

**Economics Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
 Industry, Innovation, Science, Research and Tertiary Education Portfolio  
 Additional Estimates Hearing 2012-13  
 13 February 2013

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**AGENCY/DEPARTMENT:** DEPARTMENT OF INDUSTRY, INNOVATION, SCIENCE, RESEARCH AND TERTIARY EDUCATION

**TOPIC:** Small Business Support Line

**REFERENCE:** Written Question – Senator Ryan

**QUESTION No.:** AI-180

1. What is the breakdown of the call categories and call numbers for inquiry received by the Small Business Support Line for 2010, 2011, 2012 and 2013 year-to-date?
2. Of the calls received by the Support Line, can you provide a breakdown of the referral direction/advice provided by call category?
3. What has been the take up and cost of the initial product and subsequent changes to the USB since introduction? What enhancements in use and functionality have been introduced since the ‘stick’s’ inception?

**ANSWER**

1. The breakdown is as follows.

<b>Enquiry Type</b>	<b>Year 2010</b>	<b>Year 2011</b>	<b>Year 2012</b>	<b>Year 2013<sup>1</sup></b>
Registration and licences	4,970	8,279	10,492	621
Government initiatives, grants and assistance	3,533	3,172	3,588	213
Business planning and diagnostic services	1,434	890	1,014	139
Starting a business	2,612	2,321	1,240	131
Legal, accounting and taxation services	1,560	2,054	1,600	94
Disputes	N/A <sup>2</sup>	N/A <sup>2</sup>	N/A <sup>2</sup>	72
Employing staff	650	878	981	62
General information on SBSL	251	795	445	34
Retail leasing guidance	144	216	280	20
Importing and exporting	369	296	298	14
Intellectual property	165	267	325	13
Insurances	190	139	188	12
Government regulation	111	79	75	11
Marketing and promotion	113	79	62	11
Personal stress and hardship counselling	139	211	129	10

<b>Enquiry Type</b>	<b>Year 2010</b>	<b>Year 2011</b>	<b>Year 2012</b>	<b>Year 2013<sup>1</sup></b>
Occupational Health and Safety (OH&S)	129	186	117	7
Disaster assistance	N/A <sup>2</sup>	151	0	2
Finance and cash flow management	280	144	84	2
Franchising	42	50	42	2
Home-based business	59	34	34	2
eBusiness and online assistance	92	94	54	1
Carbon Tax and Clean Energy Future	N/A <sup>2</sup>	44	127	0
Environmental management	9	9	8	0
Tenders and contracts	34	21	15	0
<b>TOTAL</b>	<b>16,886</b>	<b>20,409</b>	<b>21,198</b>	<b>1,473</b>

<sup>1</sup> As at 31 January 2013.

<sup>2</sup> Data not collected against these categories.

2. The Small Business Support Line does not record referrals by call category. General referral data has been recorded since October 2011. A breakdown of this data is as follows.

<b>Referrals</b>	<b>Number</b>
Federal Government Department/Agency	8,503
Online Government Service Website	5,383
Business Enterprise Centre	4,668
State Government Department/Agency	2,382
Professional Service Provider	1,119
State Business Centre	667
Dispute Resolution/Mediation	357
Local/Community Services	216
Other Non-government Agency	212
Distress/Bankrupt Services	166
Industry Association	144
<b>TOTAL</b>	<b>23,817</b>

3. The Small Business Resource Kit (SBRK) USB unit quantities and costs are as follows.

<b>Year</b>	<b>Quantity</b>	<b>Cost \$ (GST Exclusive)</b>
2011	25,000	105,650
2012	20,000	64,000
<b>TOTAL</b>	<b>45,000</b>	<b>169,650</b>

The USBs have been taken up and distributed to small business through various channels including the Small Business Support Line, Ministerial Small Business Forums and Business Enterprise Centres, via Business Enterprise Centres Australia.

The 2012 SBRK USB featured a number of updates and new content including:

- new videos from [business.gov.au](http://business.gov.au) on topics such as *Starting Your Business*, *Growing Your Business*, *About business.gov.au* and *Advisor Finder*;
- a *Dealing with Government* section which includes content on Standard Business Reporting and Auskey;
- a *Cutting Red Tape* section which includes content on the Superannuation Clearing House and National Register for Personal Property Securities; and
- a *Disaster Preparedness* section which includes an Emergency Management and Recovery Guide, Emergency Management and Recovery Plan template, Prepare Your Business checklist, Take Action checklist and Business Recovery checklist.