



Queensland  
**Small Business**  
Commissioner

# Annual Report 2022–23

Queensland Small Business  
Commissioner



**Queensland**  
Government

## About this report

This annual report provides information about the Queensland Small Business Commissioner's (QSBC) non-financial performance for 2022–23. It aligns with the QSBC objectives and functions as outlined in the *Small Business Commissioner Act 2022*.

### View the report online

This report is available online:  
[qsbc.qld.gov.au/about/](https://qsbc.qld.gov.au/about/)

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## Letter of compliance

12 September 2023

The Honourable Di Farmer MP  
Minister for Employment and Small Business  
and Minister for Training and Skills Development  
and Minister for Youth Justice  
1 William Street  
Brisbane Qld 4000

Dear Minister Farmer

I am pleased to submit for presentation to the Parliament the Annual Report 2022–2023 for the Queensland Small Business Commissioner.

This complies with the requirement under section 20 of the *Small Business Commissioner Act 2022*, that the Commissioner must prepare and give to the Minister, within 3 months after the end of each financial year, an annual report on the functions performed, and activities carried out, by the Commissioner during the financial year.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Dominique Lamb', is written over a faint horizontal line.

Dominique Lamb  
Small Business Commissioner

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## Profile

The Small Business Commissioner (the Commissioner) is a statutory position that reports directly to the Minister for Employment and Small Business, Minister for Training and Skills Development, and Minister for Youth Justice (the Minister).

The Commissioner and supporting office are collectively referred to as the Queensland Small Business Commissioner (QSBC).

The Queensland Government permanently established the QSBC under the *Small Business Commissioner Act 2022* (SBC Act). Establishing a permanent QSBC was a key initiative under the Big Plans for Small Business Strategy 2021–23. The permanent QSBC commenced operation on 3 May 2022.

The main objectives of the QSBC under the SBC Act is to:

- enhance the operating environment for small businesses in Queensland
- reduce the time and costs associated with resolving disputes involving small businesses.

To meet these objectives, the QSBC provides small businesses with a central point of contact in government to access information, support and advice, and to access assistance to help resolve disputes. The QSBC also advocates on behalf of small business and works collaboratively to enhance business conditions.

The QSBC complies with the Queensland Government's governance and accountability requirements, which are administered on the QSBC's behalf by the Department of Youth Justice, Employment, Small Business and Training (DYJESBT).

## The Commissioner

Dominique Lamb was appointed as the Commissioner under the SBC Act on 23 December 2022, following a nation-wide merit-based recruitment process.

Prior to Ms Lamb's appointment, Maree Adshead was the transitional Commissioner under the SBC Act from 3 May 2022 to 22 December 2022.

## The supporting office

In addition to the Commissioner, the QSBC has a budgeted supporting office of 14 permanent full-time public service officers, structured as a Strategy and Engagement team, and an Assistance team.

The QSBC received corporate services and other support from DYJESBT throughout 2022–23.

## Jurisdiction

Under the SBC Act, the main functions of the QSBC are to:

- provide a central point of contact in relation to matters affecting small businesses
- provide information and advisory services to the public about matters relating to small businesses
- assist parties in reaching an informal resolution for small business disputes, including by facilitating the exchange of information between the parties
- provide alternative dispute resolution services and administer a mediation process for small business disputes
- advocate on behalf of small businesses to the State, the Commonwealth, another State, or a local government; or any other entity involved in administering a matter relevant to small businesses
- work collaboratively with the equivalent of the Commissioner in other States or the Commonwealth to enhance conditions for small businesses
- perform functions conferred on the Commissioner under another Act
- carry out other activities to further the objects of this Act, as directed by the Minister.

The SBC Act provides that the QSBC can administer an alternative dispute resolution service and low-cost mediation process for eligible small business disputes (being other small business lease disputes, and small business franchise disputes referred from the Australian Small Business and Family Enterprise Ombudsman) and administer a low-cost mediation process for retail tenancy

disputes under part 8 of the *Retail Shop Leases Act 1994* (RSL Act).

