

# VSBC Annual Report 2016-17

Judy O'Connell  
Victorian Small Business Commissioner

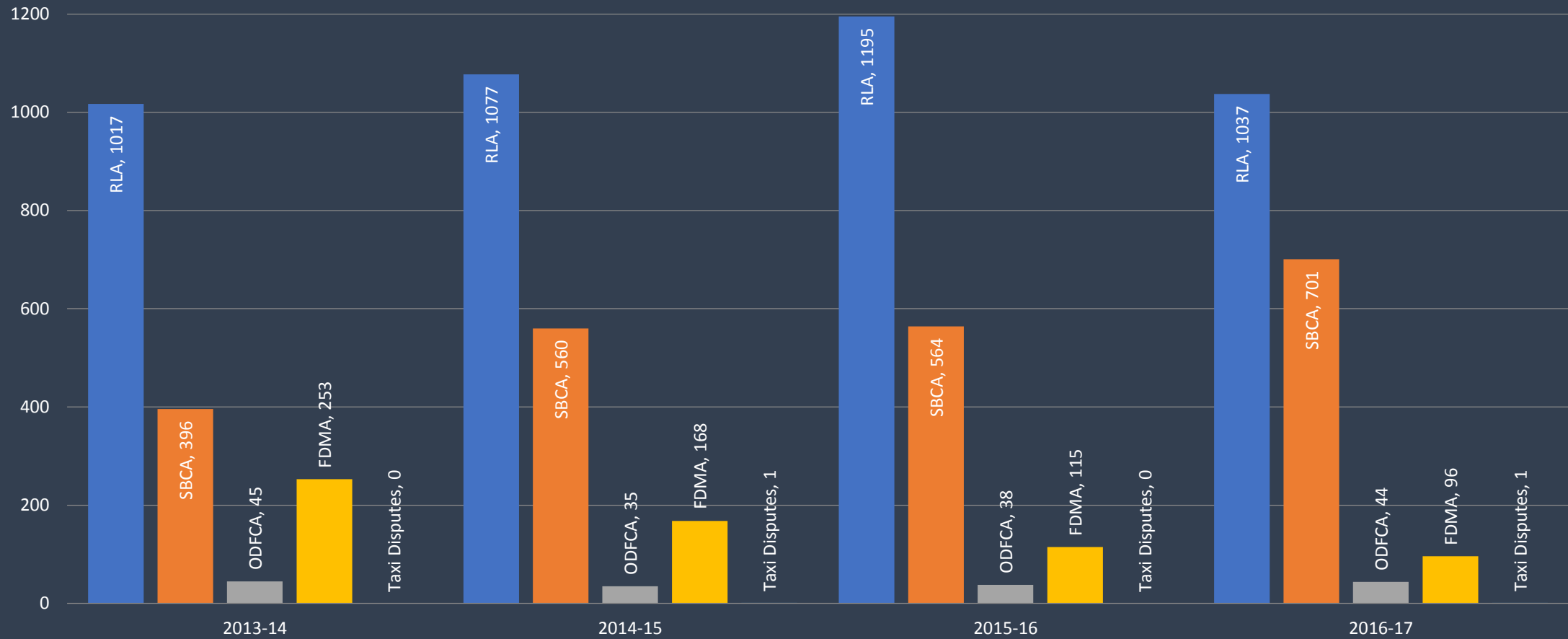
Tuesday, 25 July 2017



# Activity and outcomes 2016-17

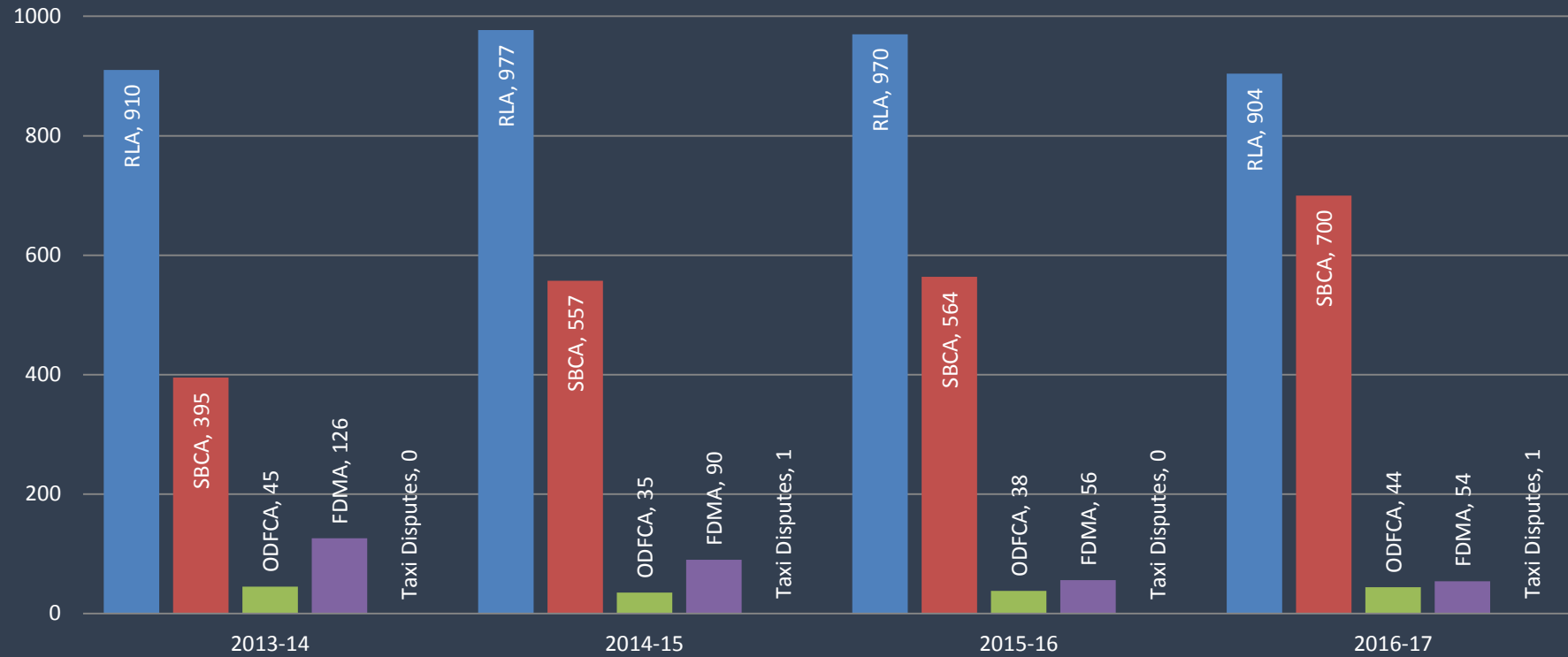
- **12,000** enquiries with the majority of these settled over the phone
- **1,879** total number of applications
- Approx. **1700** dispute applications - **31%** completed prior to mediation
- **5% of parties** refused mediation
- **614** completed mediations - **80%** of these successfully resolved

