



12 June 2019

***The Hon. Adem Somyurek MP***  
Minister for Small Business  
Level 16, 121 Exhibition Street  
MELBOURNE VIC 3000

121 Exhibition Street  
Melbourne Victoria 3000  
GPO Box 4509  
Melbourne Victoria 3001

T 13 VSBC (13 8722)  
W [www.vsbcc.vic.gov.au](http://www.vsbcc.vic.gov.au)  
E [enquiries@vsbc.vic.gov.au](mailto:enquiries@vsbc.vic.gov.au)

Dear Minister,

### **STATEMENT OF EXPECTATIONS FOR 2019-21**

On 17 May 2019, you provided your Statement of Expectations for the Victorian Small Business Commission (VSBC) for 2019-21.

The Statement communicated your expectations for the 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.

#### **Timeliness**

*Prioritise resources to implement efficiencies in the time taken to resolve disputes through reduced manual handling and duplication of records.*

The VSBC is currently undertaking a review of the dispute resolution methodology and will endeavour to implement recommended efficiencies in the time taken to resolve disputes.

*The VSBC will provide customers with estimated timeframes for their cases.*

The VSBC will provide all clients with an estimated timeframe for resolving their dispute.

#### **Compliance-related assistance and advice**

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

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

*Develop a process to assess awareness of VSBC dispute resolution services in the small business sector, and identify opportunities for improvement (if necessary)*

A survey of small businesses will be conducted to assess the understanding of the VSBC services and identify opportunities to raise awareness.

### **Risk-based strategies**

*Prepare a risk management plan that identifies foreseeable risks and appropriate mitigation strategies*

The VSBC has documented its risk management plan and will continue to review and monitor.

### **Stakeholder consultation and engagement**

*Prepare a social media and communications strategy to raise awareness of the Government's dispute resolution service, as well as extend outreach*

A social media and communications strategy has recently been developed to raise awareness of the VSBC dispute resolution services, this strategy will be implemented over the next two years.

In implementing these measures, the VSBC will consult with relevant stakeholders in industry, the community and other government agencies. The VSBC will work closely with the Department of Jobs, Precincts and Regions to implement these measures and will report its progress against your expectations in the Annual Report.

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