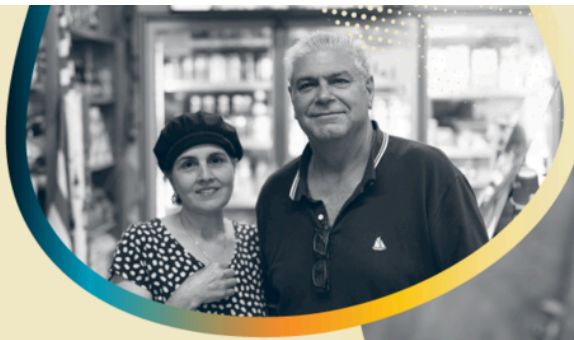




Small Business Round-up



April 2025



Small Business Month is upon us. This is our favourite time of year at the Office of the Queensland Small Business Commissioner because it gives us a great opportunity to help connect small businesses across the state with the many services and supports available in Queensland. If you are keen to get involved or attend an event in your local area **[check out Business Queensland](#)**. You will find over 100 events to choose from designed to help small business recharge, renew, and rebuild. This year it is all about education and connecting you with the support you need so please have a look and we hope to see you out and about!

Following the disastrous start to the year, our round tables were able to get back on track for 2025. It was insightful to hear from industry leaders, regional, remote and rural small business owners and landlords from across the state about red tape challenges and their proposed solutions. We have now received over 200 **red tape example submissions**, primarily from small business owners, about your lived experiences with red tape. Our data broadly indicates that red tape is costing business significant amounts of time and money and that you would like to see government increase its focus on customer service, transparency and consistency across the board. We are very excited to be working with Minister Minnikin and the Department of Customer Services, Open Data and Small and Family Business to bring some of your recommendations to life.

Our Assistance team has also been busy resolving disputes between small business owners and between landlords and tenants this month—in an average of around 23 days and with successful outcomes in about 70% of cases! The Assistance team is a safe place to land and we're here to help you find an amicable solution to your dispute. The hot topics this month have been unexpected charges or rent/ cost increases and early exit or unaffordable rent with most disputes in the retail, manufacturing and hair and beauty space. If you are looking for support, particularly when it comes to business-to-business or business-to-landlord disputes then get in touch.

Upcoming activities

- **1 May** - Sunshine Coast 30th Anniversary Business Awards Launch
- **2 May** - Black Coffee Domestic & Family Violence Awareness Morning Tea
- **6 May** - Advance Rockhampton Small Business Expo
- **8 May** - Moreton Bay Region - Future-Proofing Your Business
- **9 May** - Gympie Chambers Business Breakfast
- **13 May** - Whitsunday Chamber Business Breakfast
- **13-14 May** - Circular Futures NQ - Townsville
- **19-23 May** – Tropical Innovation Fest and Regional Visit
- **27 May** – Somerset Region Business Breakfast
- **27 May** - Pumicestone Business Excellence Awards
- **28-29 May** – Small Business Friendly Conference and Welcome Reception



Dominique Lamb

Queensland Small Business Commissioner

Big Ideas Built Better



What makes a product truly work—and how do you turn great ideas into a business that lasts?

In this episode of Small Business Big Stories, Dominique Lamb chats with Ash Ivory, founder of Ivory Common and self-described “fractional CPO.” Ash shares her journey from working inside fast-growing companies to helping other founders shape smarter, stronger products.

You will hear honest insights about what it really takes to run your own consultancy, the highs, and lows of cash flow, and how neurodiversity and radical honesty shape Ash’s unique coaching style. Whether you’re refining your offer or starting from scratch, this one’s packed with straight-talking advice, emotional truths, and a surprising nod to Taylor Swift.

It’s product strategy with a personal twist—real, relatable, and full of heart.

Tune in on [Spotify](#), [Apple](#), or visit our [website](#).

Rent Relief After **Disruption**

If your business premises have been damaged or are temporarily unusable, you may be entitled to rent abatement—but navigating the process can be tricky without the right guidance.

From notifying your landlord and gathering evidence, to calculating a fair rent reduction and preparing a proposal, there are a few key steps to help you get started. Understanding your rights under your lease and legislation like the **Retail Shop Leases Act 1994** is also important—especially in cases involving safety concerns or loss of access.

Want to know what actions to take, who to contact, and how to strengthen your request? Read the full [blog](#) for practical tips and useful information.

The Awards celebrate the outstanding efforts of our members in creating vibrant, small business-friendly communities across Queensland.

 **Member of the Year Finalists**

- Sunshine Coast Council
- Ipswich City Council

- Rockhampton Regional Council

🏆 Regional Member of the Year Finalists (councils with populations <50,000)

- Balonne Shire Council
- Western Downs Regional Council
- Livingstone Shire Council

🏆 Initiative of the Year Finalists

- Sunshine Coast Council
- City of Moreton Bay
- Livingstone Shire Council

Winners will be announced at the Small Business Friendly Conference on Thursday 29 May 2025.

Congratulations to all our finalists!

Digital Boost for Tourism



Looking to level up your Queensland tourism business? The **Tourism Business Digital Adaptation Program** is offering up to \$2,500 in rebates and expert support to help Queensland micro, small, and medium-sized businesses modernise operations.

Whether it's improving your website, enhancing online bookings, or using digital tools to engage visitors, this program helps you:

- ✓ Boost your online presence
- ✓ Streamline your operations
- ✓ Expand your customer base

Don't wait—**apply now** and give your tourism business the digital edge—applications are open until October 2025!

Identifying Red Tape Examples

As we celebrate Queensland Small Business Month, we recognise that small businesses do it tough every day. Many struggle with issues with decision making, complex compliance requirements, and the growing regulatory burden.

The QSBC is committed to hearing your examples of red tape—join the conversation and help us create a more supportive environment for Queensland small businesses

Share your examples



Selling Affected Goods

Heavy rain and flooding can quietly damage goods—especially stock you might be thinking of selling. Before putting any items back on the shelf, make sure you're not breaching consumer laws. Some items, like baby gear, electrical goods, or anything used in the mouth, should never be resold if waterlogged.

And if you're selling damaged goods—like a vehicle or discounted furniture—you must clearly disclose the damage to customers.

Don't risk fines or loss of trust. **Check your responsibilities** and get the facts.



Opportunities for you

Queensland SMEs, do you have an innovative product or service ready for testing? Ignite Spark funding is now OPEN, offering up to \$75K for early-stage solutions in areas like ecotourism, sustainable aviation, and more! Applications close 15 May 2025.

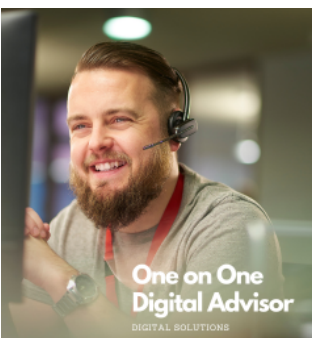


[Learn more and Apply.](#)



Learn from experienced tax officers in the ATO's free online masterclasses, designed to support small businesses in Queensland. Register now to start building your tax knowledge.

[Find out more](#)



For just \$110, small business owners get up to 4 hours of support from a Digital Advisor (valued at nearly \$1,000) to create a tailored digital growth plan. Click the link to register or call Georgia on 0459 875 816 to learn more.

[Register now!](#)

Stay connected via our social channels



Queensland Small Business Commissioner

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*making a difference,
one conversation at a time*



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