# VSBC Applications (Total)\*

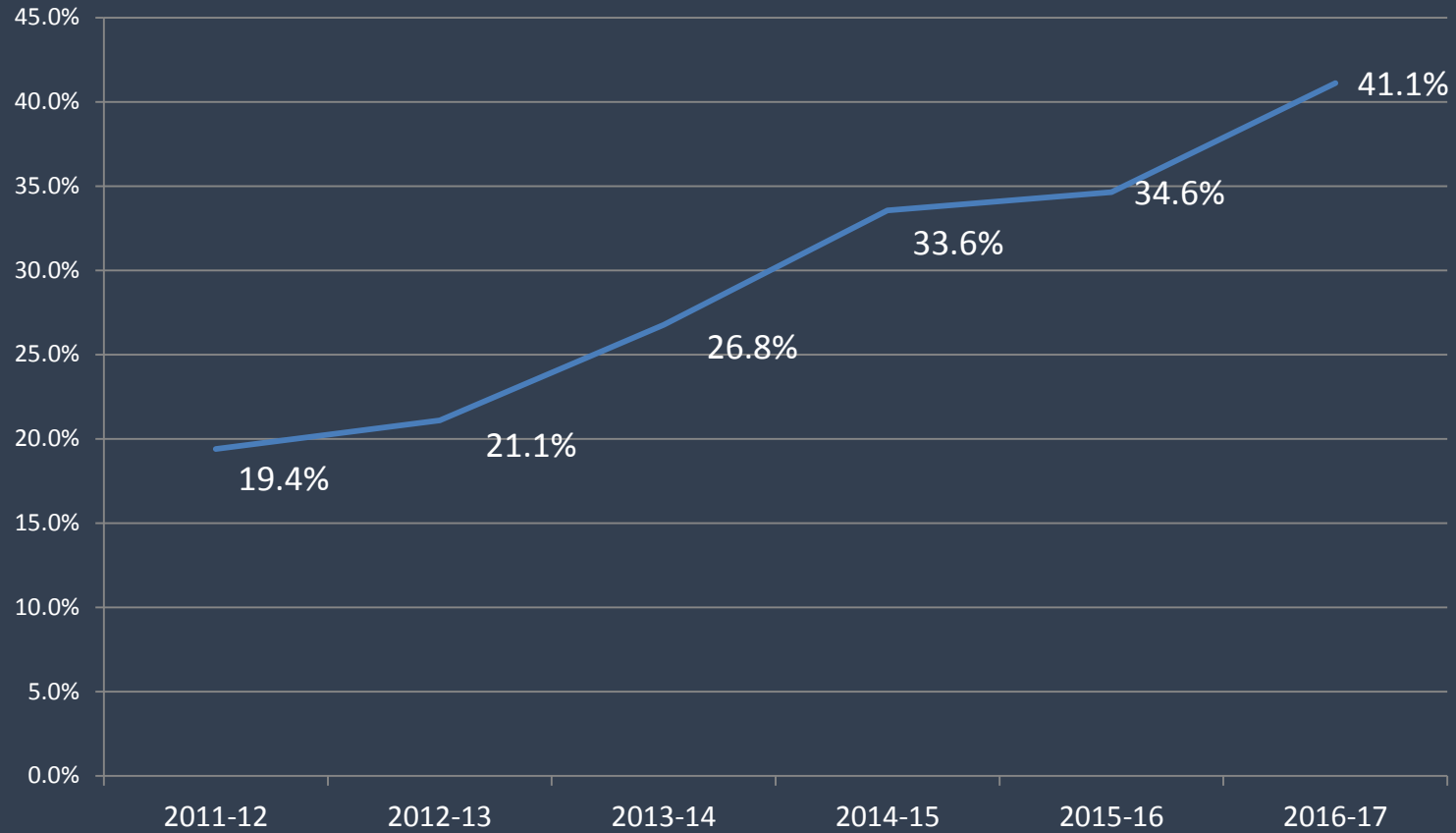


*\*Includes applications for appointment of Specialist Retail Valuers, investigations and farm debt mediation certificates.*

