

Governance Disclosures

Enabling legislation

The *Small Business Development Corporation Act 1983* makes provision for the establishment of the Small Business Development Corporation to encourage, promote, facilitate and assist the establishment, development and carrying on of small business in the State and for incidental and other purposes.

SBDC Board

The SBDC is governed by a Board, drawn from the private sector under the auspices of the *Small Business Development Corporation Act 1983*. The eight member Board meets on a monthly basis to consider issues relevant to the direction and operation of the Corporation. There are currently three vacancies on the Board. One position is expected to be filled within the next three months, with the remaining two vacancies to be filled following the appointment of the Small Business Commissioner. Membership as at 30 June 2011 comprised:

- **Mr Ray Mountney**
- **Mr Geoff Brayshaw**
- **Ms Merrill Dalglish**
- **Ms Caterina (Kitty) Prodonovich**
- **Mr Brent Pollard**
- **Ms Jacky Finlayson**

(For full details on Board members, please see page 7)

Functions of the Board

As the SBDC's governing body, the Board has responsibility for performing the functions set out in the *Small Business Development Corporation Act 1983*.

The SBDC Board has four strategic roles:

- setting the direction of the organisation,
- determination of standards,
- coordination of planning, policies, and decision-making frameworks, and
- acting in an advisory capacity to the Minister, the Government and other agencies.

Operational roles of the Board include:

- setting strategies,
- focusing on client service and customer needs,
- striving for organisational best practice and compliance with standards, and
- delegation of operational decision-making to officers within the SBDC.

Attendance at Meetings

Board Member	No of Meetings 10/11	Actual Meetings Attended
Mr Ray Mountney	10	10
Ms Larissa Beeson	8	7
Mr Geoff Brayshaw	10	8
Ms Merrill Dalglish	10	8
Mr Chris Jones	8	8
Mr Brent Pollard	10	9
Ms Kitty Prodonovich	10	8
Ms Jacqueline Finlayson	10	10

Terms of Appointment Members Current as at 30 June 2011

Name	Initially Appointed	Term Expires
Mr Ray Mountney	03/08/2009	31/08/2011
Mr Geoff Brayshaw	13/12/2004	30/06/2011
Ms Kitty Prodonovich	12/05/2008	31/08/2011
Ms Merrill Dalglish	21/06/2010	30/06/2012
Mr Brent Pollard	21/06/2010	30/06/2012

Members whose terms expired during the reporting period

Name	Initially Appointed	Term Expired
Ms Larissa Beeson	13/12/2004	31/03/2011
Mr Chris Jones	13/12/2004	31/03/2011

As the organisation transitions into a new structure, the opportunity will be provided for the Small Business Commissioner to participate in the selection process for new members to fill current Board vacancies.

Directors and Officers Liability Insurance

The SBDC takes out Directors and Officers Liability Insurance through Riskcover to provide cover for members of the Board. The policy has an Indemnity Limit of \$10,000,000 and for 2010/11 the SBDC contributed \$9,441.08 to the annual premium with individual Board members also making a contribution.

Other Legal Requirements

Disability access and inclusion plan

Overview: The SBDC is committed to achieving the State Government's vision for a better quality of life for all West Australians and continues to strive on developing further initiatives to achieve this. The continued implementation of the 2007-2011 Disability Access and Inclusion Plan (DAIP) ensures people with disabilities, their families and carers, have the same rights to access our products and services as any member of the community.

Outcome 1. *People with disabilities have the same opportunities as other people to access the services of, and any events organised by, the SBDC.*

- Website designed so that greater use can be made from the internet for the provision of information and services offered through the SBDC. This includes business licences, booklists and procedures for ordering books.
- Contractors who provide a service on behalf of the SBDC have been surveyed to ensure they conduct their business in accordance with the 2007-2011 DAIP. All contractors undergo an induction on commencement and are directed to the SBDC's DAIP to ensure they are fully aware of their responsibilities.
- The SBDC is an affiliate of the Companion Card Program which promotes the existing right of people with a disability to fair ticketing. Under the program, the SBDC will issue a second ticket to a cardholder who requires the assistance of a companion to attend an SBDC event or activity, when booking or purchasing a ticket.
- People with disabilities are provided with an opportunity to comment on access to services or make a complaint according to the Complaints Management Policy.

- All SBDC activities and events are prioritised according to the DAIP.

Outcome 2. *People with disabilities have the same opportunities as other people to access the buildings and other facilities of the SBDC.*

- Buildings and other facilities are physically accessible to people with disabilities. These include automatic doors, lifts, and toilets for people with a disability.
- Customer service counters are at desk level height for wheelchair accessibility.
- All building improvements are in accordance with the relevant Australian Standards covering access to premises.
- The accessibility needs of people with disabilities are a major consideration as part of any redesign and refurbishment programs for office premises.

