



STRATEGIC PLAN 2022-25

Our Mission: As an independent voice, the Commissioner is an avid supporter and advocate for South Australian small businesses while striving to provide fast, fair and low-cost dispute resolution on matters impacting their day-to-day operation.

In delivering our vision and services, we are committed to the values of acting with integrity, behaving professionally, showing tenacity in our service delivery, and achieving positive outcomes through collaboration and engagement.

MEDIATE



Facilitate alternative dispute resolution processes between small businesses, and between small businesses and state or local government

ADVOCATE



Amplify the views, challenges and experiences of small business operators on issues that impact their ability to do business, including assisting them navigate complexity & challenges in dealings with state and local government bodies

COLLABORATE



Collaborate and engage with small business operators, governments, industry and the community to create a thriving business environment

REGULATE



Strengthen the integrity of the small business sector by providing information & advice about legislative obligations under Acts administered by the Commissioner and enforcing compliance with those legislative requirements where appropriate

DELIVER



Deliver a fast, fair and consistent customer experience and ensure the wellbeing of our people

