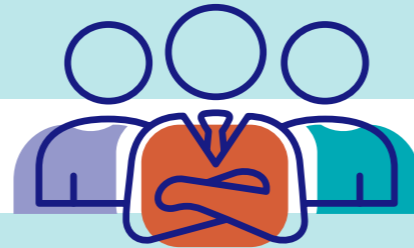


OUR PURPOSE

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

OUR VALUES

We deliver outcomes for small businesses with independence, persistence and professionalism.



OUR ACTIVITIES

ENGAGE

- Centralised accessible services for small businesses to make complaints and raise issues
- High quality customer service, information and resources
- Effective and targeted communication and engagement with small businesses, government and industry stakeholders, promoting the importance of small business to the economy and the community

MONITOR

- Monitor the economic landscape and impact on small business
- Review the potential impact of existing and proposed legislation and policy
- Report on emerging issues and trends
- Identify and support measures to reduce the administrative burden for small businesses

ADVOCATE

- Advocate on behalf of small businesses to address market or regulatory failure to improve the operating business environment
- Provide evidence-based thought leadership to advance the fair treatment and interests of small business
- Encourage government and larger businesses to enter into productive working relationships with small businesses
- Provide information and guidance on issues that matter to small business

MEDIATE

- Facilitate the resolution of disputes for businesses through mediation and other forms of alternative dispute resolution

HOW SUCCESS WILL BE MEASURED

- Awareness of the Commission's services
- Use of the Commission's website and resources
- Enquiry volumes
- Feedback and satisfaction ratings

- Identifying, reporting and increasing awareness of key issues affecting small businesses
- Design policy solutions that advance enterprise and improve the small business operating environment

- Outcomes for small businesses and their representative industries
- Increased awareness within government of the operational environment faced by small business
- Supporting small businesses to overcome unnecessary regulatory impediments and other challenges

- The efficient resolution of business disputes