

By the numbers



with industry and local, State and Federal Government departments and agencies



9,200

individual small businesses received direct support



151,000

unique website visits



25

new articles to keep small businesses informed



83%

of customer calls answered within 60 seconds

Top industries reached



Retail Trade



Accommodation and Food Services



Other Services



Construction



Health care and social assistance

Top reasons for customer calls



Commercial leases



Other



General contract disputes

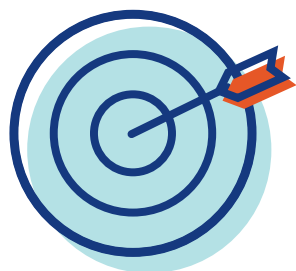


Retail leases Act

"I needed to resolve some issues with my landlord over my lease. I got great advice from your customer service representative and was able to resolve the issue quickly. Her assistance was extremely helpful and greatly appreciated. She was supportive and professional from the get go. It was a great process."

Sandro | Sydney gym owner

Quarterly highlights



Targeted activity

- Launched the second **NSW Small Business Month** for the year, coming in November 2022. The theme is “Connect for Success”
- Received additional funding in the 2022-23 March State Budget to support an expansion of mediation and small business support services
- Published the Commission’s 2021 Annual Report
- Conducted stakeholder engagement with early childhood education providers, including a roundtable and a survey of 240 stakeholders
- Worked with the waste and recycling sectors to address small business concerns relating to the handling of recovered fines and soils



Advocating for small business

- Successfully sought an extension of time from EFTPOS for a gift card business that was trying to achieve compliance with new rules on processing transactions. Failure to get the extension would have severely impacted the business
- Successfully advocated for the fees charged by the Board of Surveying and Spatial Information of NSW to be included in the list of fees eligible for the NSW Government’s small business fees and charges rebate
- **Surveyed** more than 4,000 NSW small businesses over three surveys to understand how confident businesses are about their future and their key challenges
- 23 consultations conducted with small businesses and industry organisations as part of the Commission’s Business Insights Initiative (BII)
- Made a submission to a Green Paper from Investment NSW on Securing future innovation and global competitiveness
- Made a submission to the NSW Cross-Border Commissioner’s review of border closures during the COVID-19 pandemic
- Made a submission to the NSW Government’s independent flood inquiry, including recommendations and feedback on the experiences of small business
- Completed a series of agritourism showcases, including video launch events highlighting innovations for local farm businesses to assist them in diversifying their income
- Engaged with a group of businesses to assess the contemporary challenges for small businesses in obtaining insurance
- Engaged with the NSW EPA on new requirements relating to the NSW Plastics Action Plan, including the phasing out of lightweight plastic bags
- Conducted 211 mediation sessions to help small businesses resolve disputes and managed 451 new applications for mediation

“When our business was faced with industry changes that would hamper our ability to support our network of over 6000 small local businesses, the NSW Small Business Commission was there to advocate for us to Eftpos Australia. Their input and support was an important part of helping us receive a further 12 month extension on these changes with the intention of discussion of a full exemption. Without this extension our business would have struggled to survive.”

Ashley Watt | Why Leave Town