

Question on Notice
No. 1102
Asked on Thursday, 18 September 2025

MS J PEASE ASKED MINISTER FOR CUSTOMER SERVICES AND OPEN DATA AND MINISTER FOR SMALL AND FAMILY BUSINESS (HON S MINNIKIN)—

Will the Minister provide the number of small business disputes lodged with the Office of the Queensland Small Business Commissioner in each quarter over the past twelve months (reported separately by type of dispute, and including the average time taken to resolve disputes, and how many matters remain unresolved or ongoing)?

ANSWER

a) A quarterly breakdown of small business disputes lodged with the Office of the Queensland Small Business Commissioner (QSBC) is provided in the table below:

Quarter	Total disputes	Breakdown by type of dispute
October– December 2024	115	• 66 retail tenancy • 27 other commercial lease • 21 business-to-business • 1 other
January–March 2025	107	• 62 retail tenancy • 26 other commercial lease • 13 business-to-business • 6 other
April–June 2025	144	• 82 retail tenancy • 40 other commercial lease • 1 franchise • 17 business-to-business • 4 other
July–September 2025	157	• 87 retail tenancy • 36 other commercial lease • 2 franchise • 26 business-to-business • 6 other

b) Of those disputes that involved mediation, the time taken between the scheduling of mediation and a resolution agreed between the parties is provided in the table below:

Quarter	Average time to resolve (from scheduling of mediation to close)
October–December 2024	33 days
January–March 2025	34 days
April–June 2025	35 days
July–September 2025	29 days

c) As at 30 September 2025, 71 dispute matters remain ongoing with the QSBC.