

TOURISM BUSINESS SUPPORT FRAMEWORK

There are a number of service providers willing to assist in building better businesses and enhancing opportunities within South Australia's tourism industry.

This framework document provides a guide for tourism operators to navigate through to the most appropriate government department and/or service provider to assist in the area they need support.

Use the table below to identify the areas of support you might require (in the left-hand column) and keep an eye out for which departments or service providers are marked with a 'tick' as they are able to provide assistance in this area. For a full list of agencies, acronyms and their contact details, refer to the Glossary of Support Providers at end of this document.

Simply click on the links to navigate the sections in this document.

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[START UP YOUR TOURISM BUSINESS](#)

[PROMOTE YOUR PRODUCT](#)

[REFRESH YOUR OFFERING](#)

[GLOSSARY OF SUPPORT PROVIDERS](#)

 **LEARN ABOUT THE INDUSTRY** UNDERSTAND, CONNECT & ENGAGE WITH THE TOURISM INDUSTRY

		TOURISM SPECIFIC DEPARTMENTS & SERVICE PROVIDERS				TOURISM INDUSTRY MEMBERSHIP BODIES		OTHER USEFUL INDUSTRY GROUPS & ASSOCIATIONS	GENERAL DEPARTMENTS & SERVICE PROVIDERS			
		TOURISM AUSTRALIA	SATC	RTO	VIC	ATEC	TICSA	OTHER	LGA SA	RDA	SA GOVT.	AUST GOVT.
FAMILIARISE YOURSELF WITH THE LOCAL TOURISM INDUSTRY	Review and understand key visitor economy strategies	✓	✓	✓	✓			BEA	✓	✓	ARTS SA DEW DTI	AUSTRADE
	Review and interpret visitor statistics and profiles	✓	✓	✓				BEA		✓	DEW	AUSTRADE
	Undertake a competitor/gap analysis based on the existing tourism offering in your area	✓	✓	✓	✓				✓			
CONNECT WITH THE INDUSTRY	Subscribe to industry newsletters	✓	✓	✓	✓	✓	✓	BEA BSA	✓	✓	OSFB DEW DIT DTI ORSR PIRSA	AUSTRADE
	Attend networking functions	✓		✓		✓	✓	VARIOUS	✓	✓	OSFB DEW DIT DTI PIRSA	AUSTRADE
	Attend industry briefings	✓	✓	✓		✓	✓	BEA BSA	✓	✓	OSFB DEW DIT DTI PIRSA	AUSTRADE
DEVELOP SKILLS & KNOWLEDGE	Access tourism development resources	✓	✓	✓		✓	✓					
	Sign up for training and workshops	✓	✓	✓		✓	✓	VARIOUS	✓	✓	OSFB DEW DIT DTI PIRSA	
	Reach out to a business mentor					✓	✓	BSA		✓	OSFB	DISR

This framework is a guide only and you are encouraged to discuss your specific circumstances with each of the parties referenced.

 **START UP YOUR TOURISM BUSINESS** ESTABLISHING YOUR TOURISM PRODUCT OR EXPERIENCE

		TOURISM SPECIFIC DEPARTMENTS & SERVICE PROVIDERS				TOURISM INDUSTRY MEMBERSHIP BODIES		OTHER USEFUL INDUSTRY GROUPS & ASSOCIATIONS	GENERAL DEPARTMENTS & SERVICE PROVIDERS			
		TOURISM AUSTRALIA	SATC	RTO	VIC	ATEC	TICSA	OTHER	LGA SA	RDA	SA GOVT.	AUST GOVT.
MEET THE LEGAL OBLIGATIONS OF A NEW BUSINESS	Secure the required approvals/permissions and leases								✓	✓	CBS DEW	
	Register your business											ATO DISR
	Obtain required business licenses and permits (e.g. vehicle, driver, liquor, food handling, working with children, marine environments, operating tours in National Parks)							BSA	✓		CBS DEW DHS DIT SAFEWORK	
	Apply for the relevant insurances (e.g. public liability, vehicle)							BSA			DIT	
	Comply with regulations and laws to protect yourself, your staff and your customers (e.g. staff payroll and superannuation, Work Health Safety)								✓		DHS SAFEWORK	ATO
CREATE A BUSINESS PLAN	Seek assistance to develop your plan					✓	✓	BSA		✓	OSFB	DISR
DEVELOP A UNIQUE SELLING PROPOSITION	Align with the state's competitive advantages		✓	✓	✓	✓	✓	BSA			DEW DIT DTI PIRSA	
	Understand the wants and needs of your likely customer base	✓	✓	✓	✓	✓	✓	BSA		✓	DEW	
	Determine the benefits of your business for your customers		✓	✓		✓	✓	BSA				
CREATE A MARKETING PLAN	Undertake market research	✓	✓	✓	✓							AUSTRADE
	Develop a marketing plan						✓					DISR
	Review market intel regularly to make relevant adjustments to your plan	✓	✓	✓	✓		✓					