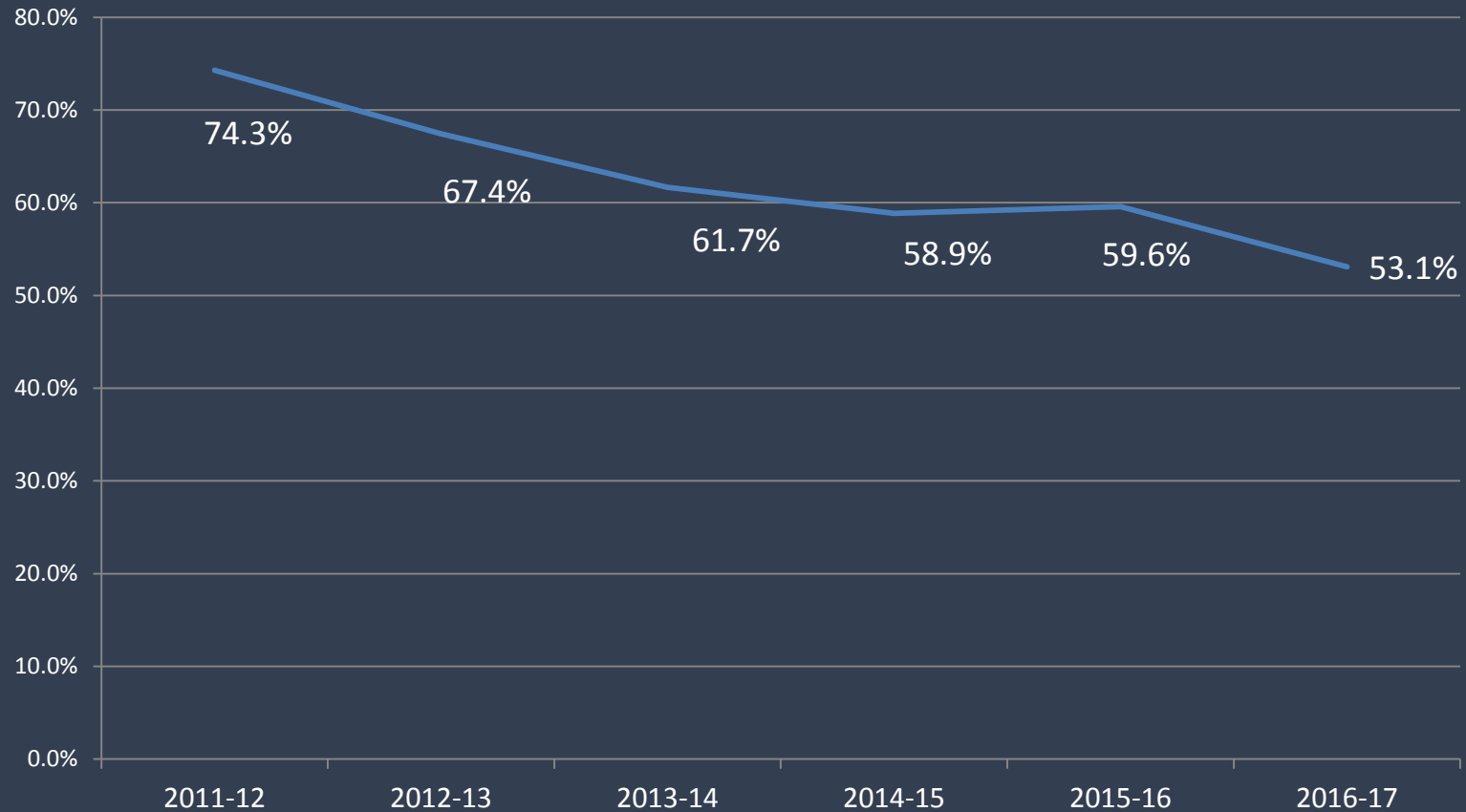
# VSBC Dispute Applications



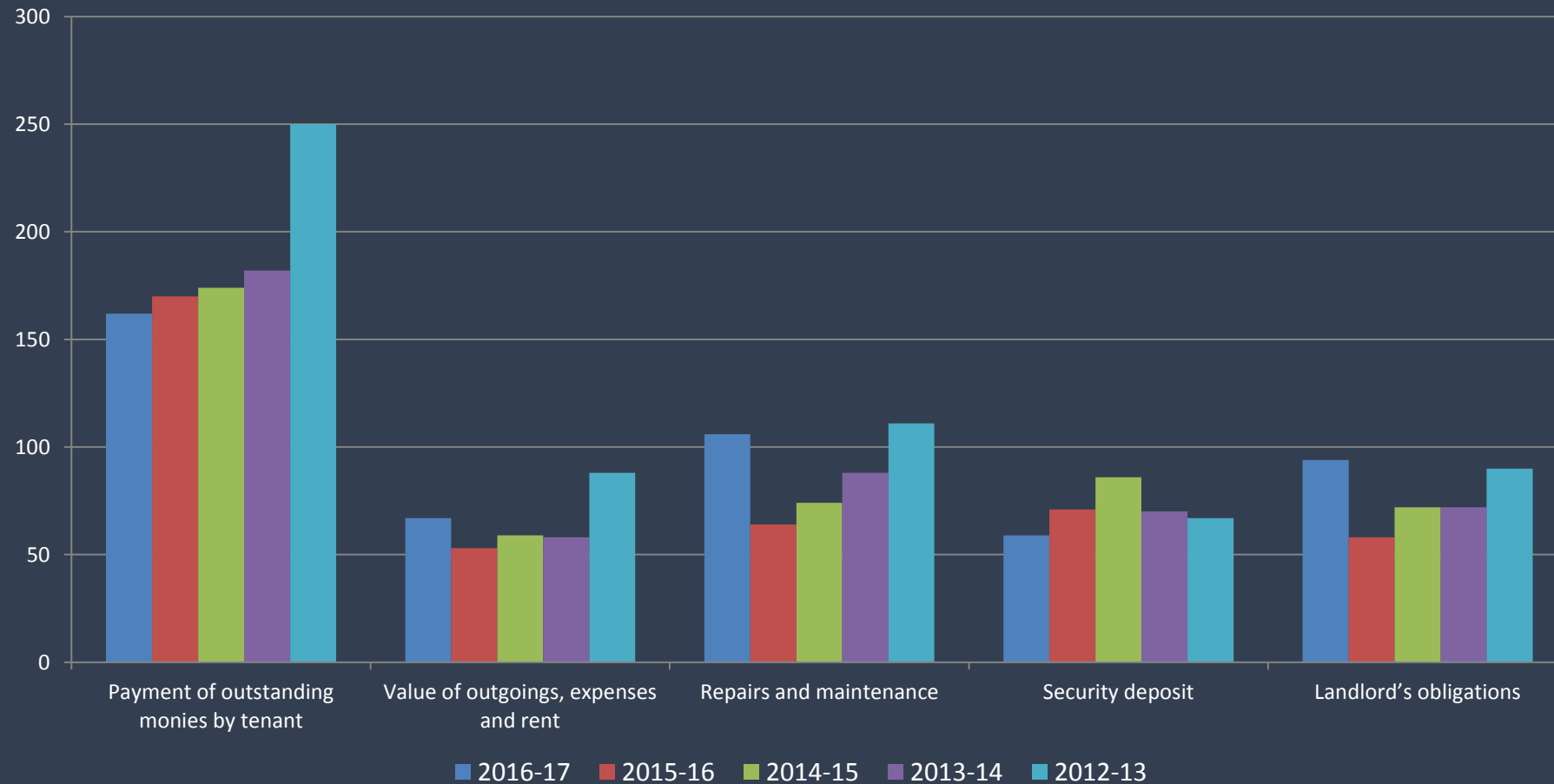
# SBCA disputes as % of total disputes



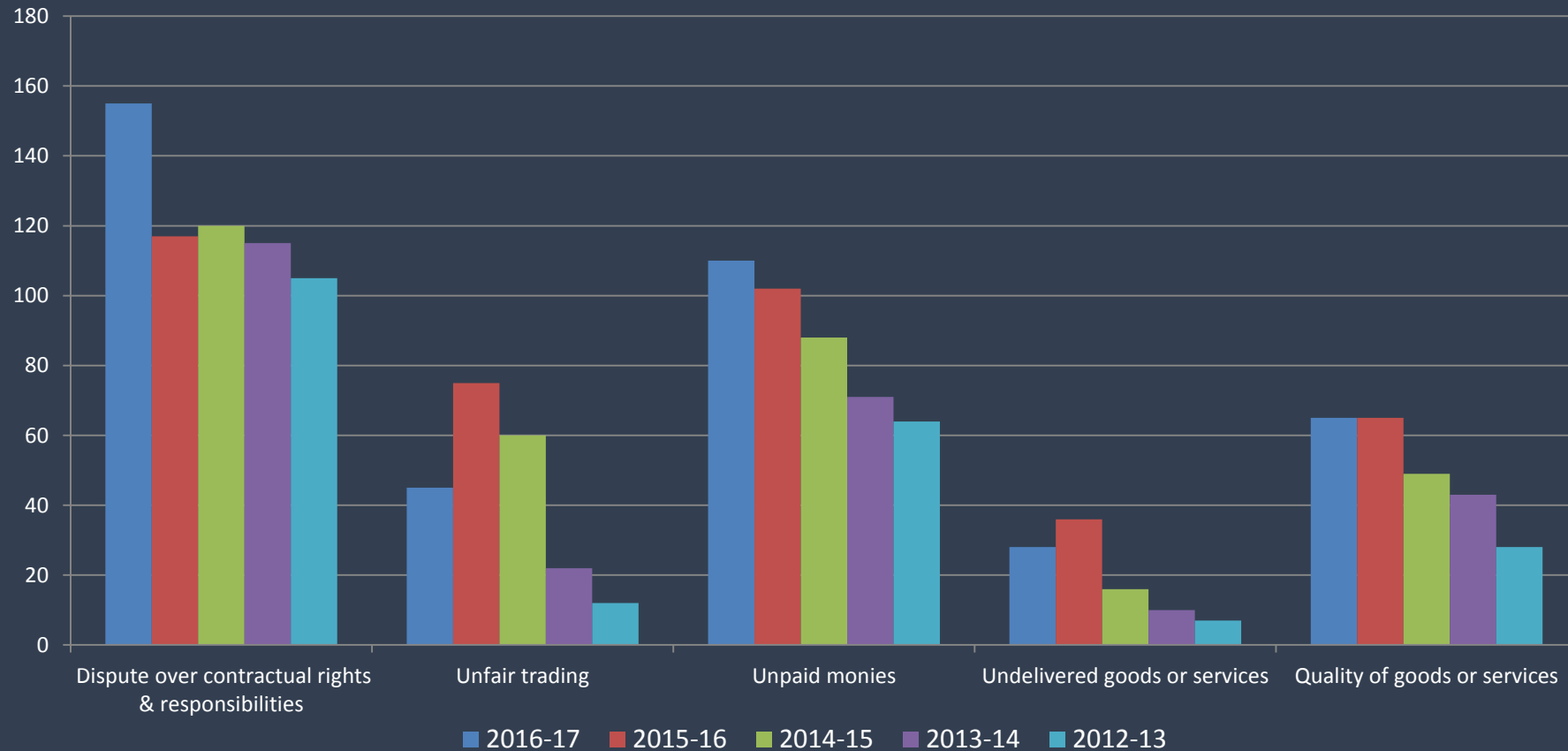
# RLA disputes as % of total disputes



