

Small business update

Queensland Small Business Commissioner permanently appointed

Following a nationwide, independent recruitment process, Dominique Lamb has been appointed as Queensland's permanent Small Business Commissioner.

Ms Lamb is the former CEO of the National Retail Association (NRA) and brings to the Commissioner role extensive experience working with the small business sector across a wide range of policy areas, including economic recovery and industrial relations.

Outgoing Commissioner Maree Adshead is to be congratulated on the significant work delivered during her tenure to establish the office and provide assistance to businesses during the COVID-19 pandemic and natural disasters.

During 2021–22, the QSBC assisted small businesses, commercial landlords and small business stakeholders on more than 2,700 occasions. This included closing 251 disputes, 138 of which received free or low-cost mediation. The QSBC resolved 64% of disputes via informal resolution or mediation, with an average processing time of 51 days – keeping small businesses out of lengthy and costly court processes.

As Queensland Small Business Commissioner, Ms Lamb and the office will continue to expand the Small Business Friendly Councils program and provide small businesses with a dedicated, central point of contact to access information, support and advice, including assistance with disputes involving a retail tenancy, small business lease or small business franchise.

Ms Lamb will commence as the Queensland Small Business Commissioner on 23 December 2022.

To access the services of the Queensland Small Business Commissioner visit www.business.qld.gov.au/qsbc

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This email was sent by the Department of Employment, Small Business and Training,
Level 12 | 85 George Street | Brisbane Queensland