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DETERMINE PRODUCT PRICING	Reflect the positioning of your product through your retail price (e.g. luxury, mid-range, affordable)		✓	✓			✓	BSA		✓		
	Decide whether you need to incorporate a commission structure into your pricing	✓	✓	✓		✓	✓					
CREATE AN OPERATIONAL PLAN	Develop a booking and cancellation policy			✓			✓	BSA		✓		
	Determine operating hours			✓			✓	BSA		✓		
	Outline any restrictions or limitations			✓			✓	BSA		✓		
	Meet staffing requirements								✓	✓	DIS SAFEWORK	DISR
	Create a staff handbook						✓	BSA				
	Set up your finances						✓	BSA				DISR
CREATE A FINANCIAL PLAN	Identify if you will need external funding support		✓	✓					✓	✓		
	Apply for funding for tourism infrastructure projects (if applicable)								✓	✓	DEW DTI PIRSA	DISR
	Register for GST (if relevant)											ATO

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OBTAIN RELEVANT ACCREDITATION	Quality Tourism Business						✓	BSA				
	Star Ratings						✓					
	Eco Accreditation						✓					
	Camp/Adventure Activity Provider						✓	OCA				
	Travel Agents Accreditation							ATIA				
	Accessible Tourism Accreditation						✓					

 **PROMOTE YOUR PRODUCT** GATHER INTEL AND OPTIMISE YOUR PRESENCE IN THE MARKETPLACE

		TOURISM SPECIFIC DEPARTMENTS & SERVICE PROVIDERS				TOURISM INDUSTRY MEMBERSHIP BODIES		OTHER USEFUL INDUSTRY GROUPS & ASSOCIATIONS	GENERAL DEPARTMENTS & SERVICE PROVIDERS			
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MARKET RESEARCH	Decide which markets you want to attract to your business	✓	✓	✓	✓	✓	✓	BEA				
TRADITIONAL MARKETING	Brochure/pamphlet distribution				✓							
	List in regional visitor guides			✓								
	Set-up welcome and directional signage								✓		DIT	
DEVELOP A WEBSITE	Create a mobile optimised website that enables online tourism bookings						✓		✓	✓	OSFB	
	Consider adopting channel management software if selling through multiple sites/partners						✓					
DIGITAL MARKETING	Register on ATDW: List each of your attractions, tours, experiences, accommodation types and events			✓	✓			ATDW				
	Encourage visitors to share your social media content, hashtags and handles	✓	✓	✓	✓		✓					
	Use other relevant hashtags and handles in your social media posts to increase your reach	✓	✓	✓	✓							
	Claim online listings for TripAdvisor & Google My Business and Google Things To Do			✓			✓				OSFB	

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PUBLICITY	Push images of your product/experiences through social media channels and via tourism Media Galleries	✓	✓	✓						✓		
	Distribute your press releases/media alerts		✓	✓	✓		✓					
	Consider sponsoring events to expose event goers to your brand						✓	BEA	✓			
	Host familiarisation visits for journalists, distribution partners and other stakeholders	✓	✓	✓	✓							
CONNECT WITH LOCAL DISTRIBUTION PARTNERS	Adapt pricing to include commissions if needed		✓			✓	✓					
	Create rate sheets for different partner levels		✓			✓						
	Work with your VIC for better promotion and referrals			✓	✓							
	Connect with local tour operators		✓	✓	✓							
	Request to present your product to hotel concierges			✓				AHA				
	Consider a booking management platform		✓									
PROMOTE TO INTERNATIONAL MARKETS	Contract with Online Travel Agents, Wholesalers or Inbound Tour Operators	✓	✓			✓						
	Participate in international tourism trade events	✓	✓	✓		✓		BEA				
	Seek support to access export development grants					✓			✓			AUSTRADE

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 **REFRESH YOUR OFFERING** EVALUATE THE SUCCESS OF YOUR PRODUCT AND MODIFY AS REQUIRED