The SBC Act sets out the conditions under which the QSBC can dismiss an application for mediation (AFM) made under the SBC Act. This includes AFMs which do not relate to a small business dispute; are frivolous or vexatious; have not been made in good faith; or have otherwise not been properly made.

The SBC Act also provides transitional provisions to allow the QSBC to administer an alternative dispute resolution service and free mediation process for outstanding COVID affected lease disputes, under the Retail Shop Leases and Other Commercial Leases (COVID-19 Emergency Response) Regulation 2020 (COVID Leases Regulation), until its expiry on 30 April 2024.

The RSL Act outlines that prior to making an application to the Queensland Civil and Administrative Tribunal (QCAT) for a retail tenancy dispute, a party to the dispute must go through the QSBC's mediation process. It also outlines that the Commissioner must appoint a

mediator to mediate the dispute as soon as practicable after receiving an AFM from a party to a retail tenancy dispute. There are no provisions for the Commissioner to dismiss an AFM made under the RSL Act.

The Small Business Commissioner Regulation 2022 (SBC Regulation), and the Retail Shop Leases Regulation 2016 (RSL Regulation) allow for mediations to be delivered via teleconference or videoconference and sets the fee for mediation (paid in equal shares by the parties to the dispute). The SBC and RSL Regulations also provide for the Commissioner to waive all or part of the mediation fee payable by a party if the Commissioner is satisfied the payment of the fee would cause, or would be likely to cause, the party financial hardship; and waive all or part of the mediation fee for a class of parties for a particular period, if the Commissioner is satisfied the waiver will promote access to mediation by the parties.

Under the SBC Act, the QSBC must provide an annual report to the Minister within three months of the end of each financial year.

## Commissioner's message

I am pleased to present the QSBC's Annual Report 2022–23. Throughout a year marked by significant economic challenges and opportunities, the QSBC has continued to provide a vital service for Queensland small businesses.

Our vision is to help Queensland small businesses thrive. This vision is supported by our service pillars:

- Raising awareness
- Enhancing the small business environment
- Providing dispute assistance
- Insights and reporting.

In addition, the Queensland Public Service values have guided our behaviour and decision-making and the way we connect and deliver our services in support of small businesses in Queensland including:

- Customers first
- Ideas into action
- Unleash potential
- Be courageous
- Empower people.

### Highlights

In April 2023, we published our first Strategic Plan 2023–26, which outlines the strategies and key actions my office will deliver over the next three years to meet its statutory objectives.

During 2022–23, the QSBC assisted small businesses, commercial landlords and small business stakeholders on more than 2,100 occasions. 71% of disputes accepted by the QSBC reached an agreement through informal resolution or mediation, in an average of 33 days. This service helps keep small businesses out of lengthy and costly court processes – had these parties chosen to pursue more formal legal pathways they may have taken an average of 52 weeks to be finalised and cost parties in the order of \$130,000.

A further 12 councils joined our Small Business Friendly (SBF) Program this year – increasing the program's reach to 58% of local councils and 80% of small businesses across the state.

We also delivered the third annual SBF Program conference on the Sunshine Coast, where we launched the Accelerator to help members create their own small business friendly action plan.

To continue raising awareness and access to our service, we launched our standalone website ([qsbq.qld.gov.au](http://qsbq.qld.gov.au)) along with a refreshed QSBC brand.

### Opportunities for the future

I will continue to lead the QSBC in fulfilling its obligations under the SBC Act. I remain committed to exploring opportunities to enhance the operating environment for small businesses and to minimise the time and costs associated with resolving small business disputes.

I am dedicated to representing the interests of Queensland's small businesses across all tiers of government, actively contributing to the shaping of policies and legislation that impact this vital sector.

