



# Business relocation support program

## Supporting businesses and workers impacted by property acquisition for Suburban Rail Loop East.

We understand that every business has unique needs and circumstances. Suburban Rail Loop Authority (SRLA) has a dedicated team which will work closely with affected businesses and workplaces to provide tailored support.

SRLA is partnering with some of Victoria's most well-known and trusted small business support providers to fund a range of support services to help you through the acquisition and relocation process.

These free, no obligation support services will be matched with what businesses and workers may need at different stages of this process. Your dedicated SRLA Business Liaison Manager will be available to guide you through what support services may best suit your requirements.

These services are offered free-of-charge through SRLA and are separate to, and independent from, the formal compulsory acquisition process outlined in the *Land Acquisition and Compensation Act (1986)*.

**To speak with the SRLA Business Support team and discuss your individual circumstances, please contact your Department of Transport and Planning (DTP) Case Manager for a referral.**

Your Case Manager's details can be found on the cover letter that accompanied your Notice of Intention to Acquire – if you are unsure of who your case manager is, please email SRL Property at [property@srla.vic.gov.au](mailto:property@srla.vic.gov.au).



### Before making the move

SRLA has developed a set of checklists for you to consider before relocating to a new property as a resident, whether you are an owner-occupant or a tenant. This includes due diligence requirements and other useful information from real estate industry leaders and associations.

You can view it on our website at [suburbanrailloop.vic.gov.au/relocation-support](http://suburbanrailloop.vic.gov.au/relocation-support).

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## Relocation support planning

Specialised support to find a replacement property includes:

- Relocation specialists to meet with you to understand your relocation needs and operational requirements
- Development of a Business Relocation Plan, including mapping out key steps and a timeline for your move, detailed site audits and assessments of operational and equipment requirements
- Access to property searches, market analysis and options assessments to identify potential replacement properties
- Assistance with the move – this may include removalists, project management services and other support services, based on your specific needs.

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## Navigating State and local government processes

- SRLA has developed a fact sheet summarising the support available to businesses, community and/or volunteer groups in a number of local government areas, to assist you in locating measures that may be relevant to you
- These support measures may include incentives, discounts, grant programs and rent relief initiatives. You can view this fact sheet online at [suburbanrailloop.vic.gov.au/relocation-support](http://suburbanrailloop.vic.gov.au/relocation-support) or you can request a copy from your Case Manager
- Upon request, SRLA can assist in liaising with relevant local Councils on existing permit/zoning enquiries and maintaining open lines of communication where possible, to encourage timely resolution.

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## Business mentoring

- SRLA has engaged expert business mentors to work directly with business owners on a strictly confidential basis
- Experienced mentors can assist and advise business owners seeking direction with planning and guidance to help identify and resolve issues with their businesses
- Businesses will have access to a number of sessions facilitated directly by mentors skilled in crisis and disruption.

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## Digital and marketing support

Access to branded collateral and digital services to help promote the move to both new and existing customers, including:

- Branded collateral such as new business cards, signage, menus, catalogues, brochures and/or flyers advertising your new location
- Digital marketing support for small businesses, such as high quality advice on updating or building your website, using online, social media and digital advertising, using small business software and understanding online security and data privacy.

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## Employee Support Program

SRLA is offering a range of free services to support employees of businesses or workplaces that are closing or relocating, including:

- Individual tailored employee support plans
- Access to services providing employment opportunities
- Referral to Commonwealth, State and local government support services
- Exploration of training pathways
- Counselling and mental health support
- Education and upskilling.
- More information about our Employee Assistance Program can be found at [suburbanrailloop.vic.gov.au/relocation-support](https://suburbanrailloop.vic.gov.au/relocation-support).

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## Professional counselling

- SRLA has engaged New View Psychology to provide professional and confidential counselling support for businesses, employees and their direct family members impacted by acquisition
- To book an appointment, please call **1300 830 687** and quote **'SRLA'**.

