



## Dine & Discover NSW – information for businesses

The NSW Government has launched Dine & Discover NSW to support local dining, arts and tourism businesses and encourage the community to get out and about.

NSW residents aged 18 and over will be eligible for four \$25 vouchers, worth \$100 in total:

- two \$25 vouchers to be used for eating in at restaurants, cafes, bars, wineries, pubs and clubs
- two \$25 vouchers to be used for entertainment and recreation, including cultural institutions, live music, and arts venues.

Once approved as a Dine & Discover NSW business, you'll be able to accept vouchers and redeem them through the Service NSW for Business app.

### Test and pilot



Before Dine & Discover NSW opens up across the state, the scheme will be:

- tested with a small number of participants at The Rocks and Broken Hill in early February
- piloted with a larger group in Sydney CBD, Northern Beaches and Bega Valley from late February.

Businesses within these areas that successfully register can expect customers with vouchers during February.

From March, the scheme will roll out across the state and all successfully registered businesses will be able to accept Dine & Discover NSW vouchers.

### How do I register a business for the test or pilot?

Businesses in these areas that successfully register will automatically take part. Eligible customers will be invited to participate.

If your business is outside these areas, you can still register now and expect customers with vouchers when the scheme rolls out across the state from March.

### Will I need to register again after the test and pilot ends?

If you've registered a business for the test or pilot, you will not need to register it again. The business will remain in the scheme until it ends.

### Business eligibility



### What is the eligibility criteria for a business?

To register a business, you must:

- have an active ABN and be registered for GST – ensure your details are correct on the [Australian Business Register](#)  before registering
- operate in NSW
- be [registered as COVID Safe](#)  and have a [COVID-19 Safety Plan](#) 
- operate in one of these eligible industries:
  - cafés and restaurants
  - pubs, taverns, wineries, bars and clubs
  - scenic and sightseeing transport
  - cinemas
  - museums, galleries and historic sites
  - zoos, botanic gardens, wildlife parks and nature reserves
  - performing arts operations, theatres and entertainment centres
  - amusement, theme and water parks
  - recreational activities such as go-karting, indoor climbing, mini-golf, billiards, bowling or ice-rinks
  - outdoor adventures
  - travel agencies and tours.

## What information is required to register a business?

You'll need:

- a MyServiceNSW Account
- 2 personal identity documents such as an Australian driver licence, Medicare card, Australian Passport
- your business details - Australian Business Number (ABN), name, address, phone number and industry type.  
**Important:** Your identity document name details must match the name details held with the Australian Business Register (ABR) for your ABN
- the business bank account details (to receive your payments).

## Registration

### When can I register a business?

Registration for the scheme is now open to **all** eligible businesses across NSW.

Only businesses within the test and pilot areas can expect to receive vouchers before the scheme is rolled out across the state from March.

### How do I register?

If you meet the eligibility requirements, you can [register a business for Dine & Discover NSW](#) online.

## **Do I need to register separately for each business location?**

If you want each business location to participate in Dine & Discover NSW, you need to register each of them individually.

## **I have a business in both voucher categories, do I need to register twice?**

No, you only need to register once.

## **How long does it take for my registration to be assessed once submitted?**

You'll receive instant confirmation that your registration has been received. It may take up to five days for Service NSW to review and finalise registration.

## **Can someone else register the business on my behalf?**

Yes, if the person's name is on the ABR record. If a person other than a registered representative of the business attempts to register, the process will automatically decline the registration.

## **Redeeming vouchers**



### **Important information**

To participate in Dine & Discover NSW you'll need a phone or tablet to scan and accept vouchers using the Service NSW for Business app. Service NSW will provide app details to businesses accepted into the scheme.

### **What will the vouchers look like?**

A voucher looks like a QR code. Your customer may present this to you as a digital voucher on their smartphone, or as a printed voucher. Both are valid.

### **How do I scan the vouchers?**

To accept vouchers from customers, use the Service NSW for business app on your connected device to scan the QR code and follow the prompts on the device.

You'll need to download the Service NSW for business app and install it on each smartphone or tablet that will scan vouchers at your business.

### **How do I check if a voucher is valid?**

The Service NSW for business app will only accept vouchers that are valid.

### **Can I accept more than one voucher for the same bill?**

Yes, customers can combine their vouchers towards the same bill. However, each customer can only redeem one voucher at your business per day.

### **What do I do if the customer bill is less than \$25?**

Your customer doesn't receive the leftover amount, nor does your business. Any balance of funds is forfeited.

### **What days can I accept the vouchers?**

Vouchers to be used for:

- eating in at restaurants, cafés, bars, wineries, pubs and clubs can be accepted Mondays to Thursdays only (excluding public holidays)
- entertainment and recreation, including cultural institutions, live music, and arts venues, can be accepted any day of the week (excluding public holidays).

### **What can't the voucher be accepted for?**

Businesses cannot accept vouchers, and will not be reimbursed for:

- takeaway or delivery meals
- alcohol
- tobacco
- gambling
- online orders.

## **Reimbursements**



### **How long will it take to be paid for the vouchers I've redeemed?**

The voucher is processed once it has been redeemed via the Service NSW for Business app and payments will be received within 5 days.

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