Our key priorities for 2023–24 include:

- Share data and insights to help inform decision-making by small business, and raise awareness of small business issues
- Gather feedback from our small business roundtables – industry, landlords, and regional
- Expand the SBF Program, encouraging more council participation and showcasing program outcomes
- Collaborate with DYJESBT on small business policy input and cross-promotion of support programs
- Engage with small businesses, especially those in regional areas to understand their unique needs and insights
- Enhance information accessibility through the development of self-help resources and translated materials.

I look forward to continuing to collaborate with government, industry, and Queensland small businesses.

**Dominique Lamb**  
Small Business Commissioner

## Performance

### Activity snapshot 2022–23

Throughout 2022–23, the QSBC assisted small businesses on more than 2,177 occasions:

908	Enquiry requests
68	Advocacy activities
677	Engagement activities
524	Dispute requests <ul style="list-style-type: none"> <li>• 366 requests for dispute assistance (RFDA) under the SBC / RSL Acts</li> <li>• 155 applications for mediation (AFM) under the SBC / RSL Acts</li> <li>• 3 dispute notices under the COVID Leases Regulation</li> </ul>

Dispute outcomes:

87	Informally resolved by QSBC prior to mediation
98	Provided free or low-cost mediation
278	Provided assistance and/or were referred
5	Withdrawn by the applicant <sup>1</sup>
28	Not accepted or dismissed by the QSBC <sup>2</sup>
28	Receiving ongoing assistance

Dispute highlights:

71%	Disputes accepted by the QSBC were able to reach an agreement via informal resolution or mediation <sup>3</sup>
33	Average number of days to close the dispute <sup>4</sup>

Throughout 2022–23, the QSBC provided information to small businesses and the public:

51,902	Unique web page views <sup>5</sup>
3,462	Subscribers to monthly e-newsletters
5,017	Social media followers <sup>6</sup>

<sup>1</sup> A dispute may be withdrawn by the applicant for reasons including that the applicant has reached an agreement with the other party prior to the mediation conference being held; or the applicant has decided to no longer pursue the matter.

<sup>2</sup> A dispute may not be accepted or may be dismissed by the QSBC for reasons including that it is not within the QSBC's jurisdiction; it is before a court or tribunal or has already been decided by a court or tribunal; the Commissioner considers the application to be frivolous or vexatious, or not made in good faith, or it has otherwise not been properly made; or is a duplicate.

<sup>3</sup> Excludes disputes that were provided information and/or were referred, not accepted or were dismissed by the QSBC.

<sup>4</sup> Average number of days from when the dispute is lodged with the QSBC until when it is closed by the QSBC after informal resolution or mediation, or after the applicant withdrew the dispute, or after the QSBC rejected or dismissed the dispute.

<sup>5</sup> Total number of unique web page views on QSBC website (qsbc.qld.gov.au) and QSBC content housed on the Business Queensland website (business.qld.gov.au).

<sup>6</sup> Total number of followers on the QSBC Facebook, Instagram, Twitter and LinkedIn pages.



## Enhancing the operating environment for small business

Throughout 2022–23, the QSBC worked to enhance the operating environment for small businesses in Queensland, through advocacy, collaboration, engagement activities and the provision of information and advisory services.

The QSBC was a champion for small businesses in Queensland, advocating to all levels of government, and collaborating with industry and government on issues that impact small businesses

### Small Business Friendly Program

The SBF Program was established in Queensland by the QSBC in October 2020. The program aims to enhance the operating environment for small businesses at the local government level by providing participating SBF Program members with the framework, network, and tools to create tangible outcomes and practical improvements for their small business community.

In 2022–23, a further 12 councils joined the SBF Program, bringing the total number of participating councils to 45 – representing 58% of all councils and 80% of the small business population in Queensland. A list of all SBF Program members is available at Appendix 1.