# Top 5 dispute categories - RLA

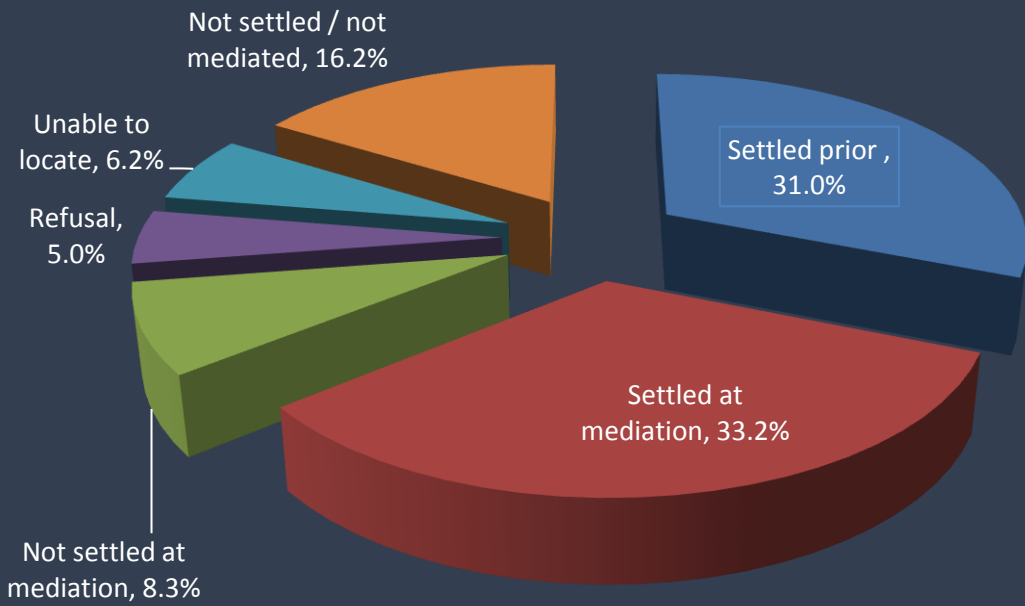


# Top 5 dispute categories - SBCA

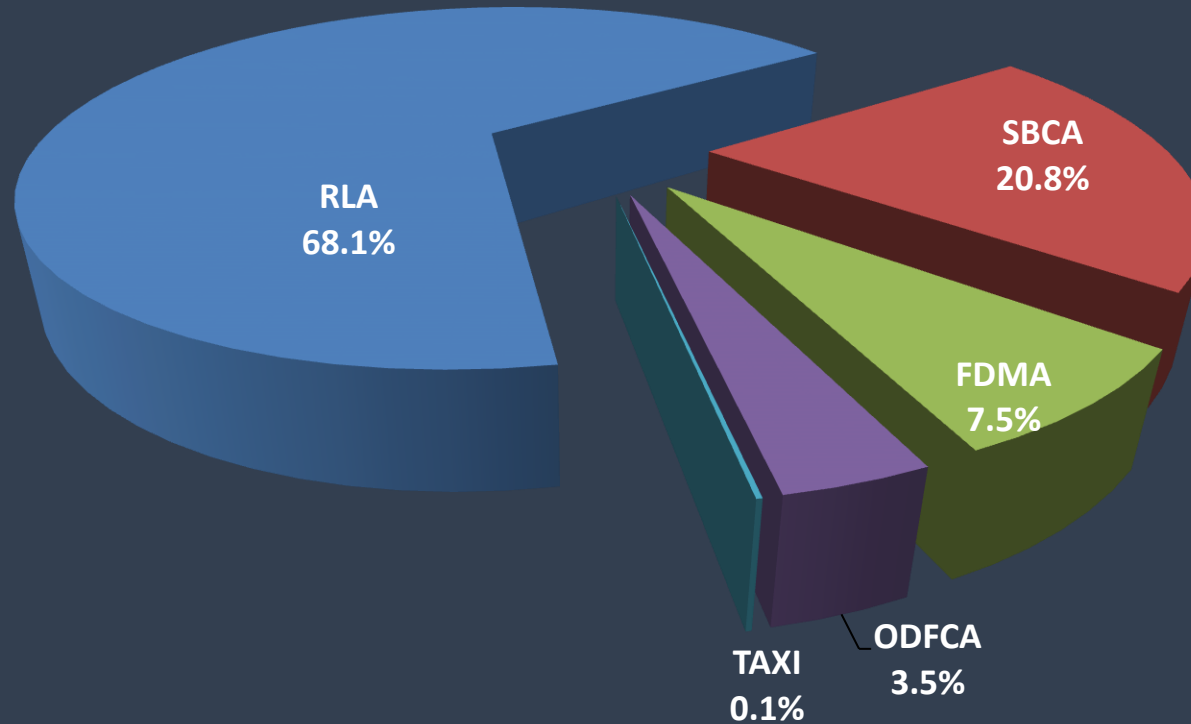




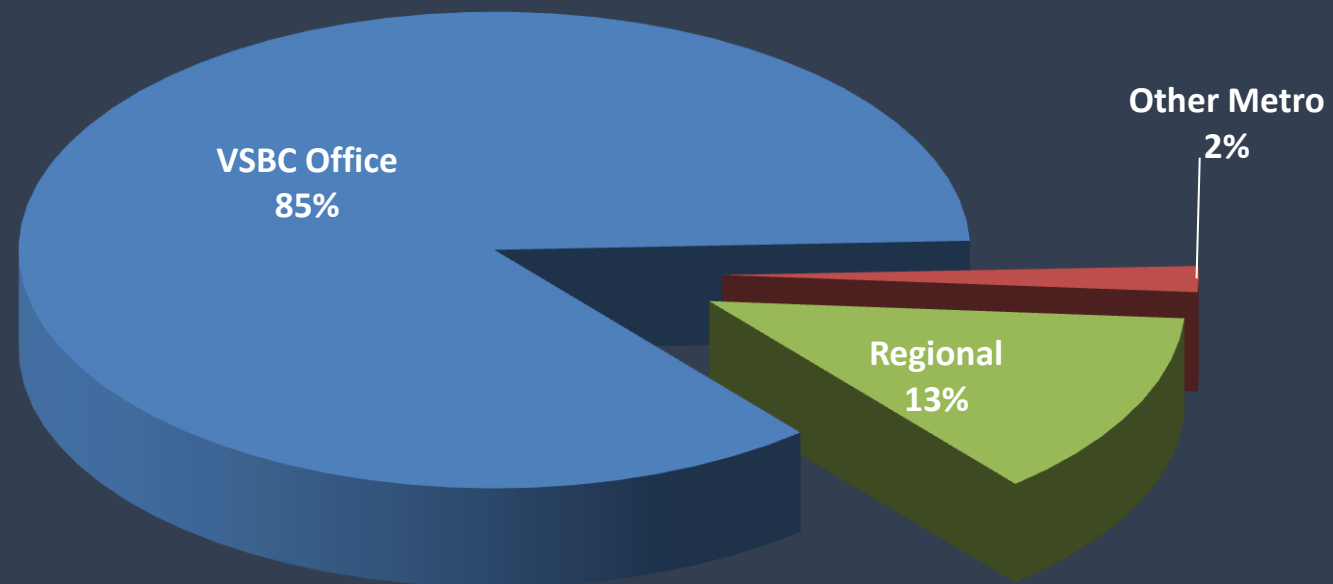
