



Owner driver dispute?

We can help

Under the *Owner Drivers and Forestry Contractors Act 2005*, the Office of the Victorian Small Business Commissioner (VSBC) provides an independent dispute resolution service for owner drivers and hirer disputes in the transport industry.

Under this Victorian legislation, disputes between Contractors and Hirers must first be referred to the VSBC for attempted resolution before the matter can be referred to the Victorian Civil and Administrative Tribunal.

Owner driver disputes can relate to:

- Notice of termination
- Contractual disputes
- Alleged breaches of the Act



Victorian
**Small Business
Commissioner**

Resolving business disputes

WHAT is the Victorian Small Business Commissioner?

The Victorian Small Business Commissioner (VSBC) is an independent statutory role established by the State Government. A primary role of the VSBC is to assist businesses prevent or resolve disputes with other businesses quickly, and at no or low cost, avoiding litigation.

HOW does the VSBC resolve disputes?

The VSBC resolves disputes either by

- Preliminary assistance, which involves assisting the parties over the telephone or email to work out a solution to the issue; or
- Mediation, where the parties are brought together with an experienced mediator to confidentially discuss their issues with the aim of reaching a resolution acceptable to both parties.

WHAT is the chance the VSBC will resolve the dispute?

- Around 30% of disputes are resolved through preliminary assistance, at no cost to the parties.
- Around 80% of matters referred to mediation are settled.

WHAT does it cost?

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

WHERE do I find more information?

Contact the VSBC for information on your rights and obligations under the *Owner Drivers and Forestry Contractors Act 2005*, or for assistance with any business-to-business dispute.

vsbc.vic.gov.au

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