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## Translation and interpreter services

- We offer professional translation and interpreter services for businesses and employees impacted by acquisition, to be used for assistance in relocation support advisory services.
- Interpreters can attend meetings in person, online or on the phone. Confidential translation of documents can also be arranged.
- For meetings with SRLA or with your DTP Case Manager, we can arrange for an interpreter directly.
- For more information or to make a booking please contact SRL Property at [property@srla.vic.gov.au](mailto:property@srla.vic.gov.au)
- To contact a member of the SRLA team with an on-call interpreter, use our translation service on **(03) 9209 0417**.

## Other free support services

We can help connect businesses and their workers to a range of free services offered by existing industry-leading support providers.

Some of these are listed below. If you need help or advice on another type of support service, please contact your Business Liaison Manager at [property@srla.vic.gov.au](mailto:property@srla.vic.gov.au).

Provider	Support Service	More information and registration
Business Victoria	Business Victoria is a Victorian Government organisation that delivers a number of services and skills to help start, run and grow your business. Access tools and templates, info on support for small business, grants and workshops.	<a href="http://business.vic.gov.au">business.vic.gov.au</a>
Partners in Wellbeing	Partners in Wellbeing is a Victorian Government-funded free confidential support to improve your financial, business and emotional wellbeing	<a href="http://partnersinwellbeing.org.au">partnersinwellbeing.org.au</a>
Melbourne Innovation Centre	Support to assist Victorian small businesses, including: <ul style="list-style-type: none"><li>— free workshops on topics including strategy and resilience, finance and technology, customers and marketing, human resources, and mental health and wellbeing</li><li>— free online resources</li></ul>	<a href="http://melbourneinnovation.com.au">melbourneinnovation.com.au</a>
Industry Capability Network Gateway (ICN)	Promote your business to a national network of industry consultants, register your interest in work opportunities and receive updates about new projects. Different subscription levels are available to cater for your business needs.	<a href="http://gateway.icn.org.au">gateway.icn.org.au</a>
Vendor Panel Marketplace	This public Marketplace is free for suppliers to register. Your business profile will be visible to thousands of government and corporate buyers who use the platform to engage local suppliers in a fair and transparent quotation process.	<a href="http://vendorpanel.com.au/MarketPlace.aspx">vendorpanel.com.au/MarketPlace.aspx</a> <a href="http://vendorpanel.com/supplier-info">vendorpanel.com/supplier-info</a>
Australian Tax Office	Free webinars and workshops on a range of topics including record keeping and tax essentials, employer obligation, taxable payments reporting and more.	<a href="http://ato.gov.au/Business/Starting-your-own-business/Small-business-webinars-and-workshops">ato.gov.au/Business/Starting-your-own-business/Small-business-webinars-and-workshops</a>



## How to access these services

### **Business relocation support**

If you would like more information regarding business support services and how to access them, please speak with your DTP Case Manager for a referral to your precinct Business Liaison Manager.

Your Case Manager's details were included in the cover letter that accompanied your Notice of Intention to Acquire – if you are unsure of who your case manager is, please email SRL Property at [property@srla.vic.gov.au](mailto:property@srla.vic.gov.au).

### **Compulsory acquisition and compensation**

If you have questions about compensation and your individual acquisition case, please speak with your Case Manager directly.

### **Employee support**

If your employees would like more information about the support that is available to them, please refer to the Employee Assistance Program overview at [suburbanrailloop.vic.gov.au/relocation-support](http://suburbanrailloop.vic.gov.au/relocation-support).

### **Translation service**

You can contact a member of the SRLA team using our on-call interpreter service on **(03) 9209 0417**.



### More information

To find out more about Suburban Rail Loop:

- 🏠 [suburbanrailloop.vic.gov.au](http://suburbanrailloop.vic.gov.au)
- ✉ [contact@srla.vic.gov.au](mailto:contact@srla.vic.gov.au)
- ☎ 1800 105 105 (24 hours a day, 7 days a week)

Suburban Rail Loop Authority  
PO Box 24214, Melbourne VIC 3001

 Interpreter Service **(03) 9209 0147**

It should be noted that this information is current at the time of printing, however changes may occur. Please visit [suburbanrailloop.vic.gov.au](http://suburbanrailloop.vic.gov.au) for the latest updates.

