

ANNUAL REPORT 2019 HIGHLIGHTS

We're here for Small Business

We help people in small business to avoid or resolve disputes, advocate on their behalf and build their understanding of their rights and responsibilities.

— Commissioner Judy O'Connell



**Victorian
Small Business
Commission**



YEAR AT A GLANCE



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Resolving disputes and raising awareness of rights and responsibilities

In 2018–19 we helped a record 2,074 people to resolve their small business disputes, saving them time and money and the hassle of going through the courts.

We also redeveloped our website to improve functionality, aid navigation and make sure the content lets small businesses know we're here for them.

To make retail leases fairer, we released an updated information brochure with an easy to understand checklist on what tenants need to know before signing.

Launching our Small Business Friendly Council initiative

Our initiative is a commitment between the Victorian Small Business Commission and local councils to work together to support small businesses to get started and grow.

Councils that sign up are saying yes to:

- paying small businesses within 30 days
- working towards faster permit approvals
- working with small business to manage disruptions
- helping to set up and support local business networks.

Helping to manage small business disruption

With major infrastructure works being carried out to support Victoria's growing population, we've helped address the strain that disruptions from these projects can put on small businesses:

- Our *Victorian small business engagement guidelines* outline ways that project managers can work with small businesses to mitigate the negative impacts that construction can have on trade.
- Our *Guide to managing disruption* helps small businesses understand the scale of the project and the likely impacts, plan communication collaboratively and develop a disruption mitigation plan that works.



City of Yarra Mayor Cr Danae Bosler being the first to sign the Small Business Friendly Council Charter with Minister for Small Business the Hon Adem Somyurek MP and Commissioner Judy O'Connell at our launch event at Maker Coffee in Richmond



Find out more about our work and download our new resources at www.vsbco.vic.gov.au

	1	2	3	4	5
Top 5 categories of SBC Act disputes lodged in 2018–19 relate to:	36.7% unpaid monies	16.3% dispute over contractual rights and responsibilities	15% quality of goods and services	14.5% undelivered goods or services	2.6% alleged misrepresentation
Top 5 issues causing disputes under the RL Act in 2018–19 were:	20.8% payment of outstanding monies by tenant	17.1% repairs and maintenance	12.4% security deposit	7.8% value of outgoings, expenses and rent	6% premature termination of lease



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