

# SUPPLIER CHARTER

## Everything you need to know about doing business with Council

The City of Holdfast Bay has developed a supplier charter to clearly outline our service standards, in order to further build and enhance relationships with our suppliers.

### Engaging our Suppliers

Once you have been selected to supply to Council, you will receive a purchase order to confirm the purchase terms including price or a formal contract will be sent to you for signing.

Council uses its own purchase order terms and conditions, and template contracts. Unless prior arrangements have been negotiated Council will not accept or sign up to supplier terms and conditions.

### Communication

All communication should be through the relevant Project Officer who will maintain written records. Any changes, additions and variations will be documented. Some variations will require approval from contract signatories.

### Monitoring the contract

Monitoring performance will ensure that any delivery issues are identified as early as possible and remedial measures can be implemented. The contract or purchase order will detail the delivery requirements and clarify details such as delivery time and location and reporting requirements.

### Managing Payments

Tax invoices must be provided electronically to [accountspayable@holdfast.sa.gov.au](mailto:accountspayable@holdfast.sa.gov.au)  
Invoices must be provided in accordance with your contract or the purchase order.

Payments will only be made following the submission of appropriate paperwork (Invoices must reference the purchase order number and contract number where relevant). Invoices will be checked by the Project Officer prior to being processed for payment.

Council will pay invoices within 30 days of receipt of the invoice, where all requirements outlined above, have been met.

What can you expect from Council?

- We will respond to your requests in a timely manner
- We will respect, listen and respond to your concerns
- We will communicate clearly and accurately

Service	Standard
Face to face	Immediate
Return your call	1 day
Reply to your email	2 days
Written Correspondence	10 days
Process your invoice	30 days

### Contact Details

#### In person

Brighton Civic Centre  
24 Jetty Road Brighton  
8.30am – 5pm

#### Phone

(08) 8229 9999

#### Email

General enquiries: [mail@holdfast.sa.gov.au](mailto:mail@holdfast.sa.gov.au)  
Payment enquiries:  
[accountspayable@holdfast.sa.gov.au](mailto:accountspayable@holdfast.sa.gov.au)

#### In writing

PO Box 19 Brighton SA 5048

#### Web

[holdfast.sa.gov.au](http://holdfast.sa.gov.au)



A diverse and resilient local economy