



MEDIA RELEASE

SENATOR THE HON NICK SHERRY

Minister for Small Business
Minister Assisting on Deregulation
Minister Assisting on Tourism

LIVE CHAT SERVICE TAKES OFF WITH SMALL BUSINESSES

The highly successful Small Business Support Line has added another string to its bow – an online “live chat” service for small businesses.

Small Business Minister, Senator Nick Sherry, officially launched the service at a function in Sydney today.

“The Live Chat service has been running for a fortnight and it’s already been embraced by small businesses,” Senator Sherry said

“In the first four days of operation, from 15 November to 19 November, 27 discussion topics were started on Live Chat.

“It covered important issues for small business such as starting a business, registration and licences and occupational health and safety issues.”

The new service from the Small Business Support Line is delivered via business.gov.au, which also offers information services for businesses. The Support Line was launched in September 2009 to provide a single point of access to information and referral services to assist small businesses.

“The Australian Government is committed to meeting particular needs of our small business sector to help them overcome hurdles,” Senator Sherry said.

“Live Chat was set up to help both small business owners who are tech savvy and those who may prefer an alternative to speaking on the telephone to a Support Line Agent.

“Some small business operators who do not have English as a first language are a lot more comfortable writing down what the issue is.”

Senator Sherry also used the launch occasion in Sydney to congratulate the Small Business Support Line staff and present them with a certificate for dealing with 20,000 calls in its first year of operation.

For information on the Small Business Support Line call 1800 777 275 or email sbsl@innovation.gov.au. Chat online to a Small Business Support Line agent at www.business.gov.au

SYDNEY

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