

## By the numbers



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



**4,000**

individual small businesses received direct support



**174,000**

unique website visits



**21**

new articles to keep small businesses informed



**80%**

of customer calls answered within 60 seconds

## Top industries reached



Other Services



Retail Trade



Construction



Rental, Hiring and Real Estate Services



Professional, Scientific and Technical Services

## Top reasons for customer calls



Commercial leases



Other



General contract disputes



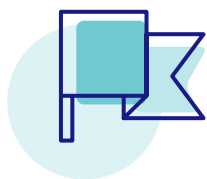
Retail leases Act

"We spent many frustrating months trying to get the required approval from council to license our bus company. When that approval came through, Anna from the Commission helped us get the license from Transport NSW within an hour, which saved us from having to spend thousands to hire a bus to fulfil our first booking. She was awesome."

Greg Sadler | Countrywide Coaches

# Quarterly Activity & Achievements

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## Highlights

- Cut the cost of the Commission's mediation service by almost half to help small businesses and landlords resolve disputes quickly and cheaply. Applying for mediation is free
- Published a [new guide](#) to the Commission's mediation service
- Delivered a [report](#) to the NSW Government on the challenges small businesses have in obtaining appropriate insurance, making a series of recommendations to improve access



## Small business advocacy

- Was successful in advocating for a \$10,000 grant for businesses in Kangaroo Valley impacted by flood-related road closures
- The Commission successfully advocated for changes to NSW Government procurement processes, making it easier for co-operative and mutual enterprises to register to sell to the Government



## Reports and Publications

- Published the 2022 update to the Commission's [Retail Tenancy Guide](#), a comprehensive overview of everything retail lease holders and landlords need to know when starting or ending a lease or resolving a lease dispute
- Published a [factsheet](#) on how small businesses can get a better deal on card payments fees
- Made a [submission](#) to the ACCC's Regional Mobile Infrastructure Inquiry on the telecommunications challenges faced by small businesses in the regions
- Lodged a [submission](#) to the Home Building Compensation Reform discussion paper from the State Insurance Regulatory Authority, outlining the challenges for small business in this sector



## 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
- 24 consultations conducted with small businesses and industry organisations as part of the Commission's Business Insights Initiative (BII)



## Mediation

- Conducted 142 mediation sessions to help small businesses resolve disputes and managed 460 new applications for mediation

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“Kangaroo Valley was severely impacted by flood-related road closures in March but businesses were not eligible for flood grants assistance. We are grateful for the Commission's assistance in getting these special circumstances recognised, which led to a grant being made available.”

Natalie Harker | Kangaroo Valley Chamber of Tourism & Commerce