

December 2022 Quarterly Report



Small
Business
Commissioner

By the numbers



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



3,600

individual small businesses received direct support



Top industries reached



Other Services



Retail Trade



Construction



Professional,
Scientific
and Technical
Services



Rental, Hiring
and Real Estate
Services

Top reasons for customer calls



Retail leases



Other



Commercial leases



General contract
disputes



Bond scheme

“We may be just a little cog in the wheel of the economy, but it’s nice to know the Commission is there to listen to us and take our feedback to people who can help.”

Vivian Samaha | Bridal Silver Service

Quarterly Activity & Achievements



Highlights

- Launched a major [review of the NSW Retail Leases Act](#), including a public submission process conducted during the quarter.
- Wrapped up [NSW Small Business Month](#) in November, the second for 2022. Over 500 events held across the State with the assistance of 274 official collaboration partners and almost 140 grants awarded to support event organisers.
- Helped negotiate the donation of 10,000 free COVID test kits for Parramatta businesses.



Small business advocacy

- 1 December launch of [new rules](#) to make it easier for farmers to set up agribusinesses, a reform championed by the Small Business Commissioner.



Reports and Publications

- Released [updated guides](#) to help small businesses prepare for and recover from disasters.
- Published [factsheets](#) on how to sponsor a skilled migrant and implementing e-invoicing.
- Made a [submission](#) to a parliamentary inquiry on insolvency laws recommending improvements to aid small business.
- Lodged a [formal response](#) to the NSW EPA's Driving NSW's Circular Economy discussion paper.
- Lodged a [formal response](#) to the NSW Government's Liquor Licensing Reform discussion paper.



Surveys and engagement

- [Surveyed](#) more than 1,800 NSW small businesses over three surveys to understand how confident businesses are about their future and the key challenges they face.
- Conducted a public consultation on the Commission's proposed new regulation which would include gyms and small bars in the Retail Leases Act. The regulation [took effect](#) on 1 January 2023.
- 16 consultations conducted with small businesses and industry organisations as part of the Commission's Business Insights Initiative (BII).



Mediation

- Conducted 109 mediation sessions to help small businesses resolve disputes and managed 443 new applications for mediation.

“It’s a challenge for small businesses in our region to keep up with important news. The Commissioner has been a vital source of news and updates on government assistance and other critical information.”

Rosie Siemer | Sitting Bill, Business Far West