

## Small Business Friendly Council – Charter Officer analysis of Council commitments

### Part 1: Work with small businesses disrupted by infrastructure projects

Council will:	Officer Comments
a) refer to the VSBC's Small Business Engagement Guidelines when planning new works and request that external project managers do the same	<i>The "Small Business Engagement Guidelines" will be used as a resource when new civil projects in commercial precincts are carried out.  Economic Development &amp; Tourism will work with the Capital Projects Department &amp; Operations Department to implement.</i>
b) provide small businesses with the VSBC's guide for small businesses on Managing Disruptions	<i>The guide can be distributed whenever Council is delivering works that are likely to disrupt businesses.</i>

### Part 2: Support the creation of small business networks across Victoria

Council will:	Officer Comments
a) distribute VSBC's guide to building stronger networks	<i>The VSBC's guide to stronger networking is consistent with the objectives of the Venture Melton Business Network (VMBN) and it can be shared on Council's website. It can also be used as a resource for network members to encourage and support them to establish new networks.</i>
b) actively engage with small business networks and identify new opportunities for development.	<i>Council is supportive of new networks emerging (Eg, Melton Town Centre Traders Group), and has piloted a project to empower VMBN network members to host their own events.</i>
c) include representatives of associations in conversations concerning small businesses	<i>This is already being achieved through Council's engagement with VMBN members.  If any other groups emerge they will be included relevant conversations concerning small business.</i>

**Part 3: Faster permit approvals processes for small businesses**

Council will:	Officer Comments
<p>a. Work towards faster permit approvals for small businesses. This may mean:</p> <p>i. Registering with the Better Approvals Project and completing this as scheduled; or</p> <p>ii. Implementing strategies to streamline permit approvals processes for small businesses</p>	<p><i>Council completed the Better Approvals Project in May 2019.</i></p> <p><i>The business concierge service is designed to be continually reviewed and improved.</i></p>

**Part 4: Prompt payment to small businesses**

Council will:	Officer Comments
<p>a. Initiate processes to ensure invoices from small businesses are paid promptly; or</p>	<p><i>Council already has a 2 week invoice processing cycle which is already half the time of the proposed 30 day cycle.</i></p>
<p>b. Commit to signing up to the Australian Supplier Code to pay small businesses within 30 days.</p>	<p><i>This condition isn't needed as we are already achieving it in 4a).</i></p>

**Part 5: Easy to read, easy to understand information for Victorian small businesses**

Council will:	Officer comments
<p>a. Link your businesses with the resources available at <a href="http://business.vic.gov.au">business.vic.gov.au</a></p>	<p><i>Council already has the "business.vic.gov.au" link on our website</i></p>
<p>b. Provide the VSBC Retail Lease Checklist to prospective tenants</p>	<p><i>Economic Development &amp; Tourism will work with the Legal and Governance department to implement</i></p> <p><i>NOTE: Based on current properties being leased, the reality is that the number of commercial leases will be very small.</i></p>

**Part 6: Open channels of communication between the VSBC and local councils**

Council will:	Officer comments
a. Notify the VBSC of issues affecting local small business communities	<i>The Economic Development &amp; Tourism Unit can provide VSBC feedback on small business issues as they arise.</i>
b. Refer commercial disputes to the VSBC dispute resolution team as appropriate	<i>Council can refer commercial disputes to VSBC as they arise.</i>
c. Provide details of the VSBC's dispute resolution services on its website	<i>Council will need to add a link to our website for people to access the VSBC dispute resolution service.</i>

**Additional commitments:**

**Promotion of initiative**

Council will:	Officer comments
a) utilise the Small Business Friendly Initiative and videos in relevant communications	<i>The Economic Development &amp; Tourism Unit will use the Small Business Friendly Initiative videos etc, in relevant communication with business stakeholders.</i>
b) provide VSBC with case studies and success stories associated with the initiative	<i>The Economic Development and Tourism Unit can provide case studies and success stories to them from businesses that are being engaged with through the concierge service</i>

**Quality assurance and review**

Council will:	Officer comments
a) work towards fulfilling each commitment with the first 12 months of signing the charter.	<i>Council will be able to achieve the conditions of this charter.</i>
b) work with the VSBC to amend the charter if required.	<i>Council will provide VSBC with feedback as need be.</i>