



Reference: A4705029

The Hon Damien Tudehope MLC
Minister for Finance and Small Business
NSW Government
GPO Box 5341
SYDNEY NSW 2001

Dear Minister

Statement of Intent – NSW Small Business Commissioner

I acknowledge receipt of your Statement of Expectations for the NSW Small Business Commission (the Commission), for the period 1 July 2020 to 30 June 2021. I note the Statement outlines your expectations and priorities for the Commission, as well as responsibilities and governance arrangements.

The challenges faced by small business during the last 12 months are unprecedented, testing their resilience, courage and entrepreneurial spirit. One of the severest droughts on record was closely followed by the devastating summer bushfires, and now as the COVID-19 pandemic unfolds the global and our domestic economy is punished. These events have, and continue to present, significant challenges for the small businesses of NSW. Pleasingly, many small businesses have demonstrated their capacity to employ new and emerging technology and innovate to retain and/or secure new markets.

The support of the NSW Government through targeted assistance measures combined with the support of the Australian Government have provided a lifeline for many small businesses, their employees and local communities. Further to this, the collaboration between industry bodies, business organisations, NSW Government, and the NSW Small Business Commission is helping to target and tailor assistance and important information at this critical time.

To support the small businesses of NSW and to deliver on your statement of expectations, I propose to prioritise the resources of the NSW Small Business Commission as follows:

- The execution of professional, effective and independent advocacy, that is representative, evidence-based and solutions focused. Our advocacy will consider industry and regional specific issues and requirements.
- In collaboration with NSW Treasury, contribute to policy development, program design and the review of new and existing legislation and regulation impacting small business, again mindful of industry and regional issues.
- The promotion, delivery and continuous improvement of cost-effective mediation/dispute resolution services for business-to-business disputes and retail and commercial leases.
- Effective and regular liaison with small business stakeholders and representatives to ensure key observations and experiences are recognised and accounted for in

representations and advice to you and the NSW Government. This engagement will help ensure the Commission is across the key issues faced by small business.

- Contribute to current and future reviews of service delivery and support for small businesses including, services and support provided by Government.
- Receive and respond to queries and concern(s) raised by small businesses or their representatives in respect to the delivery or receipt of government services as well as their interactions with other businesses and agencies.
- Regular communication with NSW small businesses and stakeholders outlining support for small business as well as other key information associated to operating and business compliance requirements.
- Submissions to NSW and Australian Government inquiries on matters of importance to small business.

Further to the above, I look forward to the Commission contributing and assisting in the review and implementation of the NSW Small Business Strategy as well as the NSW Treasury's Respond Recover and Reform Strategy. These important strategies will guide and inform the support and assistance for small business for the coming years.

During the next 12 months, through improving service models and customer service there is an opportunity to reduce regulatory costs and delays faced by many small businesses. The Commission stands ready to extend assistance to Service NSW and other agencies to achieve this goal.

The Commission will also be focussed on improving small business participation in government purchasing. By increasing opportunities for small business to participate in government procurement. Greater involvement in government procurement will improve competition and allow small businesses, particularly those in regional centres, to expand their potential customer base.

Improving small business awareness, including Aboriginal and Torres Strait Islander-owned businesses of government procurement opportunities will also be an important focus for the Commission.

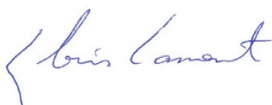
As Commissioner, I will seek to maximise the benefits of a constructive collaboration with a range of organisations including: NSW Treasury; the NSW public service; Small Business Commissioners in other states; the Australian Small Business and Family Enterprise Ombudsman; peak industry bodies and a broad range of organisations and associations.

I will utilise my experience and the resources of the Commission to provide a voice for small business and in doing so provide advice and recommendations aimed at improving the business and regulatory environment for small business in NSW.

It is an honour to serve the small businesses of NSW.

I look forward to working with you in supporting small business during this challenging time and in helping more new and existing small businesses reach their potential.

Yours sincerely



Chris Lamont
Commissioner
NSW Small Business Commission
22 July 2020