

By the numbers



73 engagement sessions

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



3,200

individual small businesses received direct support



over

173,000

unique website visits



22

new articles

to keep small businesses informed



86% of customer calls

answered within 60 seconds

Top industries reached



Retail Trade



Construction



Accommodation
and Food Services



Professional,
Scientific and
Technical Services



Rental, Hiring
and Real Estate
Services

Top reasons for customer calls



General Contract
Disputes



Retail Leases Act



Commercial Leases



Bond Scheme



General Civil

"We appreciated the Commission's mediator travelling to Dubbo for face-to-face mediation and arranging interpreting services. I do not think the matter would have resolved otherwise."

Dan O'Keefe | Macquarie Law

Quarterly Activity & Achievements



Highlights

- Continued engagement with the property and retail leasing industries to finalise the review of the *Retail Leases Act 1994*.
- Launched the **NSW Small Business Month** grants and collaboration partner programs for 2023. **Grant applications close 1 August 2023**
- The Commissioner visited Wollongong to meet with small businesses and heard about local business conditions and issues of concern, which included challenges in getting security staff and costs associated with training
- The Commissioner made a presentation to the Australian Association of Certifiers National Conference on the importance of small businesses using data and analysis to strengthen their operations.



Small Business Advocacy

- Assisted a number of small businesses in successful reassessments of their COVID-19 grant debts
- Progressed a research project to identify issues facing small businesses when using digital platforms.



Mediation

- The Commission conducted **119 mediation sessions** to help small businesses resolve disputes and managed **572 new applications for mediation**.



Reports and Publications

- Completed drafting of a small business development guide for local councils and a guide for business on mitigating the impacts of construction disruption.



Surveys and Engagement

- Continued engagement with Federal and State agencies to advocate for small business childcare operators in policy reviews of the early childhood education and care sector
- Held a **free online Winning Business workshop** to help small businesses learn how to tender for private and public sector contracts
- The Commission surveyed **more than 1,900 NSW small businesses** over two **surveys** to understand how confident businesses are about their future and the key challenges they face
- **26 consultations** conducted with small businesses and industry organisations as part of the Commission's Business Insights Initiative
- Conducted a social media campaign to raise awareness of the support services the Commission offers NSW small businesses.

"It was very easy to talk to the staff, get the issue to hand and they understood the next steps. I really feel using this service will aid in a better resolution for my company."

Tian Van Rensburg | TNC Engineering Consulting