

Maitland Business Summit - Overview of small business support services: NSW Small Business Commission

Catherine Ellis

Acting NSW Small Business Commissioner



Small
Business
Commissioner

The role of the Commission

The **NSW Small Business Commission** can help with:



Cost-effective dispute resolution
through mediation



Answering your questions and
helping solve problems with our
dedicated customer team



Advocating and speaking up for
small businesses

Call us for assistance today!

1300 795 534

Mediation

Do you need help resolving a dispute?

(mediation for leasing issues, disputes between businesses, or business and government)



Speak to us about your issue.



We invite the other party to participate in a mediation session and secure a date that works for everyone.

We appoint a mediator to conduct the meeting either in-person or via video call. Both parties contribute to the cost of the mediator.



Mediation resolves
Both parties come to an agreement and the issue is settled.

Mediation doesn't happen or does not resolve the issue
A party can continue to progress through the next steps in the dispute resolution journey.

Advocacy

Does it involve advocacy?

(representing small businesses in instances of unfair treatment)

Speak to us about your issue and provide supporting documents (letters, emails, photos, etc.).



Discuss what measures you have already taken to resolve the issue and get advice.



We consider the next steps:

We may contact government bodies or regulators on your behalf.

If the issue affects more businesses, the Commission may advocate for wider change.



The State of Small Business in NSW



Confidence

27 per cent of businesses indicated they were confident about their individual business prospects.

Previous month

=



Expansion

29 per cent of businesses indicated they have plans to grow, alter or expand operations.

Previous month



Concerns

82 per cent of businesses indicated they were concerned about the cost of business inputs.



Profitability

16 per cent expect profitability to increase, compared to 37 per cent expecting a decline.



Momentum

The Momentum Index decreased by 1.1 points to 102.9 points.



Revenue

23 per cent expect revenue to increase, compared to 37 per cent expecting a decline.



Staff

32 per cent of businesses that have plans to expand are looking to hire additional staff.

