

Your ref: MN14602-2024  
Our ref: AP-741

The Hon. Steve Minnikin MP  
Minister for Customer Services and Open Data and  
Minister for Small and Family Business

7 January 2025

Dear Minister,

**Re: Statement of Intent**

In response to the Statement of Expectations you provided on 17 December 2024, I am pleased to provide you with this Statement of Intent, outlining how the office of the Queensland Small Business Commissioner (QSBC) intends to meet your expectations. The QSBC will publish both statements on the QSBC website ([gsbc.qld.gov.au/about/](https://gsbc.qld.gov.au/about/)).

As stated in the *Small Business Commissioner Act 2022* (SBC Act), the primary objectives of the QSBC are to:

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

In delivering on these objectives, I intend to focus on ensuring quality customer service, evidence-based assessments of contemporary small business issues and results-driven leadership—as outlined in the intended actions below.

### Focus of the QSBC

I acknowledge the Government's commitment to re-focus the QSBC on red tape reduction and dispute management for small business, and this will be achieved through the following:

#### ***Identifying red tape reduction opportunities***

To support the reduction of red tape that unnecessarily restricts small and family businesses, I intend to:

- Meet regularly with the new Queensland Productivity Commission (QPC) to share red tape reduction insights gathered from QSBC engagement activities, which may help inform their assessments, reviews and inquiries.

- Meet regularly with the Department of Customer Services, Open Data and Small and Family Business (the department) to share red tape reduction insights gathered from QSBC engagement activities.
- Ensure the Terms of Reference for the QSBC-led roundtables include a focus on identifying practical small and family business red tape reduction opportunities.
- Participate in Government-led inquiries and/or reviews of existing and proposed legislation and regulation, that are of particular relevance to small and family business, to advocate for streamlined, right-sized, 'small-business friendly' regulation and operational approaches.
- Outline red tape concerns and reduction opportunities identified from QSBC engagement activities in the QSBC's Monthly Reports to the Minister.

### ***Dispute management***

To deliver professional, efficient and cost-effective dispute management support services for eligible small and family businesses and landlords, I intend to:

- Assist parties in reaching an informal resolution for small business disputes where possible, including by facilitating the exchange of information between the parties.
- Refer small businesses to the most appropriate complaint and dispute resolution services to help resolve their dispute in the most cost-effective and timely manner.
- Administer the mediation process for small business leasing disputes and small business franchising disputes (when referred to the QSBC by ASBFEO) under the SBC Act, and retail tenancy disputes in Part 8 of the RSL Act.
- Maintain a register of appropriately qualified mediators and administer the process of appointing new mediators in Part 9 of the RSL Act.
- Maintain effective working relationships and referral pathways with other relevant agencies and bodies, such as the Queensland Civil and Administrative Tribunal, Australian Small Business and Family Enterprise Ombudsman (ASBFEO), Dispute Resolution Branch (Department of Justice), and the Queensland Ombudsman.
- Continue to enhance dispute resolution information accessibility through the development of self-help resources and the use of dynamic translation for linguistically diverse small business communities.
- Identify improvement measures to increase the efficiency and efficacy of the dispute resolution service provided by the QSBC, including by collaborating with the National Assistance Group (made up of dispute resolution representatives from ASBFEO and inter-jurisdictional Small Business Commissioner's offices) to share information and best practice.

- Provide you with advice on potential areas to promote and improve the QSBC's dispute resolution support service, including potential improvements to ensure best practice in case management along with a focus on ensuring both value for money and customer focussed support.

### Relationship with the department and governance arrangements

To ensure a collaborative relationship with the department and to comply with governance obligations, I intend to:

- Develop a range of key performance indicators for the QSBC based on the Statement of Expectations, to be mutually agreed upon by yourself and my office—ensuring results-driven leadership and quality customer service.
- Meet regularly with you to discuss progress of this statement and share any emerging challenges and opportunities for the small and family business sector in Queensland.
- Collaborate with the department to help inform the development and delivery of policy and programs within the small and family business portfolio. This may include sharing relevant, evidence-based information on best practice, small business issues and trends at regular meetings with senior leaders and on request.
- Prepare and give you, as Minister, within 3 months after the end of each financial year, an annual report on the functions performed, and activities carried out, by the QSBC during the financial year—in accordance with the SBC Act. The annual report will also include an overview of progress in meeting the QSBC's key performance indicators.

### Statutory functions

Further to the key focus areas outlined above, the QSBC will continue to deliver on the functions in the SBC Act.

I look forward to working with you and the department to continue to enhance the operating environment and dispute resolution landscape for small and family businesses in Queensland.

Yours sincerely

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

Dominique Lamb  
Small Business Commissioner