

June 2024 Quarterly Report



Small
Business
Commissioner

By the numbers



96

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



3,300

individual small businesses
received direct support



616

**mediation
applications
managed**

84

**mediations
conducted**



137,500

unique website visits



20

new articles
to keep small
businesses informed



89%

of customer calls
answered within
60 seconds

Top industries reached



Construction



Retail trade



**Accommodation and
food services**



**Rental hiring and
real estate**



**Professional,
scientific and
technical services**

Top reasons for customer calls



**Business to
business issues**



Retail Leases Act



**Commercial
leases**



General civil



**General contract
dispute**

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

Quarterly activity and achievements



Highlights

- Launched a review into small business experiences with regulatory policymaking, including a [discussion paper and survey](#)
- Launched the [Small Business Reference Group](#), a regular meeting of small business owners and industry representatives to help identify and discuss the key challenges impacting NSW small businesses
- Delivered a [keynote speech](#) at the Council of Small Business Organisations of Australia (COSBOA) National Small Business Summit advocating for better regulation that meets the needs of small businesses
- Announced the first event dates and venues for the series of [Small Business Month Expos](#) to be held across NSW in October 2024



Small business advocacy

- Release of the Independent Review of the [Food and Grocery Code of Conduct Final Report](#) which highlighted the Commission's contributions to the review, including regarding the scope of the code and recommendations for improved protections for small businesses
- Ongoing engagement with digital platform providers to resolve common challenges and disputes with small business users
- Ongoing monitoring of business conditions, including contribution of intelligence and insights to economic agencies



Mediation

- 85% of applicants engaging with Mediation Services report positive satisfaction, continuing to exceed benchmark performance levels
- Half of the matters filed are for claims in the range of \$2,000 to \$20,000, and one quarter are between \$20,000 and \$100,000



Reports and publications

- Published a [new guide](#) on the Commission's Advocacy services
- Published a [guide](#) to help small businesses navigate common challenges when using digital platforms
- Made a [submission](#) to the NSW Building Commission to provide feedback on the development of the Building Bill
- Made a [submission](#) to NSW Treasury on the Emergency Services Levy Consultation Paper
- Made a [submission](#) to Safework NSW regarding the Strategic Plan 2024-2029 Consultation
- Made a [submission](#) to Transport NSW on the Draft Community Improvement Districts CID Bill 2023
- Made a [submission](#) to the Select Committee on Adopting Artificial Intelligence



Surveys and engagement

- The Commission surveyed more than **2,000** NSW small businesses over three surveys to understand how confident businesses are about their future and the key challenges they face
- **23** consultations conducted with small businesses and industry organisations as part of the Commission's Business Insights Initiative

“The Small Business Commission is providing practical resources that are very relevant to the needs and circumstances of SMEs. If only the vision of the Commission was shared by the broader bureaucracy inhabiting the mega departments and agencies within Government.”

Bill Hovey, Airandé