		TOURISM SPECIFIC DEPARTMENTS & SERVICE PROVIDERS				TOURISM INDUSTRY MEMBERSHIP BODIES		OTHER USEFUL INDUSTRY GROUPS & ASSOCIATIONS	GENERAL DEPARTMENTS & SERVICE PROVIDERS			
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MODIFY YOUR TOURISM PRODUCT TO MEET THE NEEDS OF YOUR CUSTOMERS	Seek an external/peer review or a mystery shopper		✓	✓			✓					
	Read your online reviews and accept the feedback from your customers		✓				✓					
	Tweak existing or create new experiences/packages based on feedback		✓				✓					
	Update your staff handbook and roll-out any additional training to ensure consistent delivery						✓					
REFRESH YOUR BRAND LOOK AND FEEL	Update your website; check all content is up to date and aligns to your brand		✓	✓			✓					
	Refurbish your front-of-house equipment and furnishings						✓	BSA				
	Undertake a tourism branded photoshoot which showcases your experiences		✓	✓			✓					
	Use the Brand SA logo										DTI	
SEEK RECOGNITION FOR YOUR ACHIEVEMENTS	Apply for the South Australian Tourism Awards						✓					

GLOSSARY OF SUPPORT PROVIDERS

TOURISM SPECIFIC DEPARTMENTS & SERVICE PROVIDERS

TOURISM AUSTRALIA

Tourism Australia is the Australian Government agency responsible for attracting international visitors to Australia, both for leisure and business events. The organisation is active in 16 key markets and activities include advertising, publicity and media programs, trade shows and industry programs, consumer promotions, online communications and consumer research.

tourism.australia.com

ask.us@tourism.australia.com

02 9360 1111

SOUTH AUSTRALIAN TOURISM COMMISSION (SATC)

The SATC is the lead state government agency responsible for the state's visitor economy. The SATC's role is to assist in securing economic and social benefits for the people of South Australia through promoting the state as a tourism destination and further developing and improving the state's tourism industry.

tourism.sa.gov.au

destinationdevelopment@sa.gov.au

08 7133 8000

REGIONAL TOURISM ORGANISATIONS (RTO)

South Australia has 12 tourism regions. The RTO is responsible for implementing strategies that support the growth of the tourism destination and the development of tourism experiences. Each tourism region operates independently of the SATC. Refer to SATC's corporate website for contact details of your specific Regional Tourism Manager.

tourism.sa.gov.au/regions

VISITOR INFORMATION CENTRE NETWORK (VIC)

Every tourism region is home to at least one accredited Visitor Information Centre (VIC). They achieve their accreditation status by adhering to the National Accreditation Standard. Only Accredited VICs can display the trademarked yellow italic "i" sign, which serves to guarantee quality service and reliable information. Refer to the SATC's consumer site for contact details for your specific area.

tourism.sa.gov.au/about/regions/visitor-information-centres

TOURISM INDUSTRY MEMBERSHIP BODIES

AUSTRALIAN TOURISM EXPORT COUNCIL (ATEC)

ATEC is the peak industry association for the Australian inbound tourism industry sector. ATEC grows the commercial networks of members engaged in international tourism by facilitating commercial connections and advocating for support to broaden export opportunities. ATEC represents more than 1000 members, including small and medium enterprises, large national and multinational companies. ATEC manages a number of industry events, training programs, and the Australian Tourism Toolkit.

atec.net.au

atec@atec.net.au

dave.atherton@atec.net.au

08 8166 3100

COUNCIL OF AUSTRALIAN TOUR OPERATORS (CATO)

CATO is a trade association representing the domestic and outbound land-supply sector of the Australian travel industry. Tour operators and wholesalers can become Full Members, while tourism related product and service providers can become Associate Members. CATO membership demonstrates a commitment to working in conjunction with licensed travel agents to improve a customer's journey and make it a safer experience.

cato.travel

cato@cato.travel

TOURISM INDUSTRY COUNCIL SA (TICSA)

TiCSA is the peak membership body for South Australia's tourism industry. The not-for-profit organisation has two primary objectives - advocacy and business development. Its 1000 members have access to networking events, training workshops and business development programs. TiCSA recently facilitated the establishment of the South Australian Aboriginal Tourism Operators Council (SAATOC), which is led by Aboriginal tourism operators. SAATOC will drive the development of authentic Aboriginal tourism products. Contact TiCSA for more information about SAATOC.

ticsa.com.au

info@ticsa.com.au

08 8231 3085

OTHER USEFUL INDUSTRY GROUPS & ASSOCIATIONS

AUSTRALIAN HOTELS ASSOCIATION SOUTH AUSTRALIA (AHA | SA)

