



Small Business Strategy 2020–22

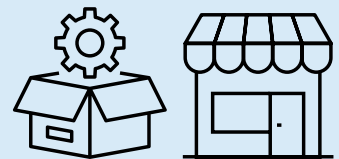
We recognise that small business plays a vital role in Australia's economy. When it comes to managing their workplace relations we understand that small business want to do the right thing but they are often not in a position to source expert human resource support; are pressured for time; and need additional help to understand their workplace obligations.

As part of our commitment to small businesses we invest heavily in making our services accessible to them and have a biennially reviewed Small Business Strategy.

Our 2020-22 Small Business Strategy is guided by our [Compliance and Enforcement Policy](#) and aligns to our [2020-21 priorities](#) to support workplaces through the COVID-19 pandemic and recovery phases.

Aim of the Small Business Strategy

Australian small businesses are aware of the Fair Work Ombudsman and engage with our tools and resources to promote harmonious, productive, cooperative and compliant workplace relations.



Awareness ▶

Objective 1: Promote awareness and increase uptake of our small business educational offerings directly and through stakeholders.

We have created a wide range of tools and resources to make it easy for small business to understand their workplace obligations. Through our stakeholders and communications we will increase awareness and uptake of our educational supports for small business.

Targeted Support ▶

Objective 2: Appropriately target our small business service offerings, supports and initiatives.

We will continue to consider the needs and circumstances of different groups to tailor and target our supports and initiatives where they are needed the most.

Responsive to Small Business ▶

Objective 3: Ensure we maintain a strong small business focus and our services continue to meet the needs of small business.

At this unprecedented time, working with our small business stakeholders and understanding the small business environment will be fundamental to meeting our 2020-22 Small Business Strategy. Our small business activities through the life of the strategy will be informed by the small business environment and our stakeholders.