

Small Business Charter

The **Town of East Fremantle** is committed to supporting our local small business community by:

- recognising it as an important stakeholder and consulting regularly
- understanding how small businesses operate, their needs, goals and key challenges
- providing clear service standards, setting out what we will do to support local business
- giving clear advice and guidance to help business owners meet their regulatory obligations
- regularly reviewing our policies to check for 'small business friendliness'
- taking reasonable action to limit unnecessary administrative burdens
- ensuring prompt payment of small business invoices
- providing networking and other development opportunities for local business owners
- regularly meeting with and consulting members of the local small business community to improve our understanding of their needs
- managing disputes in a timely and cost effective manner