

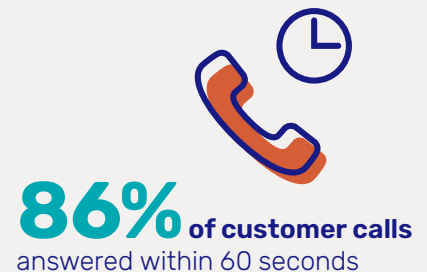
By the numbers



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



individual small businesses received direct support



Top industries reached



Retail Trade



Construction



Rental, Hiring and
Real Estate Services



Accommodation
and Food Services



Professional,
Scientific and
Technical Services

Top reasons for customer calls



Retail Leases Act



General Contract
Disputes



Commercial Leases



Bond Scheme



General Civil

"I disagreed with the outcome of an audit into Covid-19 payments to my business and sought help from the Commission. I was very impressed with how quickly the Commission responded and the issue has now been resolved."

Justin Scott | Just Entertain

Quarterly Activity & Achievements



Highlights

- Published the Commission's [Annual Review](#) for 2022
- The Commission launched [Winning Business](#), a free online course designed to help small businesses learn how to bid for contracts
- Published the Commissioner's [Strategic Purpose](#), to guide the Commission's support for small business and assist stakeholders to understand our role.
- Published the Commissioner's [Customer Charter](#), to guide the Commission's customer service and inform small businesses about what they should expect when they contact the Commission
- The Commissioner visited Orange to meet with local small business representatives and small business owners and operators.



Small Business Advocacy

- The Commissioner appeared before the Commonwealth Parliament's Joint Committee on Corporations and Financial Services to present the Commission's submission to its inquiry into corporate insolvency in Australia
- Recommendations made by the Commission were included in the NSW Government's Faster Payments Review
- Recommendations made by the Commission were included in the NSW Government's Small Business Strategy, released in March.



Mediation

- The Commission conducted 132 mediation sessions to help small businesses resolve disputes and managed 608 new applications for mediation.



Reports and Publications

- Submitted a [formal response](#) to the Commonwealth Treasury's *Strategic Plan for the Payments System*
- Made a [submission](#) to Treasury's consultation on the ACCC's regulatory reform recommendations for Digital Platform Services
- Made a [submission](#) to NSW Treasury's *Aboriginal Procurement Policy Review*
- Made a [submission](#) to Commonwealth Treasury's *Statutory Review of the Payment Times Reporting Act 2020*
- Provided formal [feedback](#) to the Federal parliamentary inquiry, *Influence of international digital platforms*
- Made a [submission](#) to the NSW Productivity Commission discussion paper, *New Thinking on Continuing Professional Development*
- Made a [submission](#) to the Commonwealth Department of Industry, Science and Resources on Country of origin labelling for seafood in hospitality
- Made a [submission](#) to the Commonwealth Attorney-General on the *Privacy Act Review Report*.



Surveys and Engagement

- [The Commission surveyed](#) more than 2,100 NSW small businesses over two surveys to understand how confident businesses are about their future and the key challenges they face
- 20 consultations conducted with small businesses and industry organisations as part of the Commission's Business Insights Initiative (BII)
- Conducted a social media campaign for the culturally and linguistically diverse (CALD) community to build awareness of the Commission's services
- Hosted small business champion and Broken Hill retailer Rosie Siemer to speak to staff about the challenges facing regional small businesses
- Conducted an online and in-person seminar series through the Real Estate Institute of NSW on the Retail Leases Act and other leasing issues.

"Our mediator was amazing. The mediation was seven hours plus and I feel like it would not have turned out well if Amanda had not kept me in the negotiations and encouraged us to find a solution."

Laurie Benson | Central Haven Pty Ltd