On 28 April 2023, the QSBC delivered the third annual SBF Program conference on the Sunshine Coast, with a theme of 'Ignite – Ideas into action'. The conference was attended by more than 100 delegates from councils, chambers of commerce and government.

The QSBC also hosted 6 meetings with SBF Program members throughout the year, to facilitate the sharing of information and learnings between local councils.

In 2023, the new Accelerator was introduced to councils as a five-step process for success. The Accelerator includes helpful tools and guides to assist councils on their journey to be more small business friendly.

### Office of Productivity and Red Tape Reduction

The QSBC met regularly with the Office of Productivity and Red Tape Reduction (OPRTR) throughout 2022–23. The QSBC provided feedback and insights from small businesses and stakeholders to OPRTR about regulatory barriers. The QSBC also participated in an internal Queensland Government regulatory technology pilot project led by OPRTR.

### National Small Business Commissioners forum

The Commissioner collaborated as part of the National Small Business Commissioners (NSBC) forum. Participants include small business commissioners of New South Wales, Victoria, South Australia, and Western Australia together with the Australian Small Business and Family Enterprise Ombudsman (ASBFEO).

In 2022–23, the Commissioner attended all four of the scheduled NSBC meetings and collaborated on a range of small business matters including insurance availability and affordability, access to Standards, and small business debts to the Australian Taxation Office.

The QSBC also regularly collaborated with ASBFEO and interstate commissioners' offices via a National Strategy Group, which focused on national small business policy and advocacy matters, and a National Assistance Group, which focused on best practice for assistance and dispute matters.

### Small business roundtables

The QSBC's Small Business Industry Roundtable (SBIR) provided industry associations and peak bodies with an opportunity to raise and discuss emerging issues for Queensland small businesses. In 2022–23, the SBIR met on two occasions to discuss topics such as workforce shortages, insurance, and data-sharing, and participated in a review of the *Anti-Discrimination Act 1991*.

In early 2023, the QSBC refreshed the membership of the SBIR and developed a new terms of reference. In addition, the QSBC established two new small business roundtables – a regional roundtable and a landlord roundtable – to provide a comprehensive range of small business insights. All three roundtables are scheduled to commence meetings in early 2023–24.

## Committees

In 2022–23, the Commissioner (or nominated proxy from the QSBC) participated in a range of committees to advocate for small business interests, including the:

- Business Registry Strategic Advisory Council (member)
- Council of Small Business Organisations Australia’s Member and Stakeholder Roundtable (participant)
- Federal Regulatory Advisory Group and National Small Business Commissioners combined forum (member)
- General Goods and Services Industry Reference Group (member)
- National Small Business Commissioners Forum (member)
- Procurement Industry Advisory Group (member)
- Queensland Chiefs Working Group (member)
- Queensland Small Business Advisory Council (ex-officio member)
- RegTech Working Group (member)
- Small Business and Franchising Consultative Committee (observer)
- Small Business Industry Roundtable (chair)
- Small Business Wellness Package Governance Group (member).
- Review of the *Queensland Work Health and Safety Act 2011* (Qld) – Office of Industrial Relations
- Public exposure draft of the Property Law Bill 2022 (Qld) – Department of Justice and Attorney-General
- Review of the Future of Classification on Industries in Australia – Australian Bureau of Statistics
- Review of the *Payment Times Reporting Act 2020* (Cth) – Australian Government the Treasury
- Development of the Brisbane 2032 Olympics and Paralympics Legacy – Department of Tourism, Industry and Sport
- Review of Postal Services Modernisation – Department of Infrastructure, Transport, Regional Development, Communications, and the Arts
- Proposed regulatory framework for online liquor sales and delivery in Queensland – Department of Justice and Attorney-General
- Review of the *Food Act 2006* (Qld) – Queensland Health.

