

March 2024 Quarterly Report



Small
Business
Commissioner

By the numbers



85

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



3,118

individual small businesses
received direct support



553

**mediation
applications
managed**

82

**mediations
conducted**



123,700

unique website visits



16

new articles
to keep small
businesses informed



90%

of customer calls
answered within
60 seconds

Top industries reached



Retail trade



Construction



**Accommodation and
food services**



**Rental hiring and
real estate**



**Healthcare and
social assistance**

Top reasons for customer calls



**Business to
business issues**



Retail Leases Act



**Commercial
leases**



General civil



**Business to
consumer issue**

“With the information provided to me by your office I was able to successfully negotiate with the landlord and he has agreed to waive the rent until an air conditioning unit has been installed.”

Charlene Del-Cet, Morisset Float'n Recover

If you'd like to contact the Commission, please visit smallbusiness.nsw.gov.au/contact

Quarterly activity and achievements



Highlights

- Published the Commission's [Annual Report](#) for 2023, outlining the initiatives undertaken to support small businesses during the year and highlighting key issues and policy areas of current concern
- The Commissioner gave the keynote address to the NSW Taxi Council state conference in March
- Launched a new [Small Business Reference Group](#), a panel of small businesses and industry representatives to help ensure the sector's views are heard by government and to support the advocacy work of the Commission
- Confirmed that [NSW Small Business Month](#) will return in October 2024.



Small business advocacy

- The Commissioner [appeared](#) before a NSW Parliamentary inquiry into the procurement practices of NSW Government agencies to argue for reforms to increase small business participation in government buying
- Updated [guidance](#) for small business on workers compensation insurance
- [Secured](#) improvements to a NSW Government online calculator which was underestimating insurance estimates for small business.



Mediation

- Achieved an 83% satisfaction rating from participants in mediation sessions held in the March quarter
- The largest proportion of mediation cases during the quarter were non-lease related civil disputes between businesses. The next most common were retail lease matters, then general commercial leases



Reports and publications

- Made a [submission](#) to the Commonwealth Department of Infrastructure, Transport and Regional Development on proposed flightpaths for Western Sydney International Airport
- Made a [response](#) to the NSW Plastics: Next Steps discussion paper from the NSW EPA raising small business concerns about proposed waste reduction measures
- Made a written [submission](#) to the NSW Parliamentary inquiry into the procurement practices of NSW Government agencies recommending reforms to boost small business participation
- Provided [feedback](#) to the NSW Department of Planning, Housing and Infrastructure on its discussion paper on the laws and regulations governing short and long-term accommodation
- Made a [submission](#) to the Commonwealth Treasury's review of the Food and Grocery Code of Conduct.



Surveys and engagement

- The Commission surveyed more than 2,800 NSW small businesses over three 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
- Conducted a social media campaign targeted at culturally and linguistically diverse (CALD) small businesses to raise awareness of the Commission's services.

"I would like to confirm that my Meta account has been restored... your commitment to resolving my issue has been simply outstanding."

Nadeem Ashraf, Western Wolf Company