



Minister for Customer Services and Open Data and Minister for Small and Family Business

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Ms Dominique Lamb
Queensland Small Business Commissioner
Email: Dominique.lamb@desbt.qld.gov.au

Dear Ms Lamb

STATEMENT OF EXPECTATIONS

I am pleased to provide you with this Statement of Expectations for the Queensland Small Business Commission (QSBC). This statement outlines my expectations of and priorities for the QSBC, as well as other responsibilities and governance arrangements.

Small and family businesses play a pivotal role in Queensland, operating across every industry and region, contributing significantly to the economy and social fabric of our local communities. Challenging economic circumstances both domestically and internationally places an even greater emphasis on getting the settings right for small and family business so they not just survive but invest and scale.

As stated in the *Small Business Commissioner Act 2022* (SBC Act), the primary objectives of the Act 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 request that you focus on ensuring quality customer service, evidence-based assessments of contemporary small business issues and results-driven leadership.

Focus of the QSBC

As part of your performance of the functions outlined in the SBC Act, I expect the QSBC to support the productivity of the small business sector with a renewed focus on two key elements:

- supporting the reduction of red tape that unnecessarily restricts small and family businesses, including advice on existing and proposed legislation and regulation; and
- delivering professional, efficient and cost-effective dispute management support services.

Identifying red tape reduction opportunities

Red tape takes many forms. Reducing its impact on small and family businesses requires detailed assessments of both intended and unintended consequences. To advance these assessments, I request you prioritise engagement with both the new Queensland Productivity Commission and my department. Given the challenges faced by small businesses at this time, it is imperative solutions are aimed at streamlining, right sizing and refining operational approaches and processes together with broader regulatory reform and improved customer service.

I expect the QSBC's engagement will focus on identifying practical small and family business red tape reduction measures. These measures should be detailed in QSBC Monthly Reports.

Dispute management

It is vital that small and family businesses are receiving support in resolving disputes in a timely, professional and cost-effective manner.

With this in mind, I expect you to focus the QSBC on dispute management efforts. This includes providing small businesses and landlords with professional dispute resolution support and assistance. In providing this support, effective referrals and working relationships should be maintained with other relevant agencies and bodies (such as the Queensland Civil and Administrative Tribunal, the Australian Small Business and Family Enterprise Ombudsman, the Dispute Resolution Branch (Department of Justice), and the Queensland Ombudsman.

As part of this refocus on dispute management, I also expect you to identify and provide me with advice on potential areas to promote and improve the QSBC's dispute resolution support service. This advice should identify 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

As Minister for Small and Family Business, I am supported by the Department of Customer Services, Open Data and Small and Family Business (the department). The department is responsible for the development of small and family business policy, implementation of support programs, and administration of legislation that impacts small and family businesses in Queensland, including the SBC Act and the *Retail Shop Leases Act 1994*.

I expect you to work collaboratively with the department to support and inform the policy and program objectives of the small and family business portfolio. I further expect you to contribute relevant information on best practice, issues and trends to inform the development of policy and programs.

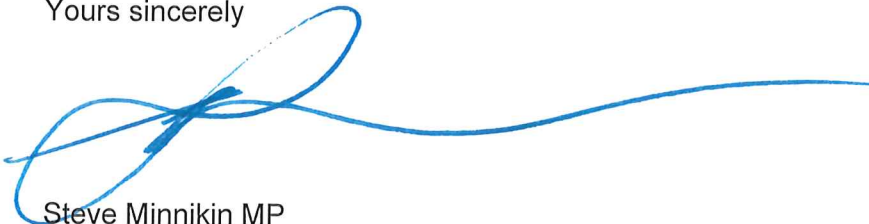
Under the SBC Act, the QSBC must prepare and provide me an annual report within three months after the end of each financial year on the functions performed, and activities conducted by the QSBC during the financial year. I expect the QSBC's annual report will include an overview of progress in meeting key performance indicators (KPI's), to be developed and mutually agreed based on this statement of expectations.

To advance these initiatives, I propose to meet with you regularly to discuss progress and any emerging challenges and opportunities for the small and family business sector.

I expect that within one month of this letter, you will respond to this Statement of Expectations with a Statement of Intent, outlining how the QSBC intends to meet the expectations outlined in this letter. The Statement of Intent will be published on the QSBC's website, along with this Statement of Expectations.

I look forward to working with you to delivering a thriving economic and operating environment that places Queensland's small and family businesses at the heart of our state's growth and prosperity.

Yours sincerely

A handwritten signature in blue ink, consisting of a large, stylized loop followed by a long, sweeping horizontal line that tapers to the right.

Steve Minnikin MP

**Minister for Customer Services and Open Data and
Minister for Small and Family Business**