# Outcomes 2016-17



# Mediation by Legislation 2016-17

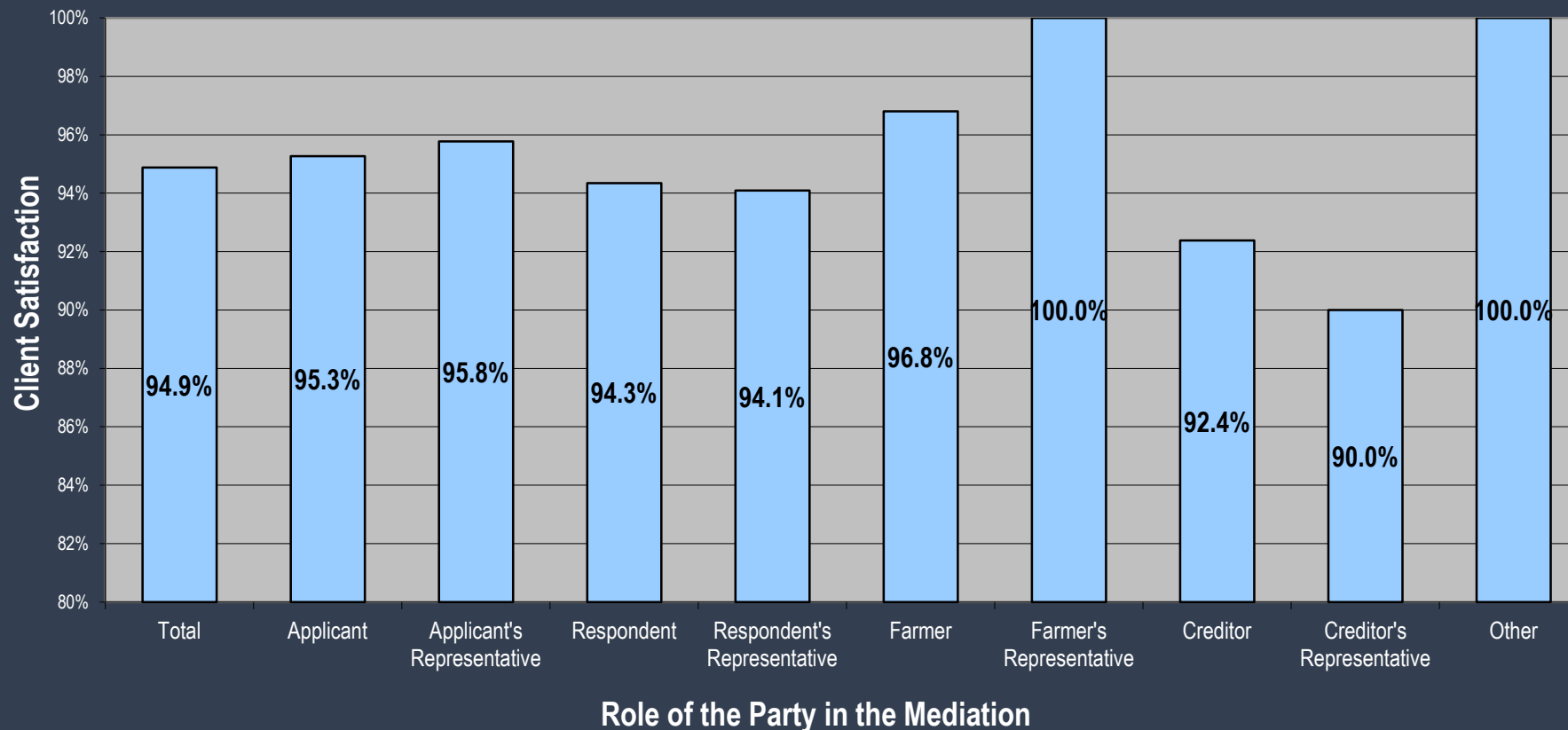


# Mediation Venues 2016-17



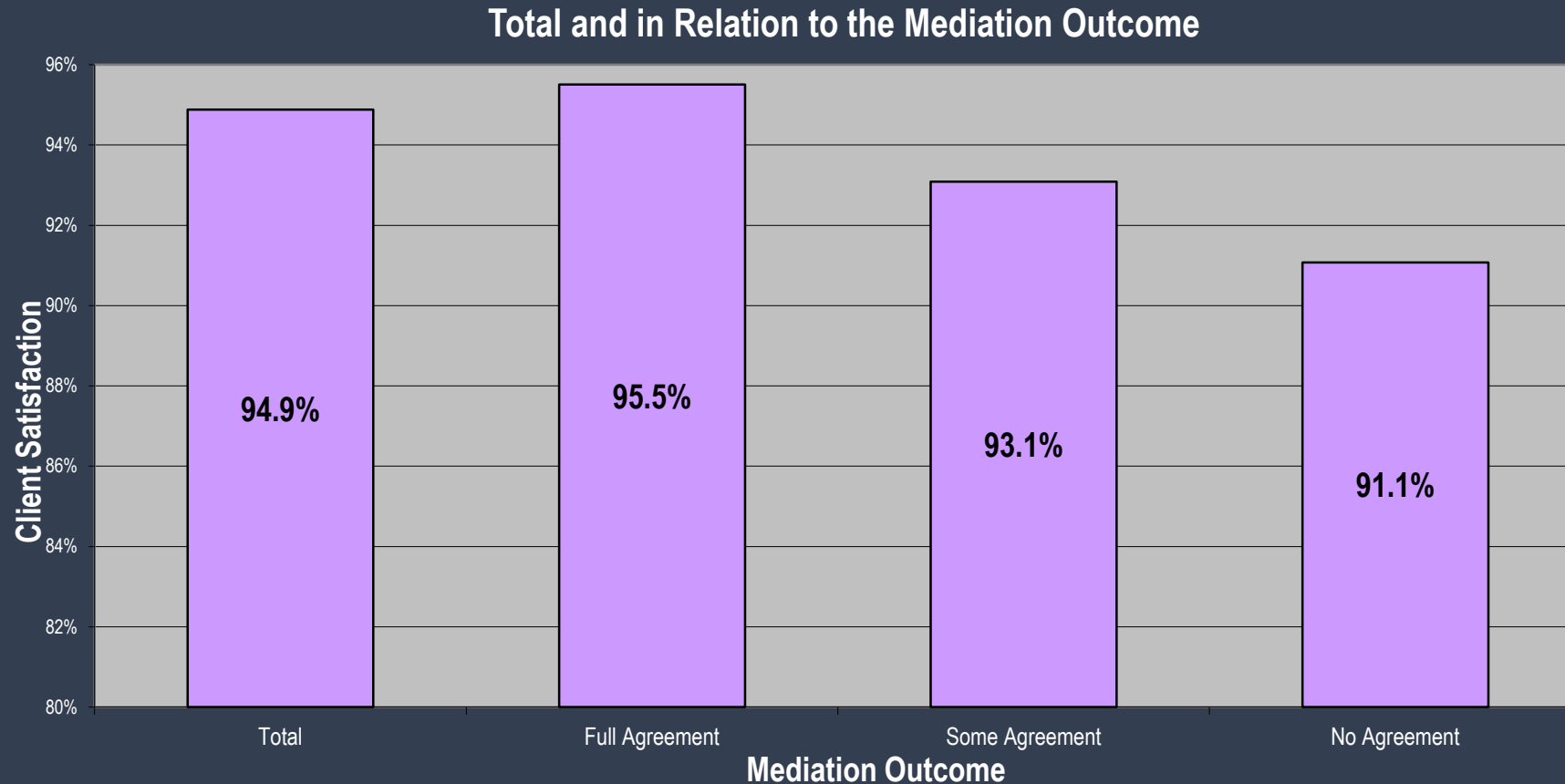
# Mediation customer satisfaction

Total and in Relation to the Role of the Party in the Mediation



