

## Department of Economic Development, Tourism and the Arts

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The Treasury  
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Dear Sir/Madam

Thank you for the opportunity to respond to the Small Business and Family Enterprise Ombudsman Discussion Paper, released in April 2014.

I note that the Australian Government has committed to transforming the Australian Small Business Commissioner into a Small Business and Family Enterprise Ombudsman.

I understand that the key responsibilities of the Small Business and Family Enterprise Ombudsman are to be a:

- concierge for dispute resolution;
- Commonwealth-wide advocate for small businesses and family enterprises;
- contributor to the development of small business friendly Commonwealth laws and regulations; and
- single entry-point agency through which Commonwealth assistance and information regarding small business can be accessed.

As indicated by the Department of Economic Development, Tourism and the Arts previously, we are supportive of the establishment of the Small Business and Family Enterprise Ombudsman.

I would like to make the following additional comments with respect to the proposal:

- it is suggested that the Small Business and Family Enterprise Ombudsman has a representative office in all jurisdictions, including Tasmania;
- the Small Business and Family Enterprise Ombudsman should focus on business to business disputes arising from commercial relationships, as opposed to disputes where alternative dispute resolution schemes and service providers exist; and
- the Small Business and Family Enterprise Ombudsman would be well placed to address cross-border commercial disputes.

Should you have any queries about this submission, please contact Primo Bernado by telephone on (03) 6165 5124 or via email at [Primo.Bernado@development.tas.gov.au](mailto:Primo.Bernado@development.tas.gov.au)

We look forward to receiving further advice on the progress of this initiative.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'Jonathan Wood', written in a cursive style.

Jonathan Wood  
**Deputy Secretary**

27 May 2014