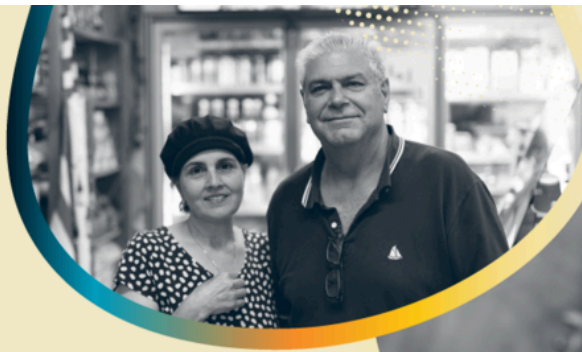




Small Business Round-up



November 2024



November has been a whirlwind month for our office, packed with new opportunities, meaningful engagements, and a strong focus on supporting Queensland's small business community. As we approach the end of the year, I'd love to share what we've been up to, what we've achieved, and what lies ahead for the Queensland Small Business Commissioner's Office (QSBC).

This month, we've had the privilege of getting to know our new Minister, the Honourable Steven Minnikin MP. As part of the Queensland Government's 100-day election promise, our office is set to sharpen its focus to include resolving business-to-business disputes and reducing red tape. To achieve this, we're working closely with the Department of Customer Services, Open Data, and Small and Family Business to pave the way forward.

Our mission is to enhance the operating environment for small businesses and reduce the time and costs involved in resolving disputes. Currently, we assist with alternate dispute resolution for landlord and tenant matters, resolving 67% of cases in an average of 38 days at just \$185.50 per matter. Thanks to our dedicated team of 15, we've saved small businesses and their lessors \$14.04 million and 13,800 weeks they would have spent in court or tribunals. These achievements highlight the impact we can have when we work together, and I want to remind you that our office is here as a safe place for small businesses to turn to—whether you need help, information, or just someone to listen and support you in your next steps.

This month, we also proudly welcomed Blackall-Tambo Regional Council as the 51st member of the Small Business Friendly Program. During our visit, we had the chance to meet business leaders and local small business owners across various industries—agriculture, retail, creative arts, hospitality, and manufacturing—and see firsthand the incredible work they are doing in the region.

The council's commitment to supporting small businesses is inspiring, and we're excited to see the new initiatives they're putting in place. We look forward to visiting again soon and continuing to support the vibrant business community in Blackall-Tambo.

Advocacy remains a year-round priority for us. This month, we attended the National Small Business Commissioners' meeting, where we discussed key federal issues affecting small businesses, including the ATO, the ACCC, ASIC, environment, social and governance risks and opportunities (ESG), 3G network shutdowns, insurance challenges, and more. These forums allow us to collaborate with commissioners across the country, amplifying the voices of small businesses in Queensland and beyond.

Finally, we were honoured to participate in World Social Enterprise Day alongside the Queensland Social Enterprise Council (QSEC). It was an inspiring day, hearing from the new Queensland Treasurer, the Honourable David Janetzki MP, about his commitment to small business and social enterprises—organisations that reinvest their profits to benefit the public, community, and environment. Congratulations to QSEC for hosting such an insightful event!

Looking ahead

While this year is ending, our work is far from over. Whether it's helping resolve disputes, advocating for your needs, building supportive networks, or promoting thriving communities, we remain steadfast in our commitment to Queensland's small business community.

Thank you for sharing your stories and being part of this journey with us. Let's finish the year strong, and I look forward to continuing this important work together in the months ahead.



Dominique Lamb

Queensland Small Business Commissioner

QSBC Welcomes Blackall-Tambo Council



We're thrilled to welcome Blackall-Tambo Regional Council as the 51st member of the QSBC Small Business Friendly (SBF) Program! They're all about making life easier for local small businesses—whether it's cutting down red tape, simplifying procurement, or improving planning processes. Blackall-Tambo is committed to creating a supportive space where small and family businesses can thrive.

Interested in how the SBF Program might benefit your business or thinking of joining? Let's chat!

[Visit our website](#)

Holly Hunt - Thriving in Digital



In this podcast episode, the Commissioner sits down with Holly Hunt, founder of Hunt & Co and Women in Digital, as she shares her inspiring journey from HR graduate to digital entrepreneur, creating a thriving boutique recruitment agency and a supportive community for women in tech. Tune in for insights on the power of community, keeping top talent in a competitive market, and how embracing diversity can fuel innovation and open doors.

This conversation is packed with practical advice on leading with purpose, starting small, and thinking big.

Subscribe now on [**Spotify**](#) or [**Apple**](#) or visit our [**website**](#) to listen

Interested in a **Rent-Free** Commercial Space?



Expressions of Interest to participate in the following Renew projects which are part of the Regional Place Activation Program, open on 2 December 2024 for new or existing Queensland creative small businesses in these council areas.

