

By the numbers



with industry, local government and Australian Government departments and agencies



individual small businesses received direct support



Top industries reached



Accommodation



Restaurants
and cafes



Construction



Retail



Arts and
recreational
services

Top reasons for customer calls



Commercial leases



Retail leases



Business to business
disputes

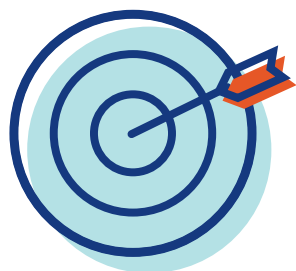


Bond scheme

"I called for some guidance about getting the big cracks in the concrete repaired in the premises I lease because they were ruining my forklift tyres. Thanks to your negotiation advice, I'm pleased to report the landlord has agreed to make repairs."

Jisu An | Astro Tile

Quarterly highlights



Targeted activity

- Consulted with small businesses in the Wingecarribee Shire on their experiences doing business with the local council and delivered a report to the NSW Government recommending improvements to council policies and processes
- Worked with the NSW Government and other stakeholders to develop support measures for small business impacted by the NSW floods, including grants of up to \$75,000
- Worked with the childcare industry and TAFE NSW to develop a bridging program to address gaps in the NSW child care industry in relation to degree qualified teachers



Advocating for small business

- Successfully sought from the Australian Tax Office an extension to the Single Touch Payroll deadline for small businesses, in light of the NSW COVID-19 lockdown
- Launched an improved Small Business Survey and conducted three surveys of NSW small businesses to gauge their confidence and business strength, which informs the work of the Commission and the business support measures provided by the NSW Government
- Submission to the NSW State Insurance Regulatory Authority review of injury insurance arrangements for food delivery riders in the gig economy, advocating for minimum insurance requirements
- Submission to the NSW Government on the regulations for agritourism to make it easier for farms to set up ancillary businesses, such as cellar doors and farmstays
- Submission to the National Quality Framework review to help improve regulation of the childcare and early learning sector for the benefit of small business
- Held three meetings of the Commission's new Small Business Reference Group to help shape the future of government services and support measures for small business
- Submission to a review of the laws surrounding the prosecution of work health and safety breaches, seeking to ensure that small businesses are treated fairly
- Successfully sought more generous terms for the NSW Government's mice plague assistance for small business

Worked collaboratively with Government and other stakeholders to:

- Develop a support package for small businesses impacted by the NSW COVID-19 lockdown, including
 - direct grants to businesses of up to \$15,000
 - "JobSaver" employee retention payments - up to 40% of payrolls
 - protections for commercial tenants
 - microbusiness grants of \$1,500 per fortnight
 - land tax relief for commercial landlords
- Develop the NSW Government's faster payments policy for subcontractors, which requires contractors working for the NSW Government to pay their small business suppliers within 20 business days
- Launch an improved and updated NSW Government Small and Medium Enterprise and Regional Procurement Policy, which now makes it easier for Government agencies to source goods and services from small businesses

"I would like to say how impressed I was with the mediation service and with Phillipa our mediator. I had a great outcome and Phillipa made a stressful situation much less so."

Robyn | Mediation participant

Quarterly highlights



Making business easier

- Published a suite of resources for local councils to help them procure more goods and services from their local small businesses
- Received \$13 million in FY2021-22 funding from the NSW Government to respond to continuing elevated levels of demand from small business for the Commission's services, including mediation, enhanced advocacy on small business issues and frontline customer service roles. \$5 million will fund a Tender Support Program to increase the share of goods and services supplied to the NSW Government by small business



Commercial tenancy and mediation service

- 478 applications for mediation managed. It is expected that 90% will settle before the need for a court or tribunal to decide the matter
- 1,803 retail and commercial bonds lodged and 1,077 claimed

“Following long term frustrations in their dealings with Council in the Wingecarribee Shire, small businesses and their representatives in the chamber movement were pleased to not only have their concerns and experiences heard but also reflected in a very detailed, comprehensive and outcomes-focused report by the Commission.”

Adam Zarth | Business Illawarra