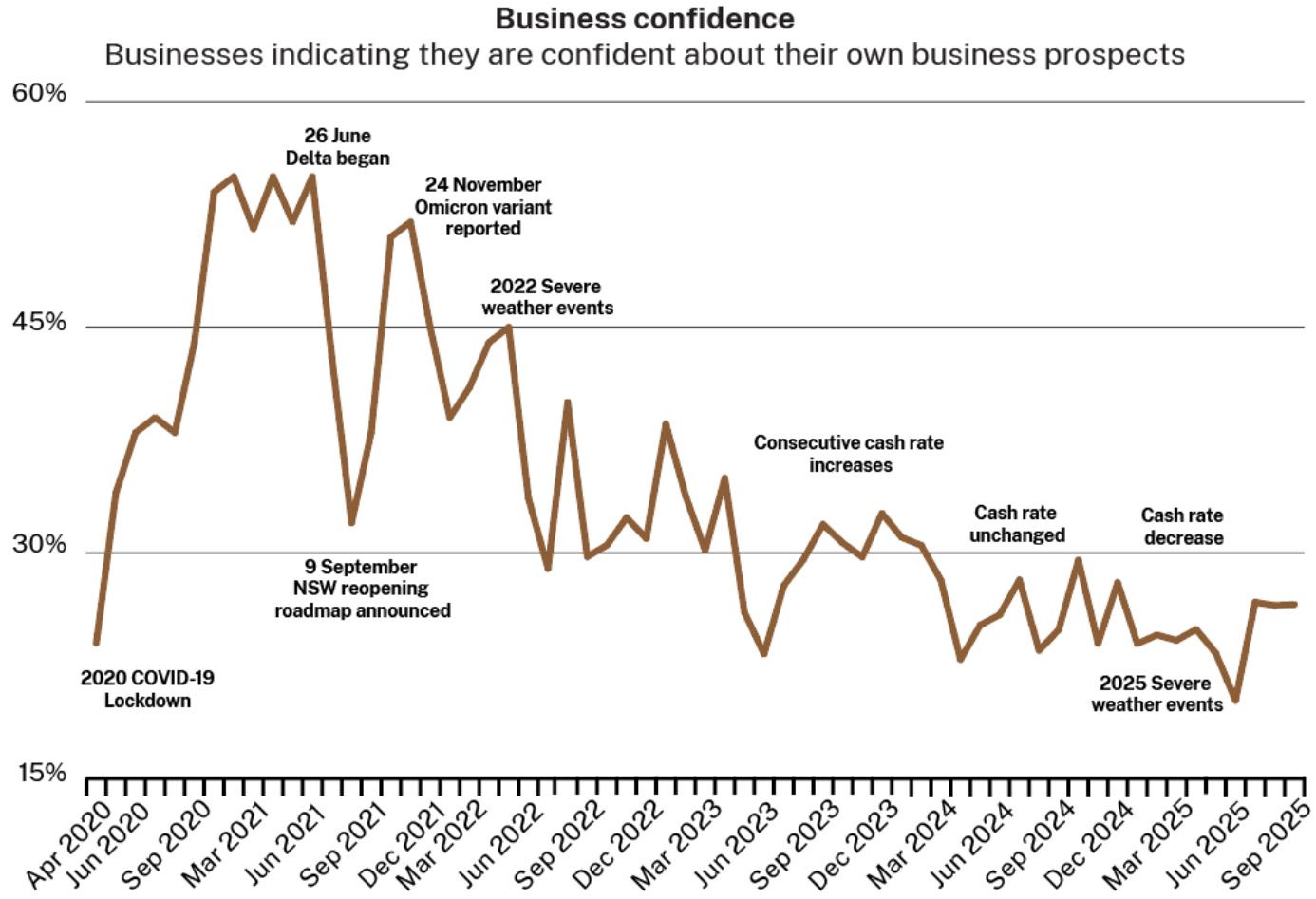


Local economy

17 per cent of businesses indicated they were confident about their local economy.