Outcome 3. *People with disabilities receive information from the SBDC in formats that enable them to access the information as readily as other people are able to access it.*

- Information about services and programs use clear and concise language and are available in accessible formats.
- Publications are readily available at key access points.
- Events are planned using the Disability Service Commission's Accessible Events checklist.
- All websites have been developed to meet W3C (Web Content Accessibility Guidelines) compliance. An accessibility page on the website (<http://www.smallbusiness.wa.gov.au/accessibility/>) outlines and explains the accessibility features throughout the site and also provides guidance on how to use the features. Documents on the website can be made available in an alternative format as requested.

- Five online specialised networks – Home Based Business Network, Young Business Network and the Small Business Exporters Network, Women in Business Network, Business Migrant Network - provide members with the opportunity to communicate via online forums.
- Workshops developed in CD format and online learning tools to allow access from home or office computer.

Outcome 4. *People with disabilities receive the same level and quality of service from SBDC staff as other people.*

- All staff are informed and reminded of their obligations and responsibilities regarding equal opportunity and the DAIP 2007-2011, and to be proactive in addressing improvements that can be made to access for all individuals.
- The DAIP and Equal Employment Opportunities are prioritised in the induction of new employees.
- All resources, including policies and procedures are available to staff on the Extranet.

Outcome 5. *People with disabilities have the same opportunities as other people to make complaints to the SBDC.*

- The SBDC website includes a forum for users to provide feedback on services and facilities.
- Grievance mechanisms are accessible for people with disabilities and complaints are managed in accordance with the SBDC's Complaints Management Policy.
- Translators and interpreters are provided to people with a disability if making a complaint in accordance with the SBDC's Language Services Policy.

Outcome 6. *People with disabilities have the same opportunities as other people to participate in any public consultation by the SBDC.*

- Promote consultation opportunities via a variety of small business forums, networks and through the Small Business Advocacy Service.
- Ensure that access needs of people with disabilities are considered in all community consultations.
- Continue to consult with disability organisations and networks as required.

Equal Employment Opportunity (EEO)

Overview: The SBDC's EEO Management Plan 2007-2011 aims to eliminate any discriminatory practices and to ensure equality in all employment opportunity. The SBDC is committed to ensuring the highest standards of probity and accountability in all interactions.

Outcomes: Through their enthusiasm and commitment, SBDC staff provide outstanding services to the small business sector. In recognising that our staff have a diverse mix of talents, skills, backgrounds and perspectives, we are committed to making the best use of this diversity in the delivery of our services.

In anticipation that our EEO Management Plan 2007-2011 will expire at the end of the year, consultation has commenced with staff and other government agencies on formulating an integrated Workforce and Diversity Plan. The decision to integrate the plans stems from the knowledge that having a diverse workforce is an important component of workforce planning. The SBDC, along with the wider government sector, is committed to increasing the profile of diversity groups and as such, the integration of the plans is a key strategy in the achievement of this goal.

To ensure staff have a point of contact to raise grievances, one member of staff is trained in Grievance Officer training, which is provided by the Equal Opportunity Commission. The course outlines mediation and investigation processes and techniques that can be utilised if required.

Access to flexible work options including part time, job share and phased retirement remain the SBDC's approach to increasing opportunities for women and other diversity groups to achieve work life balance. The provision of equitable career development opportunities for all employees includes acting positions, secondments and career-enhancing projects across all sections of the Corporation.

Recruitment advertisements are worded in such a way as to encourage a broad selection of diverse

applicants and this, together with improved access to job application kits, has ensured equity for all potential applicants. In addition, the induction process for new employees includes accountable and ethical decision making, awareness of EEO principles, their legal obligations and relevance to the workplace.

Public Sector Standards in Human Resource Management and Ethical Codes

Overview: The SBDC has complied with section 31 of the *Public Sector Management Act 1994* in the administration of the Corporation's human resource management practices relating to the public sector standards and codes of ethics and conduct.

Outcomes:

Compliance issues	Significant action taken to monitor and ensure compliance
<p>Public Sector Standards</p> <ul style="list-style-type: none"> 1 breach claim was lodged. It was subsequently determined by the Public Sector Commission that the Standard was not breached. 	<ul style="list-style-type: none"> Information about Public Sector Standards is included on the SBDC extranet and within induction material. Suitable training is provided to persons participating on recruitment panels to ensure compliance with relevant Standards. Recruitment Guidelines are provided to all panel members. Transactions are reviewed internally as a quality assurance process.
<p>WA Code of Ethics</p> <ul style="list-style-type: none"> Nil reports of non compliance with WA Code of Ethics 	<ul style="list-style-type: none"> The WA Code of Ethics is included on the SBDC extranet and within induction material. Policies exist on Conflict of Interest, Corporate Credit Card Use, External Employment, Offer and Acceptance of Gifts and Customer Service. All staff have attended Accountable & Ethical Decision Making Training. Accountable and Ethical Decision Making is an important component of new employee inductions.
<p>SBDC Code of Conduct</p> <ul style="list-style-type: none"> Nil reports of non compliance with SBDC Code of Conduct 	<ul style="list-style-type: none"> The SBDC's Code reflects the WA Code of Ethics and Conduct Guide. The SBDC Code included on the extranet and within induction material.

