



Customer  
Service

# Dine & Discover NSW

## Stakeholder information pack

February 2021

[www.customerservice.nsw.gov.au](http://www.customerservice.nsw.gov.au)

# Dine & Discover NSW

- The NSW Government is launching Dine & Discover NSW to encourage the community to support dining, arts and tourism businesses and stimulate spending in the economy.
- From early 2021, every NSW resident aged 18 and over will be eligible for four \$25 vouchers worth \$100 in total to use at COVID Safe registered businesses until 30 June 2021.
- Two Dine & Discover NSW vouchers can be used for eating in at restaurants, cafes, bars, pubs and clubs, and two vouchers can be used for entertainment and recreation, including cultural institutions, live music, and arts venues.
- Residents can use their vouchers to dine at businesses from Monday to Thursday, and seven days a week at businesses offering entertainment and recreation, excluding public holidays.
- Businesses can [register online](#) to participate in the scheme. Vouchers will be distributed to NSW residents from early 2021, with some residents being the first to redeem their vouchers in selected trial locations prior to a state-wide rollout.

# How does it work?

## Businesses

- Businesses have been invited to register online.
- Businesses must be registered as COVID Safe and meet eligibility criteria to participate.
- Businesses need to download and install the Service NSW for Business app on their chosen smart device that will be used to scan customer vouchers.
- The app can be installed on multiple devices with a camera but will only work on Apple or Android.
- Prior to the statewide launch, businesses can now [register online](#).

## Customers

- Customers will need a MyServiceNSW Account to be issued with their digital vouchers.
- Customers can use their vouchers at participating businesses and venues.
- Vouchers will be distributed to NSW residents from early 2021, with some residents being the first to redeem their vouchers in selected trial locations prior to a state-wide rollout.

# Which businesses can participate?

## To be eligible, businesses must:

- Be operating in NSW
- Be operating in an eligible industry
- Be registered as a [COVID Safe Business](#) and have a [COVID Safe Plan](#). To register as COVID Safe go to [nsw.gov.au](https://nsw.gov.au)

## To apply, businesses will need:

- An active [MyServiceNSW](#) Account
- Two personal identity documents
- A valid business bank account
- An active Australian Business Number (ABN) and be registered for GST. To be accepted into the scheme, registration information will be validated with the ABN. Businesses will need to ensure their details are correct and make any updates via the [Australian Business Register](#).

Vouchers can only be used with businesses that have implemented a [COVID safe plan](#) and are registered as COVID Safe. Visit the [nsw.gov.au](https://nsw.gov.au) website for more information.

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# More information

## **Where businesses can go for information and support**

- Service NSW Business Concierge and customer service teams are available on 13 77 88 to support businesses with timely information.

## **Business will be provided with materials to promote their participation**

- A Dine & Discover NSW online promotional kit, including how-to guides, poster, badges for venues and digital channels, will be sent to all participating businesses.
- A how-to instructional video.
- Newsletter content for you to share with your relevant members, businesses and staff about the trial.
- Businesses will be listed in an online directory that voucher holders can use to find participating businesses.

## **NSW Government advertising campaign will promote the scheme**

- A NSW Government advertising campaign will encourage businesses and consumers to participate in the program.
- The campaign will launch in early 2021.

## **Registration process**

- There will be an online registration process for eligible businesses.
- We recognise that larger organisations may have different needs. For queries about registering multi-site businesses, please contact Service NSW Business Concierge on 13 77 88.

Visit the [nsw.gov.au](https://www.nsw.gov.au) website for more information

# Newsletter content

## **Dine & Discover NSW to help boost the economy**

Dine & Discover NSW is helping businesses across the hospitality, arts and tourism industries by encouraging consumer spending at COVID Safe dining, entertainment and recreation venues.

From early 2021, every NSW resident aged 18 and over will be eligible for four \$25 Dine & Discover NSW vouchers worth \$100 in total. Two vouchers can be used for dining out at restaurants, cafes, bars, pubs and clubs, and two vouchers can be used for entertainment and recreation, including cultural institutions, live music, and arts venues.

Residents can use their vouchers to dine at businesses from Monday to Thursday, and spend on activities at arts, entertainment and tourism businesses, seven days a week (excluding public holidays).

Businesses can **register online to participate in Dine & Discover NSW**. Vouchers will be distributed to NSW residents from early 2021, with some residents being the first to redeem their vouchers in selected trial locations prior to a state-wide rollout.

For more information about Dine & Discover NSW, call Service NSW now on 13 77 88 or [book a call](#) with a free Business Concierge. You can also find out more on the Dine & Discover NSW page at [nsw.gov.au](https://nsw.gov.au).



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