

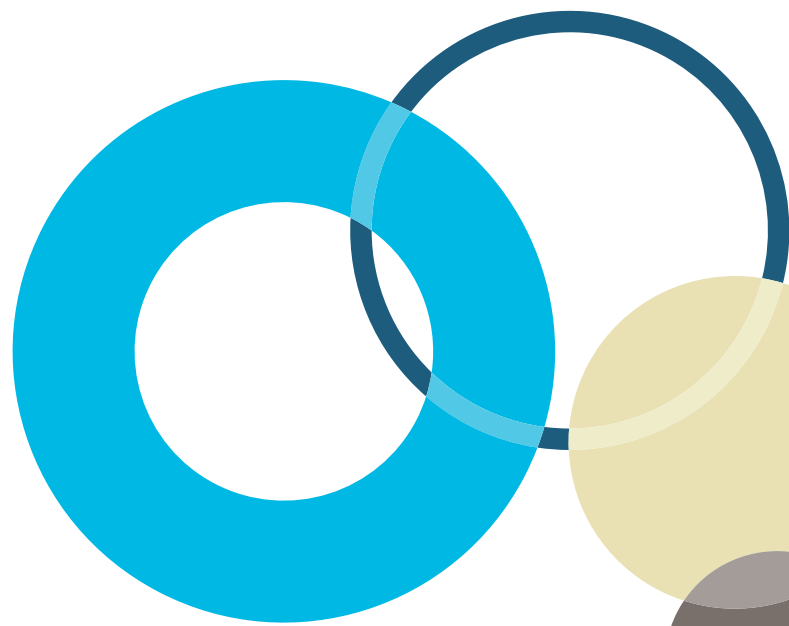


Small Business
Development Corporation
Small Business Friendly

What our Small Business Friendly alliance means

EXAMPLE





Acknowledgement

The Small Business Development Corporation acknowledges the Traditional Custodians of the land on which we work and live the Whadjuk Noongar people. We pay our respects to Elders past and present.

EXAMPLE





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What our Small Business Friendly alliance means



Acknowledge the valuable contribution small businesses make to our community

Our local government commits to	The SBDC commits to
<ul style="list-style-type: none">• Recognise and promote the value of small businesses to our community and local economy, both internally and externally.	<ul style="list-style-type: none">• Promoting the success, ideas, and learnings of small business friendly partners to the network and small business community.• Developing and providing a dashboard report of the small business landscape for each network partner, based on the Australian Bureau of Statistics business specific data cubes, to foster a greater understanding of the business sectors operating within local government areas.



Work together to raise the capability of the small business sector

EXAMPLE

Our local government commits to

- Help small businesses develop networks and access skills development to increase capabilities.
- Assist small businesses to connect with government, business and industry programs and resources.

The SBDC commits to

- Delivering free and low-cost services to small businesses across the State, through the SBDC and its partners.
- Providing access to tools, resources, services, and workshops for the local small business community to encourage skills development, build business resilience and increase capabilities.
- Sharing applicable government, business, industry programs and resources that will benefit small businesses within the community.
- Increasing knowledge through the delivery of face-to-face or online presentations, to inform staff and Elected Members (if applicable) of the free and low-cost SBDC tools, resources, services, and workshops available to their small business community.



Identify and implement improvements to the operating environment for small businesses

EXAMPLE

Our local government commits to

- Apply regulation consistently, supporting small businesses to achieve compliance, and ensure decision making is timely and transparent.
- Reduce overlap and duplication where possible by limiting unnecessary administration and taking steps to ensure continuous improvement.
- Support a risk-based approach to regulation.
- Implement policies and practices to manage business disruption (such as supporting and working with small businesses to minimise disruption during capital works projects).

The SBDC commits to

- Advocating for issues affecting small businesses across WA and in specific local government areas.
- Facilitating cross-agency engagement between local, State and Federal Government organisations when applicable, to improve the operating environment for small businesses.
- Sharing examples of best practice or innovative approaches to regulation that encourage entrepreneurial activity.



Support and create events, programs, and campaigns to benefit small businesses

EXAMPLE

Our local government commits to

- Identify, develop, promote and/or support events, activations and programs that increase awareness of, and support small businesses.
- Encourage campaigns to promote small business and local spending.

The SBDC commits to

- Identifying, developing, and delivering information and educational opportunities to strengthen network connections, increase knowledge and support officers working with small businesses.
- Providing the opportunity to share input with the SBDC on WA's small business landscape, current trends, policy, and advocacy issues.



Ensure fair procurement and prompt payment terms for small businesses

Our local government commits to

- Review procurement expenditure to better understand local business purchasing and investigating strategies to increase local spend where possible.
- Consider opportunities for small businesses in the procurement of goods and services.
- Pay all valid invoices from small business suppliers within a stated reasonable period and work towards aligning with State Government payment terms (20 calendar days from receipt of a correct invoice).
- Consider a regional approach to procurement (such as a supplier list/register for a group of neighbouring local governments or alignment of procurement thresholds with neighbouring local governments).

The SBDC commits to

- Providing local governments with case studies and best practice procurement models.
- Educate the small business sector on the importance of following local government procurement procedures to access this market.



Openly communicate with and engage with small businesses

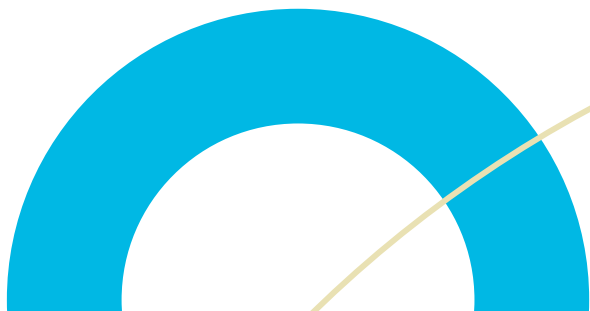
EXAMPLE

Our local government commits to

- Adopt a customer-focused approach to service delivery.
- Communicate clearly and in a timely manner to small businesses.
- Make regulatory requirements clear, easy to understand and easy to find.
- Actively engage and be mindful of small business issues and priorities when making decisions.
- Maintain a simple, timely and cost-effective internal review and complaint process in relation to local government decisions.

The SBDC commits to

- Delivering regular communications to Small Business Friendly partners and respond to their small business queries in a timely manner.
- Informing and engaging our local government partners where appropriate on matters affecting small businesses.





Report and measure our performance

EXAMPLE

Our local government commits to

- Submit six-monthly progress reports to the SBDC by the due date.

The SBDC commits to

- Distributing the six-monthly reporting template to Small Business Friendly partners in February and August.
- Collating responses and providing access to a dashboard of results to partners that have completed and submitted a report.
- Applying report responses to inform policy and advocacy agendas.
- Identifying education opportunities for local government officers.
- Monitoring small business trends and (where applicable) acting on areas of concern.



EXAMPLE

Extreme Finishings
Marine Fairing & Spray Painting

EXAMPLE