The AHAI SA represents and protects the commercial interests of South Australian hoteliers including metropolitan and regional pubs, accommodation hotels, resorts and entertainment venues. They provide advice to individual members, lobby government on industry issues and provide networking opportunities. Their team of experts can advise on industrial relations, legislative changes, licensing, gaming, insurance, responsible gambling and community liaison.

ahasa.com.au

information@ahasa.asn.au

08 8232 4525

AUSTRALIAN TOURISM DATA WAREHOUSE (ATDW)

ATDW is Australia's national platform for digital tourism information. Eligible tourism businesses can easily create a listing for publication on websites such as australia.com, southaustralia.com and other ATDW distributor websites.

support@atdw.com.au

distribution@atdw.com.au

1300 137 225

AUSTRALIAN TRAVEL INDUSTRY ASSOCIATION (ATIA)

ATIA is the peak body for Australia's travel agents. They aim to stimulate, encourage and promote travel, and to uphold the interests of travel agents who form a vital part of Australia's highly specialised travel and tourism industry.

afta.com.au

atia@atia.travel

02 9287 9900

BICYCLE SA (BIKE SA)

The peak body for recreational and commuter cycling in South Australia. With over 6000 members, Bike SA delivers over 2000 free community rides per year and some of the state's biggest mass-participation rides.

bikesa.asn.au

office@bikesa.asn.au

08 8168 9999

BOATING INDUSTRY ASSOCIATION (BIA)

The BIA is the peak industry body for the recreational and light commercial marine industry. Membership is made up of boat builders, retailers, service providers, repairers, hirers, tourism operators, marinas, and suppliers related to the boating industry. The BIA owns and operates capital city boat shows, including the Adelaide Boat Show.

bia.org.au
info@bia.org.au
02 9438 2077

BUSINESS EVENTS ADELAIDE (BEA)

BEA is the peak independent body for business events in South Australia. BEA's 200 business and service provider members share a common interest in conventions, exhibitions and incentive tourism. BEA provides assistance and guidance to convention and event organisers through every stage of planning.

businessseventsadelaide.com.au
enquiries@businessseventsadelaide.com.au
1300 277 774

BUSINESS SA (BSA)

Business SA provides businesses with knowledge, advice, connection and advocacy to support them and help them grow. Business SA is the state's largest membership-based employer organisation and represents businesses across 19 different industry sectors.

business-sa.com
customerservice@business-sa.com
08 8300 0000

CARAVAN & CAMPING INDUSTRIES ASSOCIATION OF SOUTH AUSTRALIA (CCIASA)

CCIASA supports the ongoing growth of the caravan, camping and motorhome industry in the state. They organise, facilitate and manage a range of marketing initiatives to promote its members. CCIASA's membership is made up of retailers, manufacturers, hirers, service providers, repairers and suppliers related to the outdoor leisure industry.

caravanandcampingsa.com.au/about-us
contact@caravanandcampingsa.com.au
08 8272 4468

CARAVAN PARKS ASSOCIATION OF SA (SA PARKS)

SA Parks represents the Caravan Park industry with a statewide membership including all regions. The Association's goal is to advance the Caravan Park industry by providing three core functions: member services & operational advice to parks (including an annual conference) lobbying and advocating to government on industry issues & legislative changes; and marketing & promotion of member parks.

sa-parks.com.au
admin@sa-parks.com.au
08 8363 7255

FOOD SOUTH AUSTRALIA (FOOD SA)

Food SA is the peak body for the food and beverage industry in South Australia. They manage the Eat Local SA program which promotes food service venues and culinary tourism operators who support local South Australian producers. Food SA also manages use of the I Choose SA brand for retailers, festivals and events.

foodsouthaustralia.com.au
contact@foodsa.com.au
08 8303 9435

HOUSEBOAT HIRERS ASSOCIATION (HHA)

The Houseboat Hirers Association (HHA) is a division of the Boating Industry Association (BIA) and represents over 50 members and in excess of 60 houseboats on the Murray River from Murray Bridge to Mildura.

houseboatbookings.com
george@bia.org.au
0417 818 434

INDIGENOUS BUSINESS AUSTRALIA (IBA)

IBA serves, partners and invests with Aboriginal and Torres Strait Islander people to support them in being economically independent and an integral part of the economy.

iba.gov.au
natalie.fishlock@iba.gov.au
1800 107 107

OUTDOOR COUNCIL OF AUSTRALIA (OCA)

