

December 2024 Quarterly Report



Small
Business
Commissioner

By the numbers



163

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



2,629

individual small businesses
received direct support



508

**mediation
applications
managed**

83

**mediations
conducted**



149,822

website page views



23

news articles
to keep small
businesses informed



87%

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 business
enquiry**

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

Quarterly activity and achievements



Highlights

- ‘[Rightsizing Regulation](#)’ report launched to improve regulatory outcomes for small businesses
- Published digital platforms guides for [small businesses](#) and [providers](#) as part of our [Digital Platforms Hub](#)
- Delivered a successful NSW Small Business Month in October, with expos held in eight regions of NSW and more than 420 events for small businesses to attend.



Small business advocacy

- Published guidance on practical strategies to [secure timely payments and protect cash flow](#) in response to increasing challenges and financial pressures reported by small business
- Published advice on [safeguarding operations](#) in the event of system disruptions
- Reviewed regulation [regarding single use plastics and opportunities in the circular economy](#), and the importance of considering small business needs.



Mediation

- 90 per cent of applicants engaging with Mediation Services report positive satisfaction, continuing to exceed benchmark performance levels
- 51 per cent of matters filed are for claims in the range of \$2,000 to \$20,000, and 21 per cent are between \$20,000 and \$100,000



Reports and publications

- [Submissions on Home Building and Strata Reforms:](#)
 - » [Making home building fairer and easier](#)
 - » [Review into Home Building Compensation Scheme](#)
 - » [Considering a licensing regime for the franchising sector](#)
- [Submissions on Environment and Circular Economy:](#)
 - » [NSW Plastics: The Way Forward](#)
 - » [Opportunities in the circular economy](#)
 - » [Reform of Packaging Regulation](#)
- [Submissions on Australian Consumer Law:](#)
 - » [Consumer Guarantees and Supplier Indemnification under Consumer Law](#)
 - » [Unfair trading practices - supplementary consultation paper](#)
 - » [Review of AI and the Australian Consumer Law](#)
- [Submission on product safety:](#)
 - » [Lithium-ion battery powered micromobility vehicles](#)
- Made recommendations to NSW Health on [how to consult with small business](#)



Surveys and engagement

- The Commission [surveyed](#) more than **1,900** NSW small businesses over three surveys to understand how confident businesses are about their future and the key challenges they face
- **17** consultations conducted with small businesses and industry organisations as part of the Commission’s Business Insights Initiative

“The person I spoke to was fully across the issues I raised, provided a very clear summary of what I needed to do and gave me relevant information that I needed to progress my issue.”

- Kevin Cryan, small business operator