Feedback from mediation participants - VSBC Survey from 2016-17

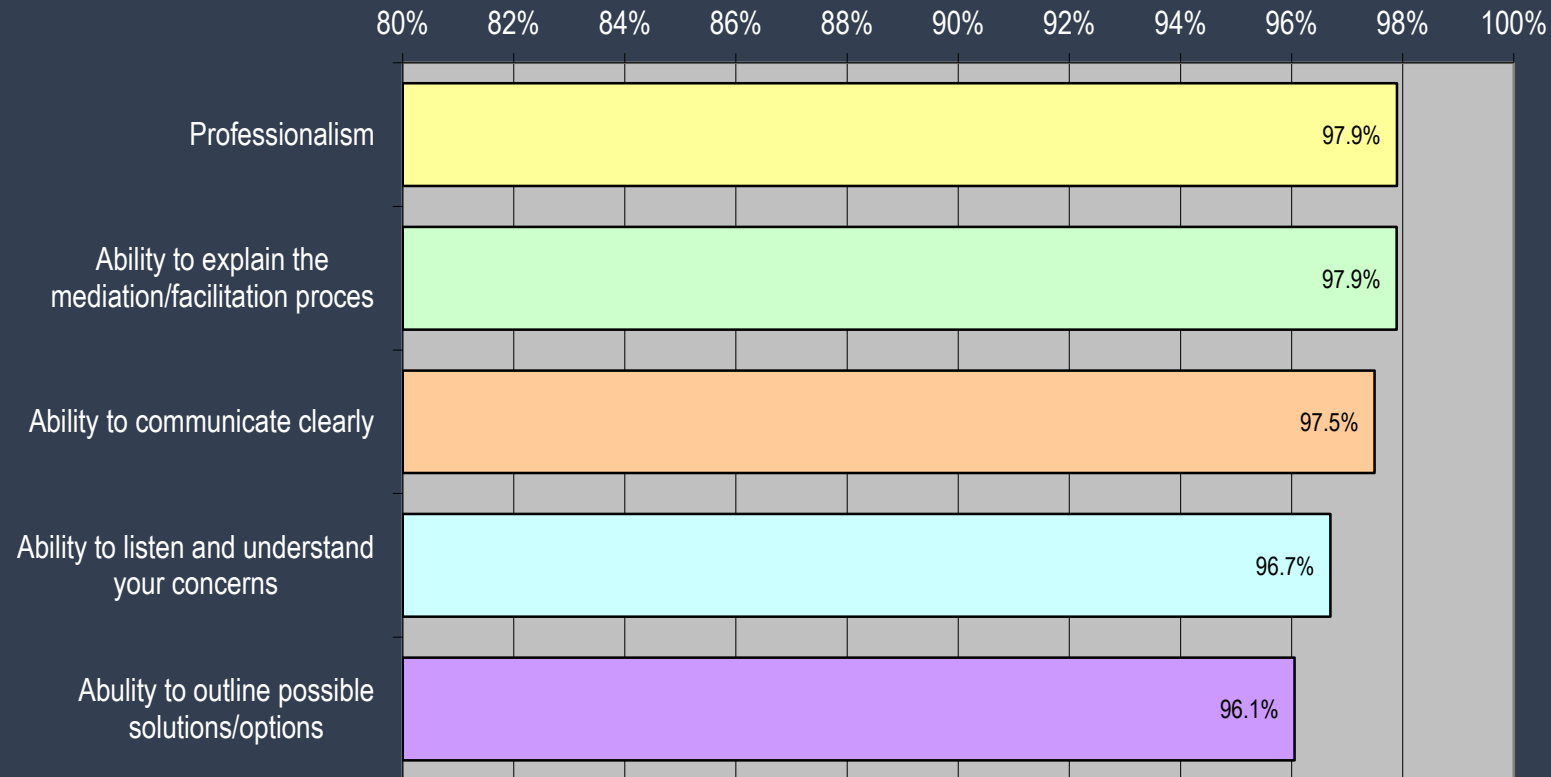
# Mediation customer satisfaction



Feedback from mediation participants - VSBC Survey from 2016-17

