



December 2024



Welcome to the final Small Business Roundup for the year!

As we wrap up another incredible year, I want to reflect on the journey we've shared and the achievements we've celebrated together. Connecting with so many of you—our small and family business owners across Queensland—has been both humbling and inspiring. Thank you for welcoming us into your communities and sharing your stories!

This year, I had the privilege of traveling to 48 regions across our beautiful state. From Gladstone to Mackay, Ipswich to Bundaberg, Boulia to Richmond, and so many places in between, I've seen firsthand the passion and resilience that define Queensland's small business community. Whether we met in person, at a roundtable, or through one-on-one conversations, your insights continue to shape the work we do.



2024 has been a standout year for assistance, with our team resolving 74% of disputes accepted by our office in just 34 days on average, this financial year to date. If you're facing challenges, our low-cost mediation service offers a practical and efficient path forward. This year, we also strengthened ties with 42 small business support organisations, broadening the resources available to help you thrive. Our Assistance Team's dedication hasn't gone unnoticed—they were proudly recognised as the Alternative Dispute Resolution Team of the Year and received the Society of Consumer Affairs Professionals national team award in 2024.



One of our proudest moments this year was the release of the [Understanding the Lifecycle and Mindset of Queensland Small Businesses report](#), developed in partnership with Central Queensland University. Presenting this research at the International Council of Small Business Annual Conference was an honour, showcasing the strength and character of Queensland's small businesses on a global stage.

We also launched our podcast, [Small Business Big Stories](#), in July, offering a platform to share the everyday challenges, victories, and lessons of small business owners across Queensland. We hope these stories have inspired you, and we're gearing up for another exciting Season 2 in 2025.



This year, the [Small Business Friendly \(SBF\) Program](#) grew even stronger, welcoming Barcaldine, Longreach, Gladstone, and Blackall-Tambo regional councils into the fold. With 51 councils now part of the program, our shared commitment to being more small business friendly is creating change from the coast to the outback. We also celebrated the inaugural SBF Awards at our annual conference—congratulations to all the winners!

As we close the chapter on 2024, I want to thank you for your trust and the energy you bring to your work. Your stories inspire us and drive our mission to support small businesses across Queensland.

We are open up to 24 December 2024, taking a short break, and will be back on deck on 2 January 2025.

The team and I wish you a joyful holiday season and a successful New Year. Here's to an incredible 2025!



Stay connected via our social channels



Queensland Small Business Commissioner
Level 12, 53 Albert St, Brisbane, Queensland, 4000
qsbq.qld.gov.au | 1300 312 344

*making a difference,
one conversation at a time*

