

Small Business Friendly Program Charter

The Small Business Friendly (SBF) Program brings people together around a common goal to enhance the operating environment for small businesses and provide the opportunities they need to **thrive**.

As a Small Business Friendly Program member, *Name of Council* will:

Actively communicate and engage with small businesses

Raise the profile and capability of small businesses

Promote and showcase small businesses

Develop and promote place-based programs for small businesses

Simplify administration and regulation for small business (red tape reduction)

Ensure fair procurement and prompt payment terms for small businesses

Support small business resilience and recovery

Measure and report on our performance

Mayor Name

Mayor

Dated:

CEO Name

Chief Executive Officer

Dated:

Dominique Lamb

Small Business Commissioner

Dated:

COC Name

Chamber of Commerce (optional)

Dated:

The Hon. Di Farmer MP,
Minister for Employment and Small Business
Minister for Training and Skills Development
and Minister for Youth Justice

Dated:

COC Name

Chamber of Commerce (optional)

Dated:



What our commitment means



We will actively communicate and engage with small businesses

- Actively engage and be mindful of small businesses, their issues and priorities when making decisions.
- Communicate clearly in a timely manner both formally and informally.
- Engage with statewide partners where appropriate on matters affecting small businesses.
- Publish clear service standards stating what small businesses can expect from us.

We will raise the profile and capability of small businesses

- Publicly recognise and value the importance of small businesses to our community and local economy.
- Encourage campaigns to promote small business and local spending.
- Help small businesses develop networks, access education, and increase their capabilities.
- Assist small businesses to access government, business and industry programs and resources.

We will promote and showcase small businesses

- Encourage and promote small business engagement via marketing and communication channels (e.g., engaging with local small businesses, collaborating with local chamber of commerce etc.).
- Create awareness by promoting the Small Business Friendly (SBF) program (e.g. using the SBF identifier online, in marketing collateral and in communication materials).
- Share successes, ideas and learnings with Small Business Friendly members and other stakeholders.
- Allow the Queensland Small Business Commissioner to promote our Small Business Friendly activities and achievements.

We will develop and promote place-based programs for small businesses

- Identify, develop, promote and deliver at least two existing or new place-based programs to support businesses to start, grow and become more resilient.

We will simplify administration and regulation for small business (red tape reduction)

- Limit unnecessary administration and take steps to ensure continuous business improvement.
- Make it easier for small businesses to comply with administrative and/or regulatory requirements.
- Administer requirements in a consistent manner in collaboration with key stakeholders.
- Regularly review and streamline administrative and/or regulatory arrangements to reduce red tape.
- Maintain a simple, timely and cost-effective internal review and complaints management system.

We will ensure fair procurement and prompt payment terms for small businesses

- Implement a procurement policy that gives small businesses a 'fair go' to supply goods and services.
- Help small businesses find local procurement opportunities and make tendering quick and easy.
- Pay all valid invoices from small business suppliers within a stated reasonable period. (e.g., 20 calendar days from receipt of invoice).

We will support small business resilience and recovery

- With support from statewide partners, deliver short, medium, and long-term activities to support small business recovery and resilience following significant business disruption and disasters.
- Implement policies and practices for managing business disruption (e.g., supporting and working with small businesses to minimise disruption during capital works projects, transformational change etc).

We will measure and report on our performance

- Seek regular feedback from small businesses to help drive continuous business improvement.
- Monitor our performance against this charter and ensure we are meeting our commitments.
- Submit our Accelerator Action Plan to the QSBC within 6 months of joining the program.
- Submit our annual SBF Report to the QSBC by 30 September each year (for the previous financial year).