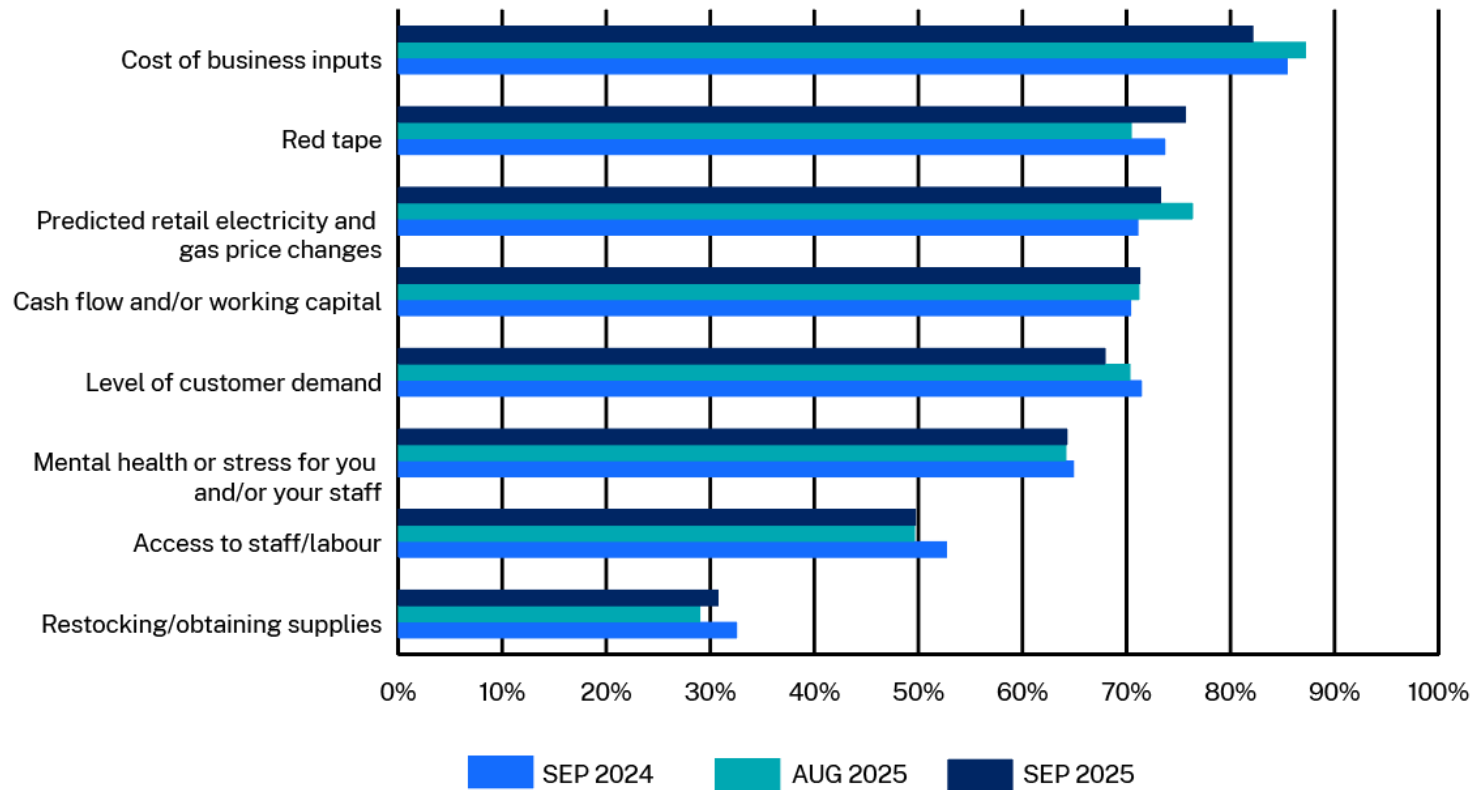


The State of Small Business in NSW



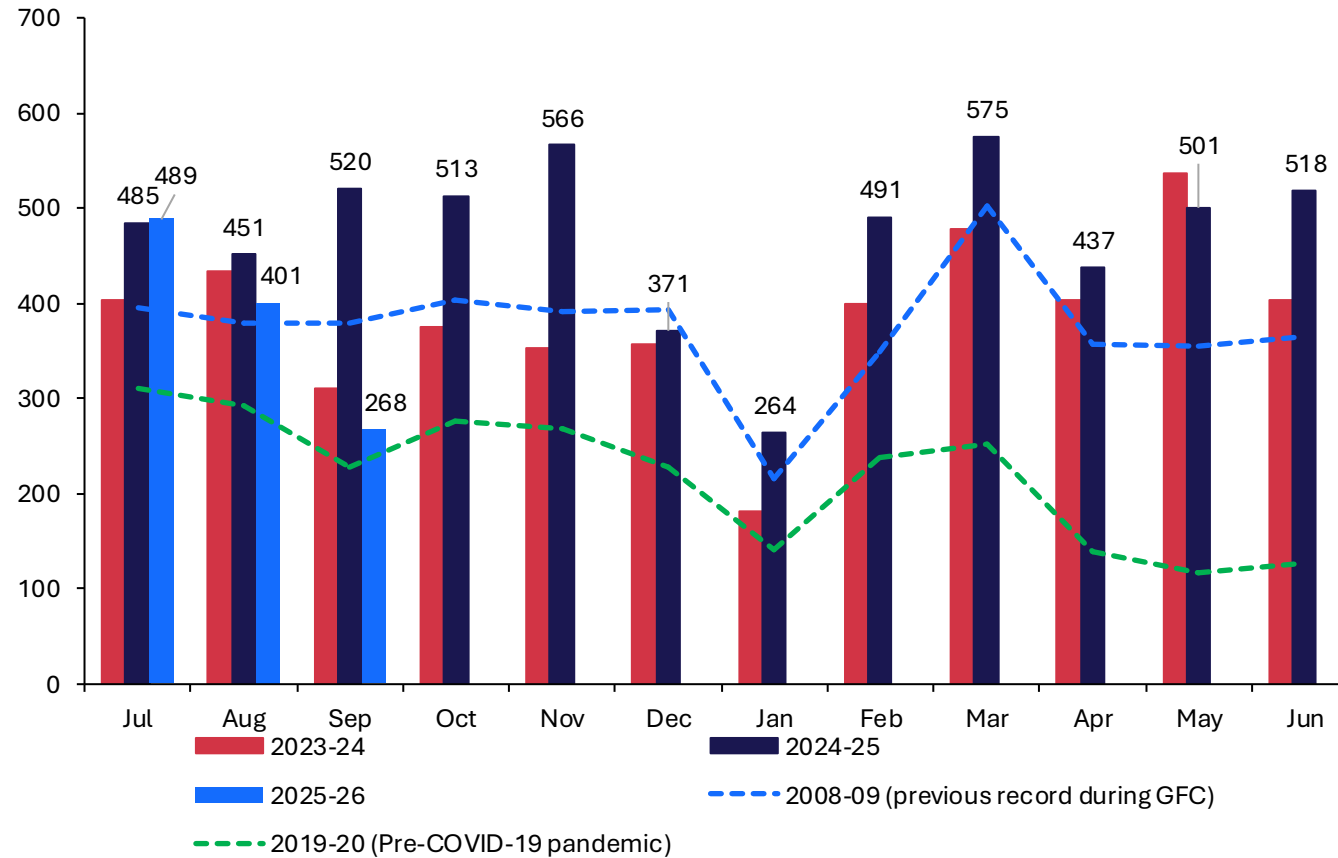
The State of Small Business in NSW

Given the current operating environment in NSW, to what extent (if any) are each of the following issues a concern for your business?



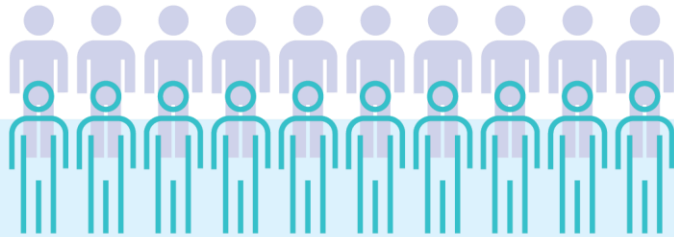
The State of Small Business in NSW

Chart 1: The first time a company enters external administration or has a controller appointed - NSW, monthly



Red tape

Only 1 in 10 businesses have participated in a NSW Government public consultation relating to a new policy or regulatory proposal.



More than half of businesses said compliance requirements have become harder over the past 12 months. **Just 2 per cent** said it had become easier.

7%

Customer demand

7%

Cash flow

10%

Red tape

Concerns about **'red tape'** have increased by more than any other issue including business costs, customer demand and cash flow.

Small businesses feel increasingly burdened by the weight of **excessive or complex rules and regulations** - 'red tape'.



Small Business Month

NSW Small Business Month is the largest celebration of small business in the state.

300 events are being hosted by our 200 plus collaboration partners throughout October.

