

By the numbers



196 engagement sessions

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



3,569

individual small businesses received direct support



622 126

mediation applications
mediations held



139,000

unique website visits



25 new articles

to keep small businesses informed



84% of customer calls

answered within 60 seconds

Top industries reached



Other services



Retail trade



Construction



Accommodation
and food services



Professional,
scientific and
technical services

Top reasons for customer calls



Retail Leases Act



Business to
business disputes



Commercial leases



General contract
disputes



General civil

“The mediator displayed an impressive level of skill and persistence and managed to facilitate the resolution of a dispute which the parties and representatives initially had no confidence could be settled at mediation.”

Michael Adamo | Staunton & Thompson Lawyers

Quarterly activity and achievements



Highlights

- Delivered the Commission's [review of the Retail Leases Act](#). The review makes 22 recommendations for reforms including legislative amendment and non-legislative proposals
- Launched a communications campaign to promote the Commission's [Get Ready for Disasters guides](#) to help small businesses prepare for the threat of bushfires and other disasters during the summer period
- More than 220 grants offered to business chambers, local councils and not-for-profits to host events for [NSW Small Business Month](#) in October
- 250 Collaboration Partners signed up to NSW Small Business Month
- Launched a [guide](#) which helps small businesses prepare for the impacts of local constructions works
- Launched a [guide for councils](#) to assist them in strengthening and supporting their local small businesses.



Small business advocacy

- Engaged with government agencies to resolve a range of specific matters affecting individual small businesses
- Assisted small businesses and digital services providers to achieve fairer contracting arrangements, clarity of key contract terms and more supportive communication
- Worked with businesses affected or concerned by disruption related to public infrastructure works or events, including working with agencies to advocate for small business needs to be taken into consideration during the planning and event design stage.



Mediation

- Achieved an 89.8 per cent satisfaction rating from mediation customers in the September quarter.



Reports and publications

- Submitted a [response](#) to the ACCC's consultation paper on the CDR Active Data Holder Rectification Schedule
- Made a [submission](#) to the Australian Children's Education and Care Quality Authority's review of the NQF Staffing and Qualifications Regulation
- Made a [submission](#) to the National Emergency Management Agency's Review of Commonwealth Disaster Funding
- Submitted a [response](#) to the Department of Industry, Science and Resources consultation on proposed country of origin labelling for seafood in the hospitality sector
- Made a [submission](#) to the NSW Department of Customer Service on the government's Proposed Practice Standard for Professional Engineers
- Provided [feedback](#) to the ACCC on its draft guidance for business on environmental and sustainability claims
- Made a [submission](#) to Liquor & Gaming NSW on the review of Alcohol Delivery Reforms
- Lodged a [response](#) to Safe Work Australia's Consultation on options to improve WHS incident notification.



Surveys and engagement

- The Commission surveyed more than 1,900 NSW small businesses over three [surveys](#) to understand how confident businesses are about their future and the key challenges they face
- 15 consultations conducted with small businesses and industry organisations as part of the Commission's Business Insights Initiative
- Conducted a social media campaign to raise awareness of the economic contribution of small businesses to the NSW economy.

"I have never known a government department to be so customer-focused and helpful."

Kevin Gregory | Landin Commercial

If you'd like to contact the Commission, please visit smallbusiness.nsw.gov.au/contact