The QSBC provided a dedicated central point of contact for small businesses in Queensland to seek assistance, information and advice

## One-on-one small business information (responsive)

The QSBC provided a dedicated QSBC hotline for small businesses (1300 312 344), which was available Monday to Friday between 8.30am and 4.30pm. In addition to the hotline, small businesses were able to lodge assistance requests via the QSBC website.

Requests for assistance were allocated to a dedicated Business Liaison Officer - who promptly provided tailored information or advisory services, or navigated the small business to a suitable support service. In 2022–23, the QSBC received 908 small business enquiries.

## Submissions and consultations

The QSBC participated in a range of consultations with the Queensland Government and the Australian Government throughout 2022–23. The QSBC made several written submissions advocating for small business interests, including to the:

- Review of the Online Small Business Lenders Code of Practice – Australian Finance Industry Association

## Published small business information (proactive)

In December 2022, the QSBC launched a standalone website ([qsbc.qld.gov.au](http://qsbc.qld.gov.au)) – upgrading from the previous presence as a collection of web pages hosted on the Business Queensland website. The new website provides self-help information, links to key resources and support, and small business data insights. In 2022–23, the QSBC website and QSBC web pages on Business Queensland received more than 51,000 unique web page views.

The website information was supplemented by monthly QSBC e-newsletters, sent to more than 3,400 subscribers, and regular social media updates shared with over 5,000 followers. These functions provided subscribers and followers with timely access to key information and helped raise awareness.

## Engagement activities

The QSBC participated in hundreds of events and engagement activities across Queensland throughout 2022–23. Notable events included:

- 7NEWS Young Achiever Awards - Gala Dinner (presenter)
- Australian Israeli Chamber of Commerce - Boardroom lunch (presenter)
- Brisbane 2032 Olympic and Paralympic Games - Legacy Forum (participant)
- Bunnings Trade Expo (stallholder)
- Commerce North West - Outback Business Awards (presenter)
- Council of Small Business Organisations Australia – 2023 National Summit (presenter and attendee)

- Franchise Council of Australia - Chapter Breakfast (presenter)
- Institute of Public Accountants - 2023 Conference (presenter)
- Jobs Queensland - Advancing Manufacturing event (attendee)
- National Association of Women in Construction – Hervey Bay Trade Tools Breakfast (presenter)
- Queensland Small Business Month – Winton Small Business Workshop (presenter)
- Retail Fest Conference (presenter and attendee)
- Tambo Business and Tourism Association - Networking event (presenter)
- Women’s Network Australia and Toowoomba Chamber of Commerce - Luncheon (presenter)

The Commissioner participated in multiple media opportunities, with a particular focus on informing the public about emerging small business issues and available government supports.

The QSBC also travelled throughout Queensland to meet with small business owners and other key stakeholders to understand their unique needs and insights. Some of the locations visited included: Bundaberg, Cairns, Cassowary Coast, Douglas, Fraser Coast, Gold Coast, Gympie, Livingstone, Longreach, Mackay, Moreton Bay, Noosa, Redlands, Rockhampton, South Burnett, Sunshine Coast, Tablelands, Toowoomba, Townsville, and Winton.

## Reducing the time and costs associated with resolving disputes

Throughout 2022–23, the QSBC helped reduce the time and costs associated with resolving disputes involving small businesses, by assisting parties in reaching an informal resolution, administering a mediation service, and providing responsive assistance services.

The QSBC facilitated informal resolution of small business disputes

### Informal dispute assistance

Small business disputes that were lodged with the QSBC were allocated to a dedicated Business Liaison Officer. The assistance provided was tailored to the nature of the request and the needs of the applicant. Where possible, the officer attempted to facilitate an informal resolution through the exchange of information between the parties, providing guidance on communication and negotiation and helping to identify potential areas of agreement.

In 2022–23, the QSBC informally resolved 87 disputes prior to mediation. A further 278 dispute applicants were provided with information and assistance and did not need to progress to mediation.

