



The Hon Damien Tudehope MLC

Minister for Finance and Small Business,
Vice-President of the Executive Council and
Leader of the Government in the Legislative Council

Mr Chris Lamont
NSW Small Business Commissioner
NSW Small Business Commission
PO Box W275
Parramatta NSW 2150

Dear Commissioner

NSW Small Business Commission – Statement of Expectations

I am pleased to provide you with this Statement of Expectations for the Small Business Commission (the Commission), effective from 1 July 2020 to 30 June 2021. This Statement outlines my expectations of and priorities for the Small Business Commission, as well as other responsibilities and governance arrangements.

It is my expectation that the Small Business Commission's priorities align with the NSW Government's objectives of making NSW the best place to live and work by delivering a strong economy, quality jobs, financial security, and innovative world-class businesses.

Small businesses in NSW play a vital role in contributing to a thriving economy and creating diverse local communities. As the Minister for Finance and Small Business, I am committed to putting small businesses front and centre of NSW Government decision making. To that end, I am committed to:

- 1) reducing red tape
- 2) making it easier to do business and contract with Government
- 3) connecting small businesses with expert advice
- 4) creating networking opportunities for small businesses to work collaboratively
- 5) building NSW's economy by growing confidence and investment and
- 6) nurturing NSW's entrepreneurial spirit.

The Commission plays an important role in supporting NSW's small businesses to grow and succeed, and I look forward to working collaboratively with you, the team at the Commission and at NSW Treasury to get the settings right for small businesses to thrive.

Under Treasury's Outcome Business Plan, the Commission has a key role building a strong and productive economy, specifically increasing the number of employing small businesses in New South Wales.

Priorities and functions

The statutory responsibilities of the Small Business Commissioner are set out under sections 13 and 14 of the *Small Business Commissioner Act 2013* ("the Act"). Section 13 sets out the Commissioner's objectives and Section 14 sets out the Commissioner's general functions. In keeping with the Act, the Small Business Commission will:

- advocate of behalf of NSW small businesses by: being a central contact for managing issues brought to the attention of government from small

businesses; making representations or taking action on behalf of small businesses; and encouraging change within government in areas that adversely affect small businesses;

- provide mediation services and other low-cost alternative dispute resolution services; and
- investigate complaints as appropriate, facilitate and encourage the fair treatment of small businesses, and promote a fair operating environment.

The COVID-19 pandemic has created unprecedented challenges for small businesses, and a key role for the Small Business Commission in 2020-21 will be to work with NSW Treasury, industry and business organisations to support small businesses during this challenging period. To this end, I expect the Small Business Commission will:

- contribute to and support the finalisation and implementation of the *NSW Small Business Strategy 2020*;
- contribute to and support the implementation of NSW Treasury's Respond, Recover and Reform strategy to minimise the adverse economic impacts of COVID-19 on small business
- continue to provide cost-effective mediation services to commercial landlords and tenants, including those subject to the *Retail and Other Commercial Leases (COVID-19) Regulation 2020*
- continue to collect and analyse data on small business intentions and experiences to inform evidence-based policy development
- improve the small business customer experience (journey through government) and efficiency of services to small business in partnership with Service NSW.

In 2020, Cabinet will consider the Treasury-led statutory review of the *Small Business Commissioner Act 2013*. I would value your contribution to this process and will ask NSW Treasury to consult with you and the Commission staff as part of the review process. In addition, I would like to review the *Retail Leases Act 1994* at an appropriate time in the future and would welcome your involvement in this process.

Work is already underway to make Service NSW the front door for small business. This is a critical reform which will streamline small business interactions with the NSW Government. I would appreciate the Small Business Commission working closely with Service NSW to implement this strategy as quickly and effectively as possible.

Roles, responsibilities and governance arrangements

As Minister for Finance and Small Business, I am responsible for the small business portfolio, including the *Small Business Commissioner Act 2013*. I am supported by NSW Treasury and the Small Business Commissioner, which is part of the Treasury Cluster.

The Small Business Commission is staffed by NSW Treasury employees and uses NSW Treasury resources. The Commissioner will report to the Deputy Secretary, Economic Strategy and Productivity, on the management and delivery of Small Business Commission functions and activities. The Commissioner will raise with me significant issues affecting small business consistent with the Commissioner's advocacy role.

NSW Treasury is responsible for small business policy and implementation of small business support programs. I expect the Small Business Commission will work closely with NSW Treasury, particularly the Microeconomic Policy Branch, to support and inform policy and program development and implementation.

The Small Business Commission will also work closely with Service NSW to raise awareness of support services available to small businesses, and to create a single front door for small businesses to interact with Government.

Key performance indicators

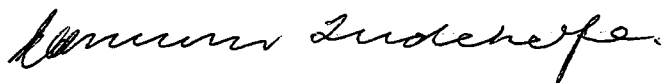
I expect the Commissioner and Deputy Secretary, Economic Strategy and Productivity to develop key performance indicators (KPIs) for the Commission based on this Statement of Expectation.

Under the *Small Business Commission Act 2013*, the Commission must submit an annual Report to be tabled in Parliament as soon as practicable after 31 December. The Commission's annual report will include the agreed KPIs and an overview of the Commission's progress in meeting these KPIs.

I would appreciate the Commissioner responding to this Statement of Expectation with a Statement of Intent, outlining how the Commission will meet the expectations outlined in this letter. The Statement of Intent will be published on Treasury's website, along with this Statement of Expectations.

I look forward to working with you and the Commission to building a strong, resilient economy that supports a fair and competitive small business environment.

Yours sincerely,



**Damien Tudehope MLC
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