

December 2023 Quarterly Report



Small
Business
Commissioner

By the numbers



114

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



3,175

individual small businesses
received direct support



613

mediation
applications
managed

84

mediations
conducted



171,800

unique website visits



30

new articles
to keep small
businesses informed



89%

of customer calls
answered within
60 seconds

Top industries reached



Retail trade



Construction



Accommodation and
food services



Rental hiring and
real estate



Professional,
scientific and
technical services

Top reasons for customer calls



Business to
business issues



Retail Leases Act



Commercial
leases



General civil



Business to
consumer issue

“I was having trouble getting my landlord to fix a leaky roof which was continually flooding my business. After getting advice from the Commission on my options, I put an offer to the landlord, who agreed to fix the roof and give me 6 months rent free. Thank you.”

Nouhad Dib - Above and Beyond Carers

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

Quarterly activity and achievements



Highlights

- Delivered a successful NSW Small Business Month in October, with more than 700 events across NSW attended by 24,000 people. 94% of attendees were very satisfied or satisfied with their participation in NSW Small Business Month and 79% agreed that they felt more confident in their business afterwards
- Measures recommended by the Commission to make it easier for small businesses to [tender for government contracts](#) were adopted by the NSW Government, including only requiring proof of insurance when a contract is awarded
- Launched the Commission's new website, with improved navigation and search capabilities.



Small business advocacy

- Advocated on behalf of NSW small businesses impacted by the November Optus outage and petitioned the Telecommunications Ombudsman to establish a mechanism for redress and compensation, as well as protocols for improved handling of future outages
- Boosted engagement with digital platforms and online marketplaces to resolve common challenges experienced by small businesses.



Mediation

- Launched a procurement process for a new mediation panel, helping ensure the Commission's mediation service continues to achieve a high level of success in resolving leasing and other types of business disputes
- Achieved a 92% satisfaction rating from participants in mediation sessions held in the December quarter



Reports and publications

- Published a [new guide](#) to starting a business
- Published an [introductory guide](#) for small business on how artificial intelligence can assist their operations
- Made a [submission](#) to the NSW Department of Customer Service's review of retail trading laws on Anzac Day
- Made a [submission](#) to the Commonwealth Attorney-General's Personal Insolvency Consultation
- Submitted [feedback](#) to the NSW Parliament's review of the *Modern Slavery Act 2018*
- Provided [feedback](#) to the Australian Competition and Consumer Commission regarding the draft findings and recommendations in its Childcare Inquiry September interim report
- Provided [feedback](#) to the Commonwealth Department of Finance on the proposed Digital ID legislation
- Provided [feedback](#) to Commonwealth Treasury on protecting consumers from unfair trading practices under the Australian Consumer Law (ACL)
- The Commission made a [submission](#) to a review of the November 2023 Optus outage by the Commonwealth Department of Infrastructure, Transport, Regional Development, Communications and the Arts.



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
- 19 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 benefits of mediation in resolving leasing and other business disputes.

“After my Meta account was hacked Meta blocked the account and I had been trying for three months to get access. With your help I was able to achieve access in under 48 hours! I highly recommend your services.”

Barny Carter

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