



Small Business Friendly

An initiative of the Small Business
Development Corporation

Small Business Friendly Local Governments Charter

Commitment to this Charter is a requirement for participation in the Small Business Friendly Local Governments (SBFLG) initiative and outlines what the local government agrees to do in support of small business in their area.

1. Commitment to small business

The local government agrees to:

- a. recognise that the small business community is an important stakeholder and will undertake regular and targeted consultation with this group;
- b. work towards understanding how its local small business community operates and its needs, goals and key challenges;
- c. provide networking and other development opportunities for its local small business community; and
- d. actively engage, where appropriate, with the Small Business Development Corporation (SBDC) on matters affecting small business.

2. Commitment to customer service

The local government agrees to:

- a. maintain open lines of communication with small businesses through both formal and informal approaches;
- b. provide clear advice and guidance to small businesses to assist them to understand and meet their regulatory obligations, and to work with them to achieve compliance;
- c. publish clear service standards setting out what small businesses can expect from them;
- d. consider the needs of local small business owners for whom English is not a first language; and
- e. publish links on its website to take small business owners to resources available on the SBDC website, Business Local Service and the Business Licence Finder tool.

3. Administration and regulation

The local government agrees to:

- a. take reasonable action to limit unnecessary administrative burdens on small business such as:
 - i. only asking for information that is absolutely necessary;
 - ii. not asking for the same information twice;
 - iii. working collaboratively with other local governments;
- b. undertake regular policy reviews to limit their impact on small businesses, and to test new policies and procedures for 'small business friendliness'; and
- c. ensure that its officers have the necessary knowledge and skills to apply plans and regulations in a consistent manner.

4. Local government activities to support small business

The local government agrees to implement activities to improve the operating environment for small businesses within its authority. Details of the activities are to be included in the local government's operational plans and strategies.



**Small Business
Development Corporation**

5. On-time payment policy

The local government agrees to work towards ensuring all invoices from small business suppliers are paid within 30 days.

6. Business advisory group

The local government agrees to establish a business advisory group (if one does not already exist) to assist its understanding of small business needs. The group should include local small business operators and members of their representative bodies.

7. Dispute resolution

The local government agrees to implement a process to manage any disputes it may have with small businesses. This could include referring the dispute to an independent dispute resolution service (such as that offered by the SBDC).

8. Progress reports

The local government agrees to:

- a. provide the SBDC with a biannual progress report that outlines the results achieved in relation to its small business friendly activities, including its policy relating to paying small businesses on-time, engagement with its business advisory group, and implementation of its dispute resolution process; and
- b. forward success stories and case studies to the SBDC in relation to the SBFLG initiative when requested.

9. Promotion and marketing of the program

The local government:

- a. agrees to make a statement in relation to its commitment to the SBFLG initiative on its website;
- b. will be provided with a logo which it agrees to use in accordance with the SBFLG style guide (as supplied by the SBDC); and
- c. is encouraged to promote the SBFLG initiative by displaying the approved logo on its online and printed marketing and communication materials, where appropriate.

10. Contact details

The local government agrees that the primary contact for the SBFLG initiative will be the Chief Executive Officer and that a secondary contact will be nominated as the day-to-day contact.

	Position	Name	Phone number	Email address
Primary contact	Chief Executive Officer			
Secondary contact				

11. Acceptance

On behalf of [insert local government name], we agree to the terms outlined in this Charter and agree to implement the SBFLG initiative.

Chief Executive Officer

Print name:

Signature:

Date:

