




Speech By
Hon. Steve Minnikin

MEMBER FOR CHATSWORTH

Record of Proceedings, 14 March 2025

MINISTERIAL STATEMENT

Small and Family Business

 **Hon. SJ MINNIKIN** (Chatsworth—LNP) (Minister for Customer Services and Open Data and Minister for Small and Family Business) (9.56 am): Under the new Department of Customer Services, Open Data and Small and Family Business I can say for the first time that Queensland has a government focused on the customer. There is no better example of agencies working with other agencies to support small and family businesses than the recent natural disasters. Our business concierge team will assist small and family businesses impacted by ex-Tropical Cyclone Alfred. They will be present in the community recovery hubs started at Thornlands, Nerang, Burleigh Waters, Russell Island, Upper Coomera and Beenleigh.

Our outreach to small and family business owners will complement our presence in these hubs including phone calls and doorknocking to connect with impacted businesses to provide on-ground support and assistance. The business concierge will establish dedicated small family business recovery hubs in zones and areas most impacted. These hubs will provide somewhere for business owners to get access to a range of services including our mentoring for recovery team, small and rural financial counselling, and business wellness coaching. In addition to face-to-face support, under the Crisafulli government we will always ensure customers have multiple channels to access critical services and information including online and over the phone. Our disaster and government websites have received over six million views since the start of March.

There are many efforts that go unrecognised in disaster response and recovery. I recently had the chance to meet and thank many of our staff at the Dandiiri Contact Centre in Zillmere. During the response and recovery to ex-Tropical Cyclone Alfred we have doubled our capacity to take over 28,000 calls from the community including over 18,000 SES calls and 10,000 community recovery calls at both our Zillmere and Mount Gravatt call centres. We are working with the federal government on financial assistance.

Ms Pease: Great. Bring it on.

Mr MINNIKIN: I make the point for those opposite that the process for approval has not changed. I repeat for the benefit of the member for Lytton: the process has not changed. One of the initial steps continues to be a survey of the impacted area. If anything, we are moving even quicker. If anything we are moving even quicker than past recovery efforts. Working hand in glove with the federal government, we announced grants to small and family businesses following the recent flooding event in North Queensland in under 10 days. Compare that to more than two weeks to announce grants under Labor and the Leader of the Opposition following ex-Tropical Cyclone Jasper. Queensland small and family businesses are used to meeting the challenges of natural disasters, but they can be assured that they will do so with the full support of a Crisafulli government that has their back.