You can explore and register for events at: www.nsw.gov.au/nsw-small-business-month



Small
Business
Commissioner

www.smallbusiness.nsw.gov.au

Contact the Commission

Head office

Mailing Address: 4 Parramatta Square, 12 Darcy Street, Parramatta NSW 2150
Phone: 1300 795 534

Hearing or speech impaired?

For internet relay visit the National Relay Service.

Need to speak to us in another language?

Call us on 1300 795 534 and we can organise a free translator so you can speak to us in your chosen language.

Opening hours

Monday: 8:30am – 5:00pm
Tuesday: 8:30am – 5:00pm
Wednesday: 8:30am – 5:00pm
Thursday: 8:30am – 5:00pm
Friday: 8:30am – 5:00pm
Saturday: Closed
Sunday: Closed
Public holidays: Closed



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Subscribe to our newsletter

Receive the important news and updates for small businesses.

www.smallbusiness.nsw.gov.au/#subscribe

Participate in our surveys

Are you interested in discussing your experiences, including any opportunities or challenges affecting your business and others like it in NSW? Register on our website:

www.smallbusiness.nsw.gov.au/business-insights-initiative-register-interest

Full survey results can be found on our website

www.smallbusiness.nsw.gov.au/about-nsw-small-businesses/small-business-survey

