

By the numbers



152 engagement sessions

with industry, local government and Australian Government departments and agencies



over **16,000**

individual small businesses received direct support



over **540,169**

unique website visits



82 new articles

to keep small businesses informed



84% of customer calls

answered within 60 seconds

Top industries reached



Beauty



Retail



Restaurants and cafes



Accommodation



Take away

Top reasons for customer calls



Commercial leases



Retail leases



Grants

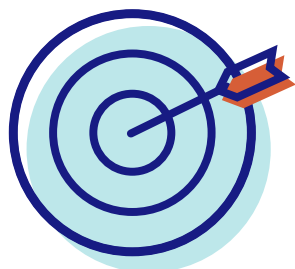


Business to business issues

"I wish to take the time to personally thank your team members for their courteous and professional help and advice."

Kristy Pinna | Connection Studios

Quarterly highlights



Targeted activity

- Advocated for and contributed to further improvements to the business assistance package, recovery initiatives and guidance to aid small businesses during the COVID-19 Delta outbreak restrictions
- Advocated for additional support for retail and commercial tenants
- The Commissioner attended 15 online forums with small businesses in city and regional areas and 38 industry sessions to explain Government and Commission support measures during COVID restrictions and answer questions
- Secured additional government funding to boost mediation services and call centre support, assisting the Commission in responding to a surge in demand (compared with the June 2021 quarter):
 - › 48% increase in small businesses assisted
 - › 270% increase in unique visits to our website
- Surveyed more than 6,000 small businesses to understand emerging issues and impacts associated with COVID-19 restrictions



Advocating for small business

- Recommended improvements to the Banking Code of Practice to support small business in a submission to the Australia Banking Association's Review
- Recommended measures to encourage adoption of least cost routing and a service guarantee to assist small business in a submission to the Reserve Bank's Retail Payment Systems Review
- Highlighted telecommunications challenges faced by small business in the regions in a submission to the Commonwealth's Regional Telecommunications Review
- Called for a code of conduct to improve dispute resolution for small businesses using digital marketplaces and other digital platforms like Amazon, eBay and Facebook in a submission to the ACCC's Digital Platform Services Inquiry
- Met with the Commission's Small Business Reference Group to help shape the future of government services and support measures for small business
- Advocated on a range of issues affecting small childcare sector operators



Making business easier

- Published a suite of information and resources for small businesses and landlords on the Commission's website to assist in the understanding and implementation of leasing protections under the National Cabinet's Mandatory Code of Conduct
- Secured improved access to Faster Payment Terms with the NSW Government and expanded the number of eligible businesses by integrating registration with the Department of Customer Service Supplier Hub platform



Commercial tenancy and mediation service

- Facilitated the delivery of mandated rent reductions under the protections for commercial and retail tenants through the provision of low-cost, professional mediation services
- 614 applications for mediation managed. It is expected that 90% will settle before the need for a court or tribunal to decide the matter
- 1,391 retail and commercial bonds lodged and 1,244 claimed

“One of my members, a retailer in Armidale, was having issues with the JobSaver payment and the Commission was able to answer their questions to assist with their grant application.”

Joe Townsend | Business NSW Regional Manager