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Dedicated to a better Brisbane

2 July 2013

Dr Warren Mundy
Productivity Commissioner
Locked Bag 2, Collins St East
MELBOURNE VIC 8003

Small.business@pc.gov.au

Dear Commissioner

I refer to the Productivity Commission Study into *Regulator Engagement with Small Business* Issues Paper, released on 25 January 2013. Thank you for providing the opportunity for Brisbane City Council to make a submission.

Council has consulted with relevant areas across the organisation and a response (attached with appendices) has been developed on how Council combines a variety of methods in our engagement with small business from a regulatory approach.

I can advise that one of the key priorities for Council is boosting Brisbane's economic development. Council actively works with the business community to identify opportunities to grow businesses within Brisbane and reduce the regulatory burden. Small business operators account for approximately 96% of Brisbane's business community. In 2011, the Lord Mayor's Economic Development Steering Committee held a number of industry forums with 200 representatives from a wide spectrum of Brisbane's community attending. A result of these forums was the development of the *Brisbane's Unique Window of Opportunity* report which outlines the priorities for Brisbane over the next decade. The Brisbane Economic Development Plan 2012-2031 sets out Council's commitment to the actions that will deliver on the economic priorities identified.

As part of *Brisbane's Unique Window of Opportunity* report, a 'Doing Business in Brisbane' website and Business Hotline have been developed and implemented. Council is dedicated to supporting new and existing local businesses within the community. We want to ensure that doing business with Council is as easy as possible whilst protecting the rights and safety of our residents. Another way we accommodate ease and accessibility is through our award winning and internationally recognised Contact Centre. This provides 24/7 access to world-class customer service that is innovative, flexible and accessible.

Council works extensively with small business and industry when implementing new regulations or legislation. The impacts on small business are discussed and a tailored approach will be developed to assist small business operators (where required) with the implementation of new laws.

Yours sincerely

Colin Jensen
CHIEF EXECUTIVE OFFICER

Att.