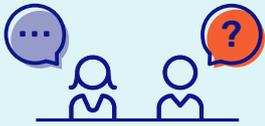


# December 2020 Quarterly Report

## By the numbers



**120** engagement sessions with industry, local government and Australian Government Departments and Agencies



Over **10,000** individual small businesses received direct support



**159,035** unique website visits



**40** news articles to keep small businesses informed



**92%** of customer calls answered within 60 seconds

## Top 5 industries reached



Restaurants & cafes



Accommodation



Beauty



Professional, Scientific & Technical Services



Arts & Recreational Services

## Top reasons for customer calls



Commercial leases



Retail leases



Other business disputes



Construction contracts

*'I run a small clothing business in Liverpool and had been locked out of my shop. I called the Small Business Commission and the people I spoke to understood my situation and helped me with practical guidance on how to resolve the situation quickly. I followed their advice and it's now sorted and going well - that was such a horrible day, so thank you so much for all the assistance, and the support you provided.'*

Neelam Singh | Nazrana

# Quarterly Highlights



## Targeted activity

- Participated in October's Small Business Month.
- Review and promotion of the COVID-19 Southern Border Grant for businesses impacted by the border closures.
- Developed an action plan to support small businesses affected by government and related infrastructure construction.
- Supported small businesses in the hospitality sector with their responses to planning applications and operating arrangements.



## Advocacy for small business

- Advocated for improved NBN services for regional small business before the Joint Standing Committee on the National Broadband Network.
- Helped deliver an improved COVID-19 deep clean standard for small businesses.
- Advocated for improvements to childcare planning arrangements in the review of the Education State Environmental Planning Policy.
- Commenced consultation on measures to improve participation by small business in government tendering.

Worked collaboratively with government and other stakeholders to:

- Extend the Retail and Other Commercial leases (COVID-19) Regulations for retail businesses to 31 March 2021.
- Support the Alfresco Outdoor Dining pilot to make it easier for councils to approve outdoor dining for existing small bars, pubs, cafes and restaurants.
- Recommend improvements to insolvency and franchising legislation.
- Include online retailing in the definition of 'home business' and 'home industry' in local environmental planning regulations.



## Making business easier

- Published a Business Continuity Plan guide to help businesses prepare for and manage disruptions to their operations.
- Assisted businesses that aren't online or who have unreliable internet service achieve COVID-19 compliance.
- 282 additional businesses registered to receive faster payments from NSW Government agencies.

*'Our experience with the NSW Small Business Commissioner and his team has been nothing but positive and effective. The Commissioner and his office genuinely care and the attention given to our members' needs is refreshing to say the least, and makes our role advocating on our members' behalf enjoyable! Thank you.'*

Carrick Gill-Vallance | Albury Business Chamber

# Quarterly Highlights



## Commercial tenancy and mediation service

- 669 applications for mediation managed. It is expected that 90% will settle before the need for a court or tribunal to decide the matter.
- Published the 2020 NSW Retail Tenancy Guide to help tenants and property owners avoid and resolve retail lease disputes.
- 1,831 Retail and Commercial Bonds lodged and 992 claimed.



## Budget measures for small business

- Advocated for support measures that were adopted in the 2020 NSW State Budget
- **\$5 million** for the NSW Small Business Commission to establish a new tendering support service for small business.
  - A cut in in the payroll tax rate from 5.45 per cent to **4.85 per cent** for two years and the threshold permanently increased from \$1m to **\$1.2m**.
  - **\$100** Out and About digital vouchers to NSW residents to spend at restaurants, cafes and on arts and tourism attractions across NSW.

*'It was nice to talk to you over the phone. I know what I need to do to get paid now. Thank you for the support.'*

Susan Miller | DM Constructions