

Australian Small Business and Family Enterprise Ombudsman’s Guiding Principles

Introduction

At the Australian Small Business and Family Enterprise Ombudsman (ASBFEO) we recognise that how we pursue our mission is equally as important as our mission. These guiding principles are the overarching values and behaviours that our people bring to their work. They are the foundation of how we deliver the ASBFEO services.

In line with this belief, and with our Australian Public Service values, we:

- recognise that owning and leading a small business and family enterprise is a big responsibility and deep personal commitment, by people who make a vital contribution to Australia’s prosperity, wellbeing and communities
- seek opportunities to be collaborative and collegiate with our peers, stakeholders and partners
- consult widely and thoroughly across the sector while being deliberate in our consultation processes and welcoming of differing views and insights
- apply rigour, diligence and judgement in our analysis and evaluation while independently forming our views
- facilitate and implement best-practice dispute resolution processes that exemplify fairness, impartiality, objectivity, affordability, timeliness and deliver high quality outcomes
- fearlessly and constructively advocate for improvements to policy, program, decisionmaking and regulation that is based on sound evidence and careful evaluation
- illuminate the story, nature and challenges of small and family business by exploring the data and intelligence from our own and other credible sources which add to the sector body of knowledge
- are a workplace of choice - attracting and retaining talented passionate professionals who are committed to our mission and the small business community.

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