

By the numbers



with industry, local government and Australian Government departments and agencies



over **9,400**

individual small businesses received direct support



over

130,000

unique website visits



35

new articles to keep small businesses informed



92% of customer calls answered within 60 seconds

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

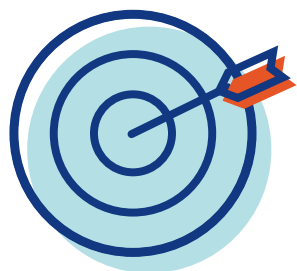


Bond scheme

"I was so impressed with the knowledge, care and attention invested by your team - and the mindful follow-up. Without the budgets to access good legal and business advice, it is sometimes hard to achieve just outcomes, or stand up for our rights. Many thanks."

Annabel O'Flynn | Grooove Graphic Design

Quarterly highlights



Targeted activity

- Advocated for and secured \$5,000 hardship grants and other support for businesses affected by localised COVID-19 restrictions in the Northern Beaches, through the Commissioner's Northern Beaches Report
- Supported businesses impacted by the NSW Floods with information on how to access government grants and assistance, make insurance claims and other flood-related issues
- Met with local business leaders in the Albury region to hear the experiences of small businesses impacted by earlier border lockdowns
- Successfully advocated for an extension to financial support for small businesses on the NSW-Victoria border impacted by container deposit legislation



Advocating for small business

- Launched the first stage of the Commission's Small Business Procurement Project by surveying small businesses on their experience of selling goods and services to the NSW Government and how the process can be improved
- Surveyed more than 2,000 small businesses and conducted in-depth interviews to understand business conditions and the challenges faced by small businesses ahead of the conclusion of key support measures, such as JobKeeper
- Held the first monthly meeting of the Commission's new Small Business Reference Group to help shape the future of government services and support measures for small business
- Made a submission to the Commonwealth Government's Payments System Review, recommending improvements to make electronic payments more reliable, cost-effective and responsive to small business needs

Worked collaboratively with government and other stakeholders to:

- Support solutions for small businesses affected by infrastructure projects including Parramatta Light Rail and local parking issues
- Develop key small business support measures including the \$50,000 Small Business Recovery Grant, Dine & Discover NSW vouchers and the \$1,500 Small Business Rebate Scheme



Making business easier

- Published advice for small businesses on how to manage false or misleading online reviews
- NSW Government announced planning changes to make it easier for farms to set up agritourism businesses, enabled by the Agritourism pilot program developed by the NSW Small Business Commissioner and Service NSW

“The appointment of the Commissioner in March to enquire into business conditions in the Wingecarribee Shire came as a relief to local businesses and their advocates, who have been facing significant challenges. They are really appreciative of having their concerns listened to.”

Adam Zarth | Business Illawarra

Quarterly highlights



Commercial tenancy and mediation service

- 589 applications for mediation managed during the quarter. It is expected that 90% will settle before the need for a court or tribunal to decide the matter
- Guided our small business customers through the expiry of the COVID leasing regulations in March with updated information and advice
- 1,534 retail and commercial bonds lodged and 980 claimed

“The opportunity to engage the Small Business Commissioner to effect a mediation was instrumental in bringing my matter to a beneficial closure. Thank you and your team for their assistance and support.”

Barry Bone | Complete Petrochemical Consulting Services