

# 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, **Noosa 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.



Cr Clare Stewart  
Mayor

Dated: 28.4.23



Dominique Lamb  
Small Business Commissioner

Dated: 28.4.2023



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

Dated: 28.4.23

# 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 SBF 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).