OCA is the national peak body that advocates for and represents organisations and individuals that employ outdoor adventure activities.

outdoorssa.org.au
info@outdoorssa.org.au

PADDLE SA

Recognised by ORSR as the preeminent body responsible for all paddling activities (e.g. kayaking and canoeing) throughout South Australia, Paddle SA oversees organised recreational, competition & education activities and promotes Paddling Trails. There are six active clubs affiliated with Paddle SA.

paddlesa.au
paddlingtrailssouthaustralia.org.au
sa@paddle.org.au
0408 390 211

PUSH ADVENTURES

Push Adventures supports tourism operators to create more accessible experiences, enabling the diverse accessible travel market to have the choice and opportunity to participate in meaningful experiences.

pushadventures.com.au
clair@pushadventures.com.au
0400 131 931

RECFISH SA

RecFish SA is the nationally recognised peak body for recreational fishing in South Australia. They undertake fish stocking, habitat enhancement and fishing clinics and a citizen science program, to benefit recreational fishers. Members include individuals and organisations such as clubs, associations, committees and businesses with an interest in recreational fishing.

recfishsa.org.au/about-us
ed@recfishsa.org.au
0400 774 447

RESTAURANT & CATERING AUSTRALIA (R&CA)

The R&CA is the peak industry body representing 57,000 cafés, restaurants and catering businesses across Australia. The members of R&CA are owners and operators of restaurants, cafes, coffee shops, catering companies, takeaway businesses, and function centres.

rca.asn.au/rca
restncat@rca.asn.au
1300 722 878

SCUBA DIVING FEDERATION OF SA (SDFSA)

As the peak body for scuba diving in South Australia, SDFSA advocates for the enjoyment and preservation of underwater diving locations on behalf of recreational scuba diving retailers, clubs, not-for-profit organisations and individuals, including free-divers and snorkellers.

sdfsa.net
info@sdfsa.net

SOUTH AUSTRALIAN WINE INDUSTRY ASSOCIATION (SAWIA)

The peak body representing the viticultural and winemaking interests of South Australia. SAWIA's core functions are to provide leadership, advice and support to the state's grape and wine businesses, assisting them to prosper within a dynamic, diverse industry. Find information for your nearest regional wine association on SAWIA's website.

winesa.asn.au
admin@winesa.asn.au
08 8222 9277

TRAILS SA

ORSR promotes the state's recreational trail network through the Trails SA website. The network includes over 600 trail experiences through walking, cycling and horse-riding experiences across South Australia.

southaustraliantrails.com

WALKING SA

Walking SA is the not-for-profit peak body that leads, promotes and supports all forms of walking in South Australia, including walking for recreation, transport, health, wellbeing, organised events, adventure, environmental appreciation and fun experiences. Members include walking clubs, informal groups, individuals and organisations whose aims and objectives align with those of Walking SA.

walkingsa.org.au
office@walkingsa.org.au
0457 006 620

WINE AUSTRALIA

Wine Australia supports a competitive wine sector by investing in research, development and extension, growing domestic and international markets, protecting the reputation of Australian wine and administering the Export and Regional Wine Support Package. They work closely with representative organisations, wine sector bodies and partners to support the long-term success of the Australian grape and wine community.

wineaustralia.com
enquiries@wineaustralia.com
08 8228 2000

GENERAL DEPARTMENTS & SERVICE PROVIDERS

REGIONAL & LOCAL GOVERNMENT

REGIONAL DEVELOPMENT AUSTRALIA (RDA)

Regional Development Australia (RDA) is an Australian Government initiative that brings together all levels of government to enhance the development of Australia's regions. A national network of RDA committees has been established to achieve this objective. Refer to RDA's website for information about your area.

rda.gov.au/rda-network/south-australia
rda@infrastructure.gov.au

LOCAL GOVERNMENT AUSTRALIA SA (LGA SA)

Local councils provide many services, which make our communities vibrant and safe. Refer to the LGA SA's website for information about your specific council area. Your local council may be able to recommend relevant business, traders, tourism and progress associations in your area.

lga.sa.gov.au/sa-councils
lgasa@lga.sa.gov.au
08 8224 2000

GOVERNMENT OF SOUTH AUSTRALIA (SA GOVT.)

