

December 2021 Quarterly Report



Small
Business
Commissioner

By the numbers



106 engagement sessions

with industry, local government, State and Federal Government departments and agencies



over **12,100**

individual small businesses received direct support



over **212,000**

unique website visits



53 new articles

to keep small businesses informed



94% of customer calls

answered within 60 seconds

Top industries reached



Accommodation



Beauty



Retail



Arts & Recreation



Take away

Top reasons for customer calls



Commercial leases



Retail leases



Grants



"Other" issues

"When we couldn't get any action from our key contacts, the Small Business Commissioner was able to cut through to make sure my members issues were flagged and, most importantly, resolved almost overnight."

Liesel Wett | CEO, Australian Pathology

If you'd like to contact the Commission, please visit smallbusiness.nsw.gov.au/contact

Quarterly highlights



Targeted activity

- Engaged with more 200 businesses in preparing a report on the economic impact of the Inner West light rail shutdown
- Helped develop the NSW Government's [Alfresco Restart package](#) to make it easier for hospitality businesses to set up outdoor dining areas
- Secured changes to the NSW Public Health Orders that required amusement and play centres to close during lockdown
- The Commissioner spoke to [Sydney Muslim community radio](#) to provide advice to small businesses on emerging from lockdown
- The Commission awarded grants to a record number of applicants, including local councils, businesses and organisations, for the hosting of [NSW Small Business Month](#) events in March 2022
- Launched the Commission's [Tender Support Program](#) for small business. The new guide and online training program developed with TAFE aims to help business owners and operators learn how to tender for NSW Government contracts and win more government work



Advocating for small business

- Successfully advocated for temporary measures allowing low-risk licensed venues, restaurants and cafes to permanently offer delivery and take away liquor
- Provided feedback and contemporary advice on key challenges encountered by small businesses under the NSW reopening roadmap
- Advocated for and secured an extension of the COVID commercial lease regulations to help small businesses negotiate rent relief with their landlord
- Worked successfully with the ATO to implement a change to ANZIC codes to allow businesses with an ABN to [register up to four additional business activities](#), making it easier for them to access government support
- Published a [new guide for contractors in the gig economy](#) to help them understand their rights and responsibilities
- Advocated for and secured a [government stock guarantee](#) for small businesses over the Christmas and New Year period that would compensate businesses for loss of perishable stock due to COVID lockdowns, as recommended in the Commission's report on the 2020-21 Northern beaches lockdown.
- [Surveyed](#) more than 6,000 NSW small businesses over three surveys to understand emerging issues and the needs of small businesses as NSW reopened from COVID-19 restrictions
- Met with the Commission's Small Business Reference Group to help shape the future of government services and support measures for small business
- Successfully advocated for a review to improve outcomes for small business suppliers under the NSW Government's [Faster Payment Terms Policy](#)

"Thank you so much for helping me with my challenges in getting a development application through council. Your assistance has helped me make significant progress."

Lara Rose | Penrith Early Learning Centre