

Encouraging government agencies to enter into productive working relationships with small businesses

- Developed a [guide](#) for small businesses that explains the NSW Government's **30 Days to Pay policy**, and contains tips on invoicing government departments, to make it easier for small businesses to transact with government.
- Hosted two **NSW government roundtable sessions** to gain a first-hand understanding of the policy reform agenda of priority government agencies, assisting with the proactive identification of opportunities to engage and collaborate with industry and government agencies on key issues affecting small businesses in NSW.

Promoting a fair operating environment in which small businesses can flourish

- Spoke up in support of the federal government's proposal to extend **unfair contract term** laws to small business, including through contributing to a federal treasury-led implementation working group on the proposal.
- Initiated cross-agency policy collaboration about the **sharing economy** to explore the disruption of existing SMEs, opportunities for micro-entrepreneurs, and regulatory responses.
- Commissioned [Looking ahead: preparing small business for the future](#), a **research-based publication** designed to help small businesses navigate their forward planning.

Facilitating and encouraging the fair treatment of small businesses

- Spoke up within government about the unintended consequences arising for niche low-risk segments of the **motor vehicle repairer industry** following the introduction of the new *Motor Dealer and Repairers Act 2013*. This resulted in affected businesses not being unfairly hit with infringement notices whilst necessary legislative changes were made.
- Continued to work with Transport for NSW, City of Sydney and business chambers to identify and implement business support initiatives to help keep small businesses open and operating through the **Sydney Light Rail construction** period.
- Spoke up for small agricultural businesses as part of the Senate Inquiry into **agricultural levies**, by raising concerns about whether these levies were achieving the desired results in the agricultural sector, and urging greater transparency to allow producers that pay the levies to understand where their contributions are being spent.

Identifying and supporting measures to reduce the administrative burden for small businesses

- Facilitated discussions between a **small regional textile manufacturer** and a government department, which resulted in the business discovering that it no longer needed to comply with a particular policy that was a significant administrative burden on the business.

- Alerted the Productivity Commission to specific industries and policies in need of review in regards to **mutual recognition of occupational licensing** across state jurisdictions.
- Highlighted the potential benefits of government **leveraging the Australian Business Register**, and continued to facilitate its use more broadly across government, with the aim of reducing the administrative burden placed on business, and increasing the competitiveness of doing business in NSW more broadly.

Providing a central point of contact for small businesses to raise concerns about their dealings with other businesses and government agencies

- Coordinated a forum for residential builders to hear their views about the operation of the then **Home Warranty Insurance Scheme**.
- Ensured a small employer's concerns about the local **availability of apprenticeship training for the business's employees** were understood by the relevant government department, facilitating the development of a local solution.
- Liaised with liquor store owner representatives to understand and discuss key issues of importance to small businesses in the **packaged liquor sector**, including retail trading days and other regulatory burdens, and participated in government industry consultation to ensure the needs of these small businesses were considered in the development of policy.