

Supporting NSW Small Business

The NSW Small Business Commissioner helps to resolve issues affecting small businesses and influences meaningful change to assist them.

Engagement



143 targeted engagement sessions with industry, local government and Australian Government Departments and Agencies



167,370 website visits

Business rental bonds

1,548 Retail and Commercial Bonds lodged and **1,375** claimed



Solving problems



86 small businesses and industry groups supported through our advocacy

Faster payments



237 additional small businesses registered to receive faster payments from NSW government agencies

Dispute resolution



9,040 preliminary assistance calls and emails with businesses



905 applications for mediation and with a settlement rate of **92%**

'I engaged the Small Business Commission to help mediate an outcome on an outstanding invoice owed to my company. The staff were incredibly professional throughout the entire process. The Small Business Commission must be highly praised for the handling of the entire situation. My case manager provided support for me and my company when I was being bullied by a much larger organisation. Without this support and guidance I believe I wouldn't have had such a positive outcome.'

Matt, AustralisFire | 10 September 2020

Quarterly Highlights



Targeted activity

Worked with industry associations, local communities and NSW government to:

- establish the **Southern Border** Support Grant, providing up to \$10,000 for businesses impacted by the NSW/Victorian border closure
- **expansion** of the \$3,000 Small Business Restart Grant to **18 additional industries**
- **extension** of the Retail and Other Commercial Leases (COVID-19) Regulation to 31 December 2020



Making business easier

Supported legislative changes:

- New Commonwealth laws to track payment performance from big businesses to small businesses.
- New NSW legislation to ensure **faster payments**, and stronger protections, for sub- contractors in construction sector



Advocacy for small business

Supported small business through effective advocacy and targeted submissions on

- Security of payment regulations to improve payment times for construction sub-contractors
- NBN small business experience to improve the **broadband reliability**
- ICT sovereign procurement for more small business opportunities
- ASIC e-payment code to **extend to sole traders**
- Motor Dealers and Repairers Act to streamline trade licences



Policy development

Contributed to policy development:

- 24 hour economy
- Outdoor Dining
- Drought resilience



Listening to business

Invited feedback and conducted targeted surveys on:

- Parramatta Light Rail small business support measures
- COVID-19 Rent Relief Regulation effectiveness
- COVID-19 impacts on small businesses

'Our cafe winery was heavily impacted by COVID-19. With the loss of business and revenue, we were struggling to pay the rent and we found ourselves in a very stressful situation. After speaking with the Small Business Commission customer service people, we got the guidance we needed to negotiate rental relief that has kept our business running.'

Steve Walker, Eling Forest Winery Cafe | Southern Highlands