

## By the numbers



over **300** engagement sessions  
with industry, local government, State and Federal  
Government departments and agencies



over **11,700**  
individual small businesses  
received direct support



over  
**191,000**  
unique website visits



**27**  
new articles  
to keep small  
businesses informed



**97%** of customer calls  
answered within 60 seconds

## Top industries reached



"Other services"



Restaurants



Beauty



Take away



Retail trade

## Top reasons for customer calls



Commercial leases



Retail leases



General contract  
disputes



Retail bond  
scheme

"A great service to small business. Very professional and prompt. Thank you so much"

Nicole Bullivant | Elorcin Consulting

## Quarterly highlights

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### Targeted activity

- Successfully delivered [NSW Small Business Month](#) in March, which saw record interest from businesses, councils and not-for-profits in helping small businesses Rebuild, Recharge and Renew. More than 600 events were held
- The Commission hosted 6 events as part of NSW Small Business Month, including two tender support workshops
- Supported small businesses impacted by the NSW floods with information on the assistance available and advice on recovering from disaster. The Commissioner toured flood hit areas in Northern NSW to hear the first hand experiences of small businesses
- Worked with NSW Treasury to conduct a survey of small businesses on the Government's [Faster Payment Policy](#) with a view to making policy improvements.



### Advocating for small business

- Successfully advocated for the [extension of mediation protections](#) for commercial leases until 30 June 2022
- Contributed to the development of the [Small Business Support Package](#) for small and medium businesses hit hard by the Omicron variant of COVID-19
- Successfully advocated for wineries with cellar doors to be able to access the NSW Government's Alfresco Rebate
- Successfully advocated for lower fees for the use of business registry services, with cuts to some fees and the abolition of others [announced in the March Federal Budget](#)
- Successfully advocated for the extension of land tax relief for landlords who provide rent relief to their small business tenants
- New recommendations to strengthen the resilience of regional telecommunications infrastructure following a natural disaster in the 2021 Regional Telecommunications Independent Committee Report. The Commission called for more support for the regions in its submission to the Committee's inquiry
- [Surveyed](#) more than 4,000 NSW small businesses over two surveys to understand how confident businesses are about their future and their key challenges
- 26 consultations conducted with small businesses and industry organisations as part of the Commission's Business Insights Initiative (BII)
- Provided a submission to the Commonwealth Treasury on its consultation on potential changes to Australian Consumer Law
- Submission to the NSW Department of Planning and Environment in response to its discussion paper on proposed changes to rezoning applications
- Submission to the inquiry by the Small Business and Family Enterprise Ombudsman into Small Business Natural Disaster Preparedness and Resilience
- Submission to the NSW Office of Local Government on the independent review of the effectiveness of the framework for dealing with councillor misconduct in NSW.
- Conducted 191 formal mediation sessions to help resolve small business disputes, including a record 90 mediations in March.

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**"The Commission's Business Insights Initiative is a great program of consultation, collaboration and sharing of information. It's to be commended for opening the door to enhanced understanding of business experiences."**

Matthew Addison | Institute of Certified Bookkeepers