



TWEED
SHIRE COUNCIL

Customer Service | 1300 292 872 | (02) 6670 2400

tsc@tweed.nsw.gov.au
www.tweed.nsw.gov.au

Fax (02) 6670 2429
PO Box 816
Murwillumbah NSW 2484

Please address all communications
to the General Manager

ABN 90 178 732 496

15 September 2014

Ms Robyn Hobbs
NSW Small Business Commissioner
GPO Box 5477
SYDNEY NSW 2001

Dear Ms Hobbs

Invitation to join the Small Business Friendly Councils Program

Thank you for your letter of 18 August 2014 seeking a commitment from Tweed Shire Council to be part of the Small Business Friendly Councils Program.

Tweed Shire Council will participate in the initiative and the Mayor and I have signed the Small Business Friendly Council Charter. In relation to the Small Business Friendly Councils Program, I wish to make the following comments as to some of the contents of Attachment A.

In relation to the item 'SBFC Program'. Council's Integrated Planning and Reporting Framework currently have a theme titled Strengthening the Economy within its Community Strategy Plan and Delivery Programs. To assist the link to our website is <http://www.tweed.nsw.gov.au/IPRF>

Tweed Shire Council will develop an 'On Time' payment policy.

As to Business Improvement Processes the Tweed Shire Council facilitates the undertaking of the following projects identified in our Economic Development Strategy (<http://www.tweed.nsw.gov.au/EconomicDevelopmentStrategy>) including, continuing to promote the Tweed Regional Gallery and Margaret Olley Art Centre, investigating the appointment of a business concierge and gateway website for business and preparing a simple and concise education package for business to explain the various local government and state government policies affecting business expansion/relocation. Council has recently adopted a Business Investment Policy which promotes the Tweed to new and expanding small businesses in the Tweed and provides for s64 developer contribution payments deferral (concessions).

The Mayor and I as the General Manger will make a public comment as to the fact the Tweed Shire Council is committed to the Small Business Friendly Councils Program program and such comments will also be posted onto the Council's website.

As to dispute resolution Tweed Shire Council will only refer matters to the Dispute Resolution Unit when there is not an intended complaints mechanism or another statutory mechanism available such as the Land and Environment Court, Information Commissioner or NSW Civil and Administrative Tribunal.

Point 4 refers to the Business Advisory Board our current Economic Development Strategy satisfies this requirement which states we will, 'Prepare a draft charter and membership structure for the Economic Development Committee of Council identified in the Economic Development Strategy'. Tweed Shire Council is currently reviewing its Business Investment Policy (<http://www.tweed.nsw.gov.au/Policies/Business%20Investment.pdf>) to review its availability to Small Businesses.

As to agreeing to implement at least one of the additional Small Business Friendly Councils Program initiatives I can advise the following. Tweed Shire Council has a procurement policy which includes a local preference policy on the TSC website at [http://www.tweed.nsw.gov.au/Policies/Procurement%20v1.5%20\(Policy\).pdf](http://www.tweed.nsw.gov.au/Policies/Procurement%20v1.5%20(Policy).pdf). Further Tweed Shire Council is currently participating in a Regional procurement review with other NOROC Councils.

I note Attachment A refers to 'Pre-Lodgement DA meetings'. Tweed Shire Council already has on our website a significant amount of information to assist Small Business with development applications. To assist the link is <http://www.tweed.nsw.gov.au/SmallBusinessStartups> and currently provides Pre Lodgement services.

Tweed Shire Council also provides Development, Building and Environmental Health advice on our website at <http://www.tweed.nsw.gov.au/GetAdvice>.

In relation to electronic payment facilities the Tweed Shire Council offers customers a range of electronic payment options including EFTPOS facilities at both Customer Service locations; BPAY and Post Bill Pay options available over the phone, internet or in person at Australia Post for payment of Rates, Water and Debtor accounts; and for the over-the-phone Credit Card payment of conveyancing applications, new water connections, burial fees and building inspections we now offer the use of CBA's secure BPOINT facility. Under some circumstances we will also accept a direct deposit into a Tweed Shire Council bank account.

You may be interested also in Tweed Shire Council's Business Gateway available on our website at <http://www.tweed.nsw.gov.au/BusinessGateway>; in its general business information at <http://www.tweed.nsw.gov.au/Business>; or in Council's Mobile App, available from the Apple or Android stores by searching for Tweed Shire Council. The app comprises small business friendly tools such as the ability to remotely book inspections, track DA's or search on property related information.

Yours faithfully



15 Sep 2014 4:42 PM

 CoSign

Troy Green
GENERAL MANAGER