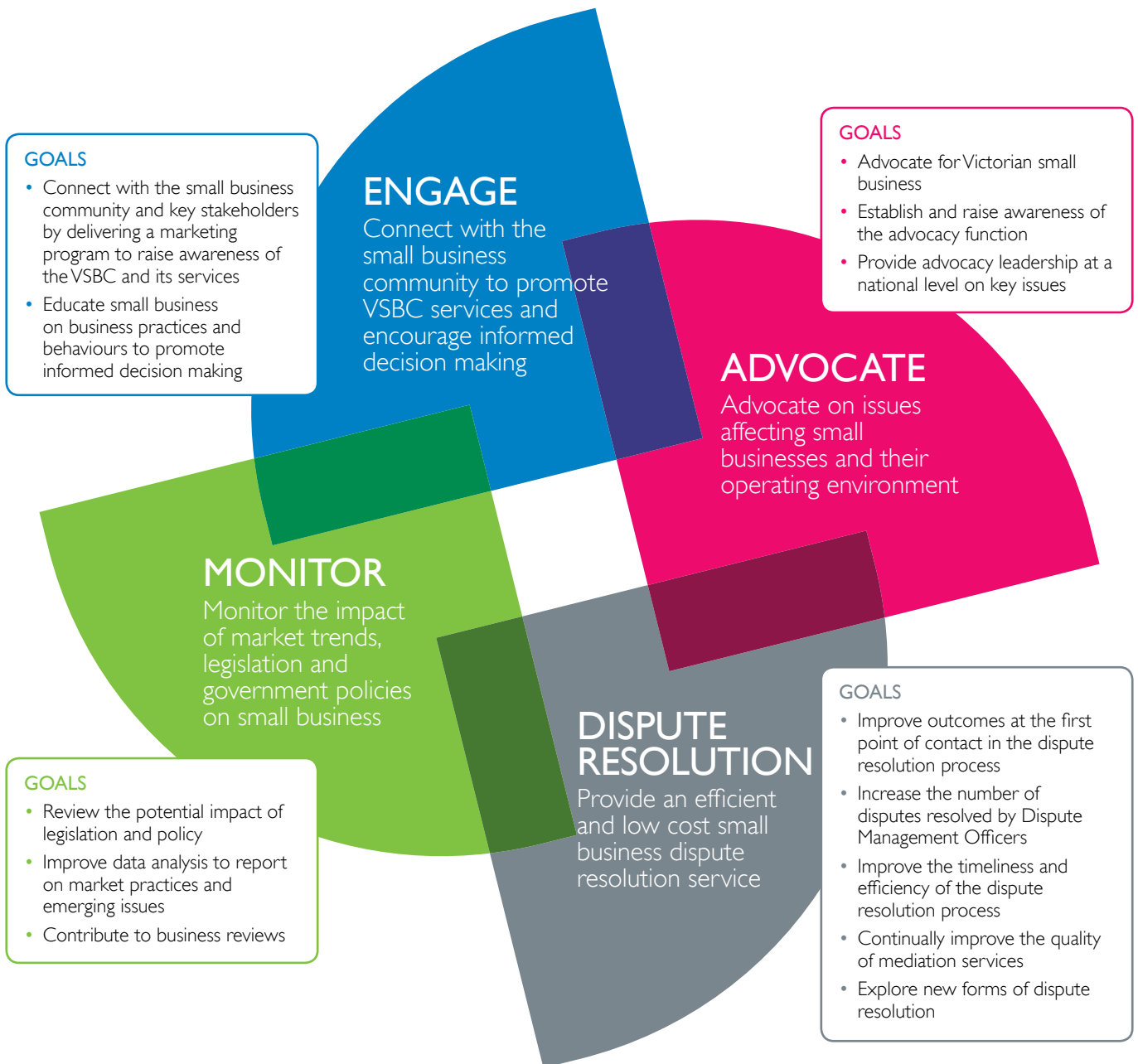


Creating a fair and competitive environment for Victorian small business to operate, grow and prosper



2. Actions at a Glance

ACTIONS

- Effectively communicate on relevant issues
- Collaborate with relevant agencies to inform small business of VSBC services
- Deliver programs to educate small business on better business practices
- Raise the profile of the Small Business Commission

Headline Indicators

- Increased enquiries and brand awareness
- Small business engagement
- Satisfaction ratings
- Delivery of education programs
- Stakeholder feedback

**Engage with
the small
business
community**

ACTIONS

- Effectively establish advocacy function
- Understand and prioritise issues to inform advocacy function
- Identify national issues and contribute to reviews

Headline Indicators

- Advocacy function successfully established
- Advocacy on appropriate issues reported
- Stakeholder feedback

**Advocate on
issues affecting
small business**

**Monitor the
small business
environment**

ACTIONS

- Recommend, report and advocate change where appropriate
- Report on key issues

Headline Indicators

- Small business impact statement developed
- Key issues identified, escalated and reported
- Contribute to relevant reviews

**Provide
Dispute
Resolution
Services**

ACTIONS

- Understand and measure the customer experience at ALL stages of the dispute resolution process, including first point of contact
- Support continuing professional development for mediators
- Scope and assess alternate forms of dispute resolution
- Implement determination pilot for smash repair industry
- Understand the small business journey in order to enhance the process

Headline Indicators

- High level of client satisfaction from first point of contact to mediation
- Reduced call answer and email response times
- Website ease of use
- Smash repair determination pilot implemented
- Time from application to outcome reduced

Our Enablers

- Our people
- Our partners and stakeholders
- Operating under a fit for purpose model