Council's commercial waste team: dl_commercial_waste@waverley.nsw.gov.au

11. I am struggling to pay my utility bills. What can I do?

All major utility providers including electricity, water, gas and phone services are offering deferred payments for those experiencing financial hardship. Please contact your provider directly to apply for a deferral on payments.

12. Is there somewhere I can go to receive additional advice for local businesses?

Yes. Council is working closely with the Bondi & Districts Chamber of Commerce, who are also providing advice and support to local businesses. Please visit their website for more information or get in touch with them via email.

- Bondi & Districts Chamber of Commerce website: www.bondichamber.com.au
- Bondi & Districts Chamber of Commerce email: info@bondichamber.com.au

13. Is any further support going to be available, in addition to the measures outlined in Waverley Council's business relief package?

Yes. The current package provides immediate short-term support to local businesses. The measures within the package will be reviewed on an ongoing basis, as the COVID-19 situation evolves. Waverley Council has also established a working group with the Bondi & Districts chamber of Commerce to plan for medium and long-term relief measures once pandemic restricts have eased or ended.