If the matter was not resolved informally, or if the dispute was outside the jurisdiction of the QSBC, the parties were guided through the next step, which may consist of progressing to the QSBC's mediation service or to another support service or agency with appropriate jurisdiction.

The QSBC provided mediation for eligible small business disputes

### Mediation conferences

Throughout 2022–23, the QSBC delivered 98 free or low-cost mediation conferences for a range of commercial leasing disputes involving small businesses.

While parties to a retail tenancy dispute under the RSL Act can apply for mediation directly, the parties to a small business lease dispute under the SBC Act must attempt to informally resolve the dispute before they can progress to mediation.

Parties to COVID affected lease disputes made under the COVID Leases Regulation were able to access free mediation, while parties to eligible disputes made under the SBC Act or RSL Act were provided low-cost mediation (\$350 split equally between the parties).

The SBC and RSL Regulation allows for the Commissioner to waive all or part of the mediation fee payable by a party or a class of parties due to financial hardship or to promote access to mediation. In 2022–23, the Commissioner used this provision on one occasion – waiving the fees payable between 1 June and 31 August 2022 by small business lessees and lessors in the Toombul Shopping Centre at the time of the South-East Queensland rain event and subsequent flooding in February 2022.

Mediations administered by the QSBC were delivered over the phone or through a video-conferencing platform where possible, with face-to-face mediations only held in extenuating circumstances – making the service accessible across Queensland.

Where agreement could not be reached during mediation, the parties to a retail tenancy dispute or a COVID affected lease dispute were referred to QCAT. All parties to disputes that could not be resolved at mediation were encouraged to seek legal advice about their further options.

### Mediators

The QSBC maintains a register of mediators to administer mediations under the SBC Act and RSL Act. All QSBC mediators are accredited under the National Mediation Accreditation Standards and have experience in relation to commercial leasing matters.

The QSBC referred parties to appropriate dispute resolution services and small business support services

## Referral pathways

Disputes outside the QSBC's jurisdiction were referred to a dispute resolution service with appropriate jurisdiction, including ASBFEO, QCAT, the Queensland Building and Construction Commission, the Dispute Resolution Branch (Department of Justice and Attorney-General), and the Queensland Ombudsman.

Small businesses who required specialist support were referred to a range of free or low-cost programs. Where appropriate, the QSBC connected the small business with the service provider directly via a warm referral process, so the small business owner did not have to repeat their information and could receive help as quickly as possible.

One of the most common referral pathways was to the free Small Business Financial Counselling program delivered by the Rural and Small Business Financial Counselling Service Southern Queensland and the Rural Financial Counselling Service North Queensland. The financial counsellors assisted QSBC clients to understand their financial position and help them prepare documentation to help with informal resolution negotiations and mediations.

In 2022–23, the QSBC made the following referrals to support services:

- More than 350 referrals to the Small Business Financial Counselling Service
- More than 200 referrals to the Small Business Wellness Coaches
- More than 120 referrals to the Mentoring for Growth program
- More than 40 referrals to the Griffith Tax Clinic.

## Directions from the Minister

Under section 18 of the SBC Act, a statement of expectations was issued to the transitional Commissioner, Ms Adshead, on 8 June 2022.

An updated statement of expectations was issued to the new Commissioner, Ms Lamb, on 22 February 2023. The deliverables under

those statements of expectations are broadly reported against in this annual report.

During 2022–23, the Minister did not give the Commissioner any written directions under section 17 of the SBC Act.

## Financial statements

The financial statements for the QSBC are included in the Department of Youth Justice, Employment, Small Business and Training Annual Report 2022–23.

Separate financial statements are not required for the QSBC.