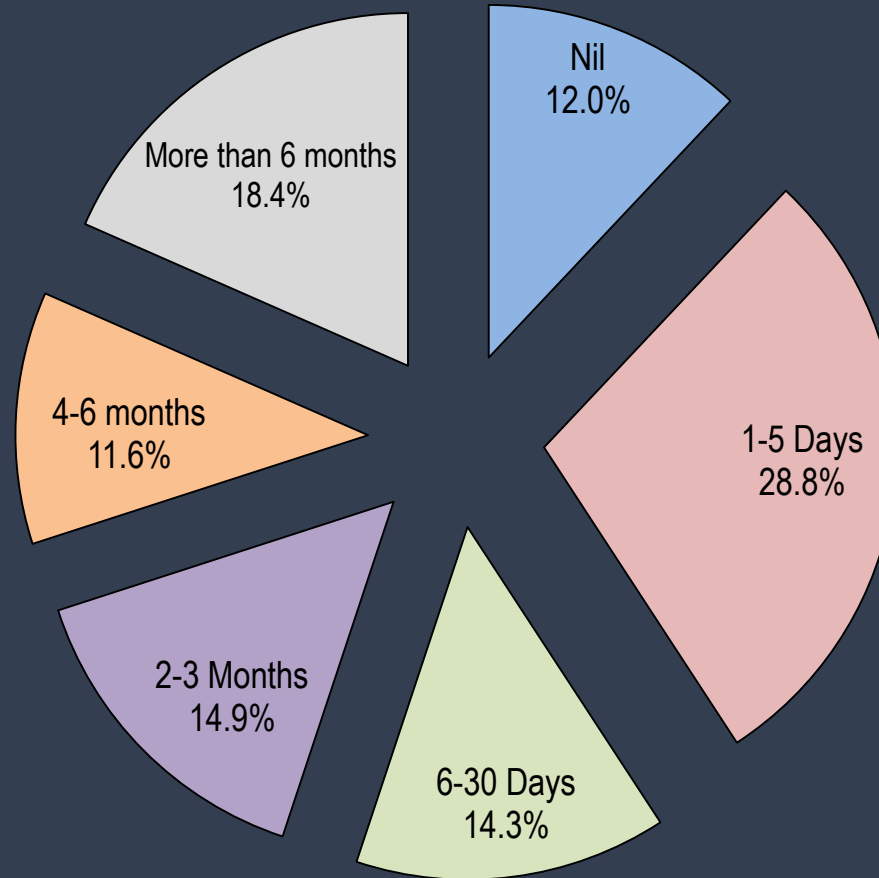
# Mediation customer satisfaction

## Mediator Performance



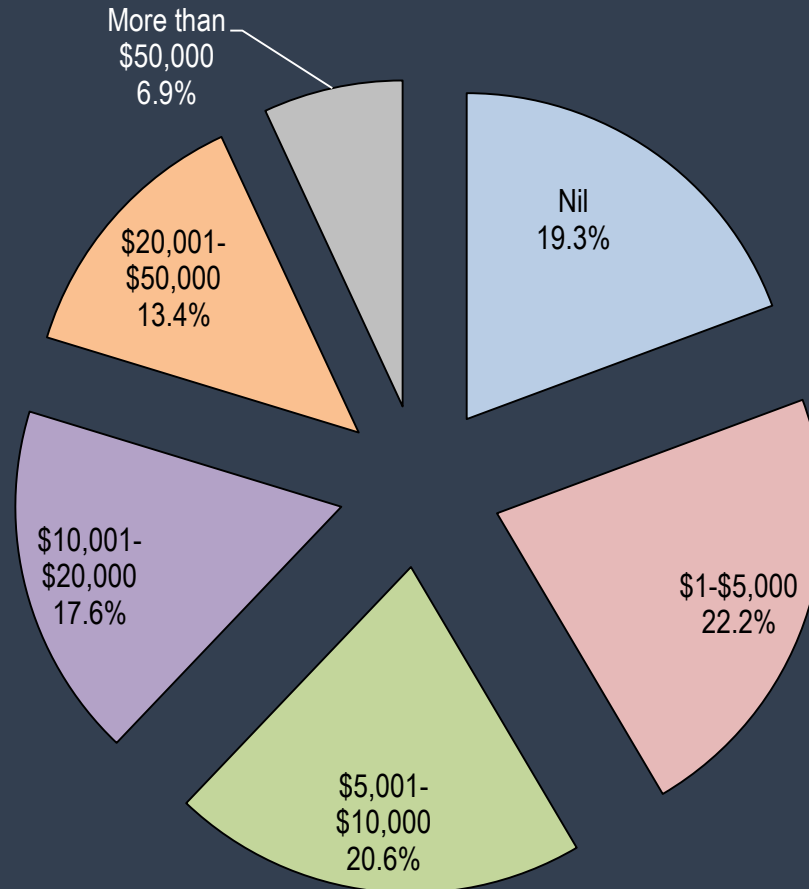
Feedback from mediation participants - VSBC Survey from 2016-17

# Time saved by avoiding litigation



VSBC Survey from 2016-17

# Money saved in avoiding litigation



VSBC Survey from 2016-17



**Thank you for joining us**



**Victorian  
Small Business  
Commission**

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