



# **MEDIA RELEASE**

## **SENATOR THE HON NICK SHERRY**

Minister for Small Business  
Minister Assisting on Deregulation and Public Sector Superannuation  
Minister Assisting on Tourism

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### **25,000 SMALL BUSINESSES MAKE THE CALL TO SUPPORT LINE**

The Australian Government's Small Business Support Line has just received call number 25,000.

In recognising the milestone, Minister for Small Business, Senator Nick Sherry, said the support line's team of expertly trained agents are more than willing and able to help small business people affected by the recent natural disasters.

"The support line has already provided information and referral services to customers in flood areas of Queensland, Victoria and New South Wales and they want to hear from more people in those areas needing information," Senator Sherry said.

"Callers will be followed up by the staff to see if there is further assistance they need.

"The Gillard Government has a range of payments available for all those affected, with entitlements varying from region to region, depending on conditions on the ground.

"If you are a small business in need of information and support, call the support line - they are there for you and will know where you can find the appropriate assistance.

"They all have small business backgrounds as previous owners or managers of small businesses," Senator Sherry said.

In addition to 25,000 calls, the SBSL has received more than 3000 emails since it was launched in September 2009, and more than 400 'live chats' have been initiated since that online service became available in November 2010.

One-third of all contact to the support line was to discuss registration and licences.

Government initiatives, grants and assistance and starting a small business are the other big issues which people want to discuss.

"We all know that the vast majority of small business people are time poor so they need to access information quickly and efficiently. The support line has been a wonderful tool for people to get that information," Senator Sherry said.

"The resolution rate for calls is 87 per cent with the other calls being referred to the appropriate third party."

For information on the Small Business Support Line call 1800 777 275 or email [sbsl@innovation.gov.au](mailto:sbsl@innovation.gov.au)

CANBERRA

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