



Australian
**Small Business and
Family Enterprise**
Ombudsman

MEDIA STATEMENT

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Make this Easter sweet for small and family businesses: Ombudsman

The Australian Small Business and Family Enterprise Ombudsman Bruce Billson has urged consumers to consciously spend with small and family businesses this weekend, amid predictions of a bumper Easter.

“Small and family businesses stand ready for your valued patronage this Easter holiday season,” Mr Billson says.

“For the first time in two years, there is freedom of movement and no trading restrictions to contend with.

“Consumers are expected to spend a record \$9 billion on everything from long-overdue family getaways to seafood lunches, not to mention the chocolate and hot cross buns, as is tradition.

“It is wonderful to see consumer behaviour is far more conscious these days and we want to see that trend continue and for shoppers to share the love with our small and family business community.”

As small and family businesses prepare for the predicted holiday rush, Mr Billson says it’s never been more important to be a kindly customer.

“Business owners are doing their absolute best to serve their communities, despite the challenges that come with having staff in isolation and supply chain disruptions,” Mr Billson says.

“The best way to support small businesses is to be a kindly customer – be patient and understanding, with good and generous intent.

“Small businesses are run by real people who deserve our respect and empathy, so please be kind.”

View the Ombudsman’s Easter video message [here](#).

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