## Appendix 1: Small Business Friendly Program members

Small Business Friendly (SBF) Program members, as of 30 June 2023:

Balonne Shire Council *	Maranoa Regional Council *
Banana Shire Council	Mareeba Shire Council
Barcoo Shire Council	Moreton Bay City Council
Brisbane City Council	Mount Isa City Council
Bulloo Shire Council *	Murweh Shire Council *
Bundaberg Shire Council *	Noosa Council *
Burdekin Shire Council *	Paroo Shire Council *
Burke Shire Council	Quilpie Shire Council *
Cairns Regional Council	Redland City Council
Cassowary Coast Regional Council	Richmond Shire Council
Charters Towers Regional Council	Rockhampton Regional Council
Cloncurry Shire Council	Scenic Rim Regional Council
Cook Shire Council	Somerset Regional Council
Douglas Shire Council	South Burnett Regional Council
Flinders Shire Council	Southern Downs Regional Council
Fraser Coast Regional Council	Sunshine Coast Regional Council
Gympie Regional Council	Tablelands Regional Council
Hinchinbrook Shire Council *	Toowoomba Regional Council
Ipswich City Council	Townsville City Council
Isaac Regional Council	Western Downs Regional Council
Livingstone Shire Council *	Whitsunday Regional Council
Logan City Council	Winton Shire Council *
Mackay Regional Council	

\* The council joined the SBF Program in 2022–23.



## Appendix 2: Glossary of terms

AFM	Application for mediation – an application made to the QSBC for mediation of a retail tenancy dispute under the RSL Act, or a small business lease dispute under the SBC Act
ASBFEO	Australian Small Business and Family Enterprise Ombudsman
Commissioner	The person appointed as the Small Business Commissioner in Queensland
COVID affected lease dispute	A dispute about an affected lease as defined under the COVID Leases Regulation
COVID Leases Regulation	Retail Shop Leases and Other Commercial Leases (COVID-19 Emergency Response) Regulation 2020
DYJESBT	Department of Youth Justice, Employment, Small Business and Training
Dispute	<p>A collective term that captures all of the following types of disputes that fall under the jurisdiction of the QSBC:</p> <ul style="list-style-type: none"> <li>• COVID affected lease dispute</li> <li>• retail tenancy dispute</li> <li>• small business lease dispute</li> <li>• small business franchise dispute</li> </ul> <p>The QSBC can also provide assistance to informally resolve other types of small business disputes, such as unpaid invoices, contractual disputes, business-government disputes; but does not have the jurisdiction to provide mediation</p>
Dispute notice	An application made to the QSBC to seek assistance with, and possible mediation of, a COVID affected lease dispute under the COVID Leases Regulation
Mediation	A confidential mediation conference administered by the QSBC involving parties to a dispute, who work with an impartial third-party mediator nominated by the QSBC to resolve the dispute and reach agreement
Minister	Minister for Employment and Small Business, Minister for Training and Skills Development, and Minister for Youth Justice
NSBC	National Small Business Commissioners forum
OPRTR	Office of Productivity and Red Tape Reduction
QCAT	Queensland Civil and Administrative Tribunal
QSBC	Queensland Small Business Commissioner (a collective term for the Commissioner and supporting office)
RFDA	Request for dispute assistance – an application made to the QSBC to seek initial assistance to informally resolve a dispute (particularly for a small business lease dispute under the SBC Act)
Retail tenancy dispute	A dispute about a retail shop lease as defined under the RSL Act
RSL Act	<i>Retail Shop Leases Act 1994</i>
RSL Regulation	Retail Shop Leases Regulation 2016
SBC Act	<i>Small Business Commissioner Act 2022</i>
SBC Regulation	Small Business Commissioner Regulation 2022
SBF Program	Small Business Friendly Program
SBIR	Small Business Industry Roundtable
Small business	The Small Business Commissioner considers a small business to be any business that a reasonable person would consider to be small regardless of structure, turnover or number of employees (generally equivalent to <20 full-time equivalent employees)
Small business franchise dispute	A dispute about a franchise agreement as defined under the SBC Act
Small business lease dispute	A dispute about a small business lease, other than a retail shop lease, as defined under the SBC Act

