

# Small Business Regulatory Engagement Charter

## IMPROVING THE WAY REGULATORS DEAL WITH SMALL BUSINESSES IN THE CONSTRUCTION SECTOR

As a partner of the Victorian Government's Small Business Regulation Review, we know it can be challenging for small businesses to understand and do what is expected of them by Government.

To improve this, regulators have come together with Small Business Victoria to develop a Small Business Regulatory Engagement Charter. The Charter lays out how we will work together to make it easier for small businesses to understand and meet their regulatory responsibilities.

### We will help you understand your regulatory responsibilities

#### CLARITY

**We will communicate with you using clear, plain language.**

- > We will use simple language rather than acronyms, technical jargon and legal terms where possible.
- > When we need to use complex language, we will make sure that you understand what is expected of you.

#### ACCESSIBILITY

**The information we provide will be easily accessible.**

- > We will develop user-friendly websites, apps and guidelines, which will link together to make it easier for you to understand what is expected of you.
- > The information we provide will be available in both digital and print form, as needed.

#### COMMUNICATION

**We will be proactive in reaching out to you.**

- > We will identify the best ways of making sure you get the information you need.
- > We will train our staff to work supportively with you, whether over the telephone, online or in person, to help you understand what is required of you.

### We will make it easier for you to meet your regulatory responsibilities

#### TELL US ONCE

**We will reduce the amount of information we ask of you.**

- > We will improve how we collect and use your data to reduce the number of times we need to ask you for information.
- > We will work with other regulators to reduce the amount of information you need to provide.

#### SPEND LESS TIME

**We will make it easier for you to interact with us.**

- > We will improve our systems and interfaces to make it faster and easier for you to provide us with the information we need (e.g. applications, registration, certification and the way we collect fees).

## We will work together to continuously improve regulatory approaches

### We will work collaboratively with Government and other regulators.

- > We will improve the way we work together to make sure that we are regulating efficiently.
- > We will continue to engage with small businesses to identify opportunities to reduce duplication, complication and any other unnecessary burden.

### We will ask small businesses to help us improve.

- > We will seek your feedback regularly and be proactive in making sure we are meeting your expectations of us.
- > We will give you regular opportunities to be part of our decision-making processes, as we work together to create an effective, efficient regulatory regime.

### Inaugural Charter Members:

#### Energy Safe Victoria

[esv.vic.gov.au/about-esv/contact-us](http://esv.vic.gov.au/about-esv/contact-us)

#### Victorian Building Authority

[vba.vic.gov.au/contact](http://vba.vic.gov.au/contact)

#### Environment Protection Authority

[epa.vic.gov.au/about-epa/contact-us](http://epa.vic.gov.au/about-epa/contact-us)

#### WorkSafe Victoria

[worksafe.vic.gov.au/contact](http://worksafe.vic.gov.au/contact)



The Small Business Regulatory Engagement Charter is the flagship reform of the SBRR Construction Action Statement:

[engage.vic.gov.au/smallbizreview/constructionsector](http://engage.vic.gov.au/smallbizreview/constructionsector)

