Small Business Friendly Council Charter

Small Business Commission SA

Small Business Friendly Council Charter

Members of the Small Business Friendly Council Program are committed to working with small businesses, industry, community, and government to create a more supportive environment for small business success.

This charter outlines councils' commitment to supporting the success of small businesses in the community. It builds on the original Small Business Friendly Council Program launched by the Office of the South Australian Small Business Commissioner in 2017 and reflects evolving undertakings and lessons learned along the way. To be small business friendly means that councils are engaged, collaborative, innovative, and are able to demonstrate a clear commitment to continuous improvement.

By signing this Small Business Friendly Council charter, your council commits to upholding the program's core principles and delivering on the specific actions outlined across three key pillars:

Pillar 1

Payment Terms for Small Business

1. Small Business Friendly Councils will pay small business suppliers in accordance with the specified payment terms of each contract but not exceeding 15 days of receipt of a correct invoice, goods or services from the supplier (whichever is the later).

   If a commercial discount is offered for payment within a specified period, payment must occur within that period.

Pillar 2

Resolution of Disputes

2. Challenges that arise between businesses, their customers, suppliers, and employees are a normal part of day-to-day business operations. While most are resolved promptly, some may escalate into disputes that require careful management and additional resources.
   Small Business Friendly Councils acknowledge that:

   a. they play a key role in supporting effective resolution of disputes between businesses and councils to maintain strong local business relationships.

   b. prompt resolution of disputes with small businesses is critical to maintaining positive working relationships;

   c. a willingness to consider other perspectives and compromise is paramount to the effective resolution of disputes;

3. For that reason, where appropriate, councils may choose to prioritise the use of the Small Business Commission SA's Small Business Friendly Council expedited alternative dispute resolution process available to you under this program.
   This comprises of:

   a. Access to a dedicated officer within SBC to assist with the management of disputes between Small Business Friendly Council members and small businesses.

   b. A streamlined mediation process with a target of 21 days from lodgement with SBC.

4. Councils are expected to give due consideration to small businesses' preference for utilising the SBC's expedited alternative dispute resolution process and engage with the requirements of the process.

5. The expedited process provides an additional tool to assist in resolving disputes but does not replace your council's mandatory obligations as they relate to complaints handling, internal reviews, governance or escalation.

Pillar 3

Red Tape Reduction for Small Business

6. Small Business Friendly Councils recognise that reducing red tape eases the administrative and regulatory burdens placed on small businesses, helping them to operate and grow successfully. They understand that small businesses interact with many areas of council services.

   As members, councils are committed to continuous improvement through innovation and collaboration to identify and address unnecessary red tape.

   In line with this commitment, Small Business Friendly Councils agree to actively work towards minimising red tape for small businesses by:

   a. participating in the Small Business Friendly Council annual forum, which will focus on:

      - supporting councils to develop meaningful red tape reduction initiatives and
      - showcasing past initiatives whilst providing an opportunity to learn from, connect and align with other practitioners and member councils;

   b. distributing the annual SBC survey to small businesses in your council area to identify red tape issues to help inform priority red tape reduction projects;

   c. selecting one priority red tape reduction project each year identified through survey insights to reduce regulatory barriers for small businesses in your council area.

   d. developing and submitting an annual implementation plan to SBC outlining how your council will deliver its red tape reduction priority project. (Note: larger or multi-phase projects may span across more than one year).

   e. reporting annually to SBC on your progress against the implementation plan to support transparency, shared learning, and continuous improvement.

Accountability of Small Business Friendly Councils

SBC reserves the right to rescind Small Business Friendly Council endorsement on the basis of any failure to comply with the spirit of this charter.

SBC will support councils with educational material about the Small Business Friendly Council Program to disseminate to their local businesses, as well as templates for surveys, reports and implementation plans.

Signature

I **Christopher Davey** in my capacity as Chief Executive Officer,

commit **Port Pirie Regional Council** to upholding the values and actioning the principles set out in this charter.

[Signature]

Chris
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28 / **08** / **2025**

[Date DD/MM/YYYY]

We’re here for small business

Small Business Commission SA

Chesser House, Level 4

95 Grenfell Street, Adelaide SA 5000

Toll Free 1800 072 722

E sasbc@sa.gov.au

sasbc.sa.gov.au