- Renew Banana Shire (Banana Shire Council)

- Renew Barcaldine Region (Barcaldine Regional Council)
- Renew Charters Towers (Charters Towers Regional Council)
- Renew Isaac (Isaac Regional Council)
- Renew Tropical Douglas (Douglas Shire Council)
- Renew Winton (Winton Shire Council)

These councils are currently negotiating to secure commercial spaces for selected Queensland creative small businesses to trial an existing or new business idea, rent-free on a rolling 30-day basis.

The QSBC has partnered with Renew Australia to provide this unique opportunity to secure a low-risk commercial space with minimal costs!

Apply Now!

Restricted Charges in Retail Leases



Signing a retail shop lease is a big step! Before committing, ensure you know your payment rights and obligations under the Retail Shop Leases Act (Qld) 1994 (RSL Act). From key money to sinking fund, lease preparation to maintenance costs, we've got the essentials covered.

[Read the Factsheet](#)

Queensland's Tourism Gem

A member of our Small Business Friendly Program, Maranoa Regional Council was recently crowned Queensland's Top Tourism Town for 2024 and took third place nationwide. So, what's their secret? They're shaking things up with fresh ideas—expanding tourism, creating unique experiences, and building strong community networks. This all helps create a bustling visitor economy, giving local small and family businesses more chances to connect and grow.

Interested in joining the SBF Program, Maranoa's story might be the inspiration you need!

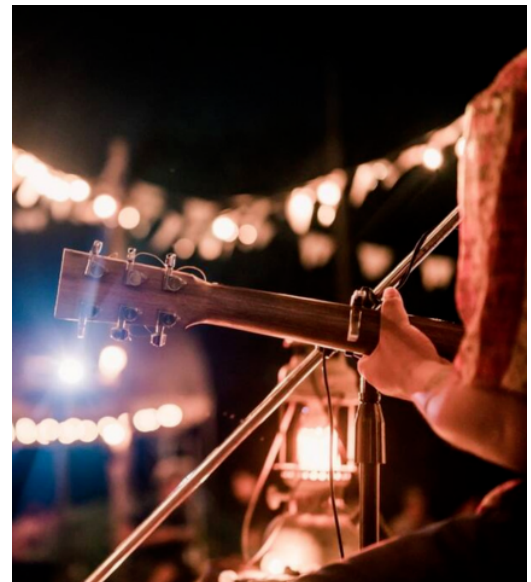
[Watch the video](#)



Boost Business with Beats

Want to boost the atmosphere this festive season and see a positive impact on your sales? We have tips from One Music to help you make the most of music in your business:

- **Create the Perfect Ambience:** Music can enhance the customer experience and even encourage them to stay longer. Match your playlist to your venue's style for maximum impact!
- **Get Licensed:** Ensure you're legally playing copyrighted music with a quick, easy music license—even for streaming services.
- **Keep It Fresh:** Avoid holiday fatigue by mixing in familiar tunes with fresh tracks, keeping you, your customers, and staff upbeat.



[Learn more.](#)

Join the CQU Study

Been frustrated by a business goal that seems out of reach? Then CQU wants to hear from you! They're conducting a study to explore how small business owners respond when faced with unattainable goals.

Who can participate?

- Annual turnover under \$10M.
- Faced an unattainable goal in the past five years.
- Were actively involved in the business.


PSYCHOLOGY RESEARCH STUDY

SMALL BUSINESS OWNERS...

WHEN GOALS DON'T WORK OUT

- DO YOU PERSIST OR LET GO OF GOALS?
- HOW DO YOU COPE WITH THESE CHALLENGES?
- HOW DOES THIS AFFECT YOUR MENTAL HEALTH?
- WHAT SUPPORT DO YOU NEED?

Find out more & Register



CQUniversity
RESEARCH WITH IMPACT

This project has been approved by the
CQUniversity Human Research Ethics
Committee, approval number 2024-046

Help inform future support for small business with one interview! Registration is open until end November 2024.

Find out more and register for a chance to WIN a \$50 gift card.

Opportunities for you

Get free, tailored cyber support to protect your small business. Call the new Cyber Resilience Service helpline at 1800 595 170 or visit IDCARE for Small Business.

[Learn more](#)

A new Guiding the Way toolkit offers five practical steps to help employers create a mentally healthy workplace and support getting injured workers back on deck.

[Download toolkit](#)

Planning an office party for your team? Get the full list of safety tips to make sure the festivities are safe and memorable for all the right reasons!

[Learn more](#)

Beyond Blue's NewAccess program offers free, confidential mental health coaching specifically for small and family business owners.

[Enquire](#)

Stay connected via our social channels



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*making a difference,
one conversation at a time*

