

September 2024 Quarterly Report



Small
Business
Commissioner

By the numbers



238

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



3,048

individual small businesses
received direct support



517

**mediation
applications
managed**

71

**mediations
conducted**



20,100

unique website visits



38

**news articles
to keep small
businesses informed**



87%

**of customer calls
answered within
60 seconds**

Top industries reached



Retail trade



Construction



**Accommodation
and food services**



**Rental hiring and
real estate**



**Professional,
scientific and
technical services**

Top reasons for customer calls



Retail Leases Act



**Business to
business issues**



**Commercial
leases**



General civil



**General business
enquiry**

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

Quarterly activity and achievements



Highlights

- Regional engagement program including roundtables held in Dubbo, Tweed Heads, Queanbeyan and Batemans Bay
- Launched [refreshed mediator panel](#) to facilitate delivery of accredited mediation services across NSW
- Met with the [Small Business Reference Group](#) to discuss experiences with regulation as part of the Commission's [review of regulatory policymaking](#)
- Prepared key activities, collaboration partner program and expo events ahead of [Small Business Month](#)



Small business advocacy

- Published an article on '[How to deal with unwanted charges and recurring payments](#)' in response to an increasing number of concerns about digital platform contracts
- [Advocated on behalf of small solar installers](#) following payment challenges relating to small-scale renewable energy scheme issues
- Raised planning issues and concerns raised by small business owners operating in Tweed Heads
- Published article on '[Smart savings and strategies to remain profitable](#)' as cost of business inputs continues to be cited as the top business concern
- Made representations regarding small business owners being pursued by debt collection agencies over contract disputes



Mediation

- 94 per cent of applicants engaging with Mediation Services report positive satisfaction, continuing to exceed benchmark performance levels
- 45 per cent of matters filed are for claims in the range of \$2,000 to \$20,000, and 27 per cent are between \$20,000 and \$100,000



Reports and publications

- Made a [submission](#) to the NSW Environment Protection Authority to provide feedback on the development of the Food and Garden Organics (FOGO) mandates proposal
- Made a [submission](#) to the National Competition Policy Unit to provide a submission to the Revitalising National Competition Policy (NCP) consultation paper
- Made a [submission](#) to the Australian Competition and Consumer Commission to provide feedback to the Issues Paper "Digital Platform Services Inquiry - March 2025 - Final Report"



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
- **26** consultations conducted with small businesses and industry organisations as part of the Commission's Business Insights Initiative

"Very impressed - I did not go through a maze of phone prompts and called straight through to someone who could explain my options."

- Tom Ward, small business operator