

Transcript

Kate Carnell – ASBFEO – a quick intro

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Hi, I'm Kate Carnell, the Australian Small Business and Family Enterprise Ombudsman.

We were set up under legislation; the Australian Small Business and Family Enterprise Ombudsman Act of 2015. The Office has been operating now for just over two years.

My role is independent. I'm appointed by the Governor General for a period of five years. The legislation gives us two roles. The Assistance role is the traditional job that Ombudsmen do. That is – we provide help and support for small business people that have a problem. That could be a problem with a big business, with a bank (we do quite a lot of bank problems) but it can also be with the Federal Government.

The other part of our operation, which is more unusual, is our Advocacy function. Our Advocacy function gives us the capacity to have inquiries that can either be self-generated or the Minister for Small Business can ask us to do an inquiry on behalf of the Government.

Generally, our role is to ensure that small business has a strong voice inside government and that government regulation, legislation and policy is small business friendly.