CONSUMER AND BUSINESS AFFAIRS (CBS)

A division of the Attorney-General's Department, CBS provides a diverse range of services such as tenancy advice, licensing for certain occupations/ trades/ businesses, regulation of the liquor & gaming, handling complaints in relation to licensed premises, and registration of incorporated associations/cooperatives.

cbs.sa.gov.au
131 882

DEPARTMENT FOR ENVIRONMENT & WATER (DEW)

DEW aims to help South Australians conserve, sustain and prosper through land, water and environment planning, enabling and regulating. DEW is committed to activating sustainable nature and heritage-based tourism across the state. They issue leases and licences for tour operators to work in National Parks and marine parks.

environment.sa.gov.au
DEWtourism@sa.gov.au
08 8207 7700

DEPARTMENT FOR INNOVATION & SKILLS (DIS)

DIS is responsible for supporting South Australia's future economy, creating prosperity and opportunity for the people that choose to live and work in our state.

innovationandskills.sa.gov.au
disreception@sa.gov.au
08 8226 3821

DEPARTMENT FOR TRADE & INVESTMENT (DTI)

DTI is responsible for investment attraction in South Australia. Tourism is a designated priority sector, meaning that DTI works with both tourism investors and project proponents to ensure South Australian private investment opportunities are top of mind.

dti.sa.gov.au
brand.sa.gov.au
dti.reception@sa.gov.au
08 8235 5400

DEPARTMENT FOR INFRASTRUCTURE & TRANSPORT (DIT)

DIT connects South Australian people and places through efficient transport, and valuable social and economic infrastructure. They strive to achieve positive outcomes that will improve the daily lifestyles of all South Australians.

dit.sa.gov.au
dit.sa.gov.au/contact-us
1300 872 677

OFFICE FOR RECREATION, SPORT & RACING (ORSR SA)

ORSR aims to develop stronger, healthier, happier and safer communities through sport and recreation. ORSR supports a range of state level assets to facilitate sport and recreation for all South Australians.

orsr.sa.gov.au
ORSR.Enquiries@sa.gov.au
1300 714 990

OFFICE FOR SMALL AND FAMILY BUSINESS (OSFB)

The OSFB team support small and family businesses to access SA Government services, supports and programs. They provide a wide range of tools and resources and coordinate small business capability development programs.

business.sa.gov.au/services/bsa
08 8429 3801

PLAN SA (PSA)

Plan SA sits under DTI and manages the planning and land use systems for South Australia. They support businesses to navigate development approval, zoning, planning & design code requirements.

plan.sa.gov.au
PlanSA@sa.gov.au
1800 752 664

PRIMARY INDUSTRIES & REGIONS SA (PIRSA)

PIRSA aims to advance the liveability of regional communities, as well as the prosperity and sustainability of South Australia's primary industries (aquaculture, commercial fishing, food & beverage, forestry, grains & crops, grape & wine, horticulture, livestock, wool & dairy). PIRSA has administrative responsibility for a variety of legislation related to primary industries.

pir.sa.gov.au
pirsa.media@sa.gov.au
08 8226 0995

SAFework SA

SafeWork SA is South Australia's workplace health and safety regulator. They offer advice and education on work health and safety, provide licences and registration for workers and equipment, investigate workplace incidents and enforce the work health and safety laws in the state.

safework.sa.gov.au
help.safework@sa.gov.au
1300 365 255

SA SMALL BUSINESS COMMISSIONER (SASBC)

SASBC is an independent voice to assist small business owners in South Australia resolve disputes with other business owners or state and local government.

sasbc.sa.gov.au
1800 072 722

GOVERNMENT OF AUSTRALIA (AUS GOVT.)

AUSTRALIAN TAX OFFICE (ATO)

The ATO is the principal revenue collection agency of the Australian Government. Its role is to effectively manage and shape the tax and superannuation systems that support and fund services for Australians, including collecting revenue, administering the GST and major aspects of the country's superannuation system, and is the custodian of the Australian Business Register.

ato.gov.au
13 28 66

AUSTRALIAN TRADE AND INVESTMENT COMMISSION (AUSTRADE)

Austrade is Australia's leading trade and investment agency, connecting the world to Australian businesses. With over 50 offices around the world, they help businesses of all sizes navigate complex overseas markets through provision of advice, contacts and support. Austrade manages THRIVE 2030, the national long-term strategy for the visitor economy.

austrade.gov.au
13 28 78

DEPARTMENT OF INDUSTRY SCIENCE & RESOURCES (DISR)

DISR's business.gov.au provides a single portal which incorporates the business requirements of all three levels of government. This website should be the first port of call for people who have questions about starting, running or growing business in Australia.

business.gov.au
02 6213 6000



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