



## Taxi Driver Agreement Dispute? We Can Help

If there is a dispute over a condition in a Driver Agreement (or a proposed Agreement), either party may refer the dispute to the Taxi Services Commission (TSC).

The TSC can be contacted on **1800 638 802** or at **[taxi.vic.gov.au](http://taxi.vic.gov.au)**

If the TSC is unable to resolve the matter, it will issue a certificate indicating whether the dispute can proceed to the Victorian Small Business Commissioner (VSBC), or to the Victorian Civil and Administrative Tribunal (Tribunal).

A party needs to act on a certificate from the TSC within 30 days of receipt.



Victorian  
**Small Business  
Commissioner**

*Resolving business disputes*

## **WHAT determines whether a Driver Agreement dispute should progress to the VSBC or the Tribunal?**

Having regard to the nature of the dispute, the TSC will determine if the dispute is likely to be resolved through mediation with the VSBC. Otherwise, it may issue a certificate so the dispute can proceed directly to the Tribunal for determination.

## **TELL me more about mediation**

The role of the mediator is to assist the parties in a dispute to identify possible ways in which a dispute could be settled. The process is managed by the mediator to ensure fair hearing for both parties.

The mediator does not decide who is 'right' or 'wrong', nor does the mediator make any determination on the dispute. Any settlement reached is based on the agreement of the parties, encouraging win-win outcomes.

Mediation can be scheduled quickly and the mediation is confidential.

## **WHAT does mediation cost?**

Mediation is low cost. Each party pays a subsidised fee to participate. Visit [www.vsbv.vic.gov.au](http://www.vsbv.vic.gov.au) for the latest mediation fees. All other services provided by the VSBC are at no cost to either party.

**[vsbc.vic.gov.au](http://vsbc.vic.gov.au)**

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