

22 December 2017

Hon Philip Dalidakis MP
Minister for Small Business
Level 16, 121 Exhibition Street
MELBOURNE VIC 3001

Dear Minister,

Statement of Expectations for 2018-19

On 14 December 2017, you provided your Statement of Expectations for the Victorian Small Business Commission (VSBC) for 2018-19.

The Statement communicated your expectations for VSBC to contribute to the Government's program to reduce red tape affecting businesses by promoting greater efficiency and effectiveness in the administration and enforcement of regulation.

VSBC will initiate appropriate projects to achieve the outcomes identified in your statement. Specific responses to your initiatives are detailed below.

Improved Timeliness

Monitor quarterly the number of days between mediation applications and the initial setting of mediation dates and identify process improvements (if necessary)

The VSBC will review the process of organising mediations from date of receiving a dispute application to initial setting of the mediation to develop best practice, this will be monitored on a quarterly basis.

Monitor quarterly the percentage of applications lodged online and identify initiatives to increase online lodgments (if necessary)

The VSBC will develop a strategy to encourage more online dispute applications, the number of online applications will be monitored on a quarterly basis.

Compliance-related assistance and advice

Monitor quarterly the quality of preliminary assistance and dispute resolution services and identify opportunities for improvement (if necessary)

The VSBC will develop and implement a quality assurance process to ensure a high-quality dispute resolution service. This will be monitored on a quarterly basis.

Identify opportunities to improve existing information products for Victorian small business and to develop new information products addressing emerging issues and legislative change.

The VSBC will review its current range of electronic and paper based information products and update where necessary. VSBC will continue to monitor the small business environment and develop new information products on new and emerging issues.

Assess levels of awareness of VSBC services by small businesses and intermediaries and identify opportunities for promotion (if necessary)

The VSBC intends to develop a comprehensive communications and marketing campaign with key stakeholders, to increase the awareness of VSBC services. This campaign will include measures of success to monitor awareness levels of VSBC services by small business.

Stakeholder consultation and engagement

Evaluate the effectiveness of the new VSBC structure in delivering its regulatory functions twelve months following implementation and identify areas for improvement (if necessary)

The new VSBC structure was implemented on 4 December 2017. The VSBC is continually monitoring its effectiveness and a post implementation review will be undertaken in twelve months to monitor the effectiveness and efficiency of the new structure. The outcomes of the review will be used as opportunities for realignment and improvement.

Risk-based strategies

Develop a methodology to assess VSBC applications for the best process for resolution and review its effectiveness twelve months after implementation.

The VSBC will review its methodology for assessing VSBC applications to ensure that risk is at the centre of any decision making process. This will involve strengthening the risk assessment process and enhancing intelligence to inform the best outcome for the dispute.

In implementing these measures, the VSBC will consult with relevant stakeholders in industry, the community and other government agencies. The VSBC will report its progress against your expectations in our Annual Report.

The VSBC has recently developed its three-year strategy that will refocus on service delivery to better serve small businesses.

In line with the Victorian Government's commitment to an ongoing reduction in administrative burden of regulation, the VSBC will continue to identify and implement burden reduction initiatives.

Yours sincerely

JUDY O'CONNELL

Victorian Small Business Commissioner