Recordkeeping Plan

The SBDC's Recordkeeping plan was approved in April 2010.

A review of the efficiency and effectiveness of the SBDC's recordkeeping systems is continuing as the full implementation of the Electronic Document and Record Management System (EDRMS) progresses. Changes have already been made in some areas of the Corporation's recordkeeping practices, and this has resulted in considerable benefits for those business areas in the overall discoverability and management of records created and captured.

During 2010-11, the SBDC maintained an effective recordkeeping training program. All new staff and contractors receive comprehensive training at induction detailing policies and procedures, and outlining their records management responsibilities. Additional training and materials are made available to employees on request and can be tailored to meet specific needs. The effectiveness of recordkeeping training is subject to ongoing review and evaluation to ensure that it meets the needs of both the SBDC and the State Records Office.

Records management staff continued their professional development through the attendance at information networking opportunities and structured information management training.

Advertising expenditure

In accordance with Section 175ZE of the *Electoral Act 1907*, set out below are details of expenditure incurred during the 2010-11 financial year in relation to:

Market research organisations:	\$17,532.90
Advantage Communications and Marketing	\$17,532.90
Advertising agencies:	\$114,828.32
Adcorp Marketing	\$5,729.05
Get Positive Productions	\$3,850.00
Optimum Media Decisions	\$100,750.98
Sensis	\$4,498.29
Total Expenditure for 2010-11:	\$132,361.22

Legislation Impacting on Activity

In the performance of its functions, the SBDC complies with the following legislation:

- Auditor General Act 2006
- Business Names Act 1962
- Copyright Act 1968 (Cth)
- Corporations (Western Australia) Act 1990
- Corruption and Crime Commission Act 2003
- Criminal Code Act Compilation Act 1913
- Disability Services Act 1993
- Electoral Act 1907
- Electronic Transactions Act 2003
- Equal Opportunity Act 1984
- Evidence Act 1906
- Evidence Act 1995 (Cth)
- Financial Management Act 2006
- Freedom of Information Act 1992
- Fringe Benefits Tax Act 1986 (Cth)
- Income Tax Assessment Act 1936 (Cth)
- Income Tax Assessment Act 1997 (Cth)
- Industrial Relations Act 1979
- Minimum Conditions of Employment Act 1993
- A New Tax System (Goods and Services) Act 1999 (Cth)
- Occupational Safety and Health Act 1984
- Pay-roll Tax Act 2002
- Pay-roll Tax Assessment Act 2002
- Privacy Act 1988 (Cth)
- Public and Bank Holidays Act 1972
- Public Interest Disclosure Act 2003
- Public Sector Management Act 1994
- Small Business Development Corporation Act 1983
- Spam Act 2003 (Cth)
- State Records Act 2000
- State Superannuation Act 2000
- State Supply Commission Act 1991
- State Trading Concerns Act 1916
- Superannuation Guarantee (Administration) Act 1992 (Cth)
- Taxation Administration Act 2003
- Treasurer's Instructions 804 and 805
- Workers' Compensation and Injury Management Act 1981

Cth = Commonwealth Acts

Government Policy Requirements

Corruption Prevention

The SBDC is committed to the highest level of integrity, ethics and equity and corruption prevention forms part of our overall risk management strategy as an important element of internal control. Policies that support and promote ethical behaviour by staff in the conduct of their duties are subject to ongoing review and include:

- Code of Conduct
- Complaints Management
- Public Interest Disclosure
- Acceptance and Registration of Gifts and Benefits
- Acceptable Use of the Internet

Staff and members of the Board are regularly briefed on a range of statutory and administrative requirements relating to ethical conduct including the requirement to declare conflicts of interest. A comprehensive induction program, the inclusion of the policies on the extranet and regular internal communications also seek to ensure that all staff are aware of and understand their responsibilities.

Publications

The SBDC publishes a wide range of books and periodicals, in both hard copy and electronic format. These publications are listed below:

- **Annual Reports** – Each financial year the SBDC produces an *Annual Report* to highlight its business and financial activities. Electronic (PDF) copies of the reports from 1999 onwards can be downloaded from the SBDC website.
- **Books** – Hard copies of SBDC books can be purchased via the SBDC online Bookshop or directly from the Business Information Centre.
- **Media Releases** – The SBDC regularly produces media releases to inform the small business sector on topical issues. Media releases from 2001 are available to view on the SBDC website under “About SBDC”.
- **Small Business Briefs** – Small business briefs are a series of information sheets available in hard copy format at no charge from the Business Information Centre. Small business briefs are also available in electronic (PDF) format from the SBDC Website and can be downloaded to either view or print.

Staffing summary – as at 30 June 2011

Employee Profile	2010-11
Permanent Full Time	42
Permanent Part Time	7
Fixed Term Full Time	4
Fixed Term Part Time	0
Casual	3
Total	56 (51 FTE)

Throughout the year, the SBDC employed a total of 56 people, representing 51 full time positions.

The higher head count compared to the Corporation's full time equivalent is a result of flexible work practices offered to staff. These include job share arrangements, part time hours for people with young families and those transitioning to retirement.