



OUT 17/34705

Mr Tom Dickson  
Manager, Digital Policy  
The Treasury  
By email: [regmod@treasury.gov.au](mailto:regmod@treasury.gov.au)

Dear Mr Dickson

### Modernising Business Registry Services: Discussion Paper

Thank you for giving the Office of the NSW Small Business Commissioner (OSBC) the opportunity to comment on the Discussion Paper on modernising business registry services.

The role of the OSBC is to speak up for small business within government and to provide dispute resolution services for small businesses in NSW. As a member of the ABR Advisory Board, the OSBC welcomes discussion about how business registry services might be simplified and made more user-friendly for both small businesses and government agencies.

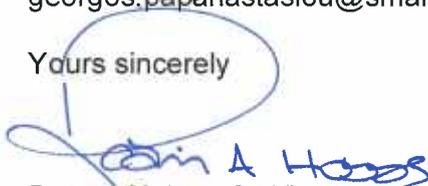
As acknowledged in the Discussion Paper, small businesses can find it confusing to deal with multiple agencies across all levels of government, and frustrating to have to provide the same information repeatedly. This is the case when starting a business but also when operating a business.

Changes to business registers that reduces these frictions for small businesses, as well as the new Business Registration Service, is strongly supported. The Business Registration Service has recently been integrated as part of the National Business Simplification Initiative, with the NSW Government's *Easy to do Business* initiative. This initiative makes it easier for a small business to start by consolidating approval processes and information provision across the three tiers of government.

As a user of ABR data, including for disaster recovery and other policy and service delivery purposes, the OSBC would welcome improvements that make the data easier for agencies to access and analyse. In particular, the OSBC would like to see data on business turnover and employee ranges made available to agencies through the ABR, to enable much better tailoring of policies and services to small businesses. In addition, the OSBC's experience of ABR data is that some of it is out of date or incomplete, and if consolidating registers with ASIC or other business registers improves the quality of business data, this would be a good improvement.

To discuss this submission, please contact Georgos Papanastasiou, Principal Advisor (Advocacy & Strategic Projects), Advocacy Unit, OSBC on 02 8222 4833 or by email on [georgos.papanastasiou@smallbusiness.nsw.gov.au](mailto:georgos.papanastasiou@smallbusiness.nsw.gov.au).

Yours sincerely

  
Robyn Hobbs OAM  
NSW Small Business Commissioner

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