

OUR PURPOSE

To promote enterprise and a fair operating environment for small businesses through effective advocacy, tailored information and professional dispute resolution services



OUR SERVICES

- We assist small businesses with a range of business issues and disputes, as well as landlords and tenants of retail and commercial leases
- We work within Government and with the community to advocate for improved outcomes for small businesses in NSW.



ACCESSING OUR SERVICES

- Our case officers are available on 1300 795 534 between 8:30am – 5pm, Monday to Friday, except public holidays. Customers may also submit online requests for information at any time, and we will contact you
- Customers can access information and articles on our website 24/7, as well as apply for mediation online
- www.smallbusiness.nsw.gov.au



WHAT YOU CAN EXPECT

- We will be responsive, with most calls to our contact centre being answered within 60 seconds
- We will respond to online enquiries within one business day and applications for mediation will be acknowledged within two business days
- We will provide accurate and up to date information, when you need it, and refer to stakeholders where necessary to assist you to resolve your issue
- In the provision of mediation services, the Commission will be impartial when dealing with all parties to a matter
- We will take the time to properly understand your needs and the needs and experiences of small businesses in NSW.

OUR VALUES

We believe in delivering outcomes for small businesses with independence, persistence and professionalism



OUR CUSTOMER SERVICE PRINCIPLES

We will:

- treat you fairly and with **RESPECT**
- make it simple to **UNDERSTAND**
- be clear about what steps are **INVOLVED**
- let you know what the **OUTCOMES** could be
- confirm with you that we **UNDERSTAND** your situation
- be **ACCOUNTABLE** for our actions.



NSW GOVERNMENT PUBLIC SERVICE VALUES

As NSW public sector employees, we have a responsibility to behave ethically, act with integrity and in the public interest. We adhere to the NSW Government's core values of **INTEGRITY, TRUST, ACCOUNTABILITY** and **SERVICE**.

HOW YOU CAN HELP US

We value your feedback on your experience.

You may provide feedback over the phone to one of our case officers, or provide feedback in writing via our website: www.smallbusiness.nsw.gov.au/contact

