

SMALL BUSINESS DEVELOPMENT CORPORATION —  
 ALTERNATIVE DISPUTE RESOLUTION SERVICE

3301. Mr P.A. Katsambanis to the Minister for Tourism; Racing and Gaming; Small Business; Defence Issues; Citizenship and Multicultural Interests:

I refer to the Small Business Development Corporation's Alternative Dispute Resolution Service (ADR), and ask:

- (a) how many dispute related enquires were there for each of the years 2013, 2014, 2015, 2016, 2017;
- (b) what percentage of these enquiries were escalated to a dedicated ADR case manager for each of the years 2013, 2014, 2015, 2016, 2017;
- (c) what percentage of these disputes were referred to mediation for each of the years 2013, 2014, 2015, 2016, 2017; and
- (d) what is the overall value of the disputes referred to ADR mediation for each of the years 2013, 2014, 2015, 2016, 2017?

**Mr P. Papalia replied:**

	2013–14	2014–15	2015–16	2016–17	2017–18
<b>(a) Dispute related enquiries TOTAL</b>	2 237	2 283	1 723	1 013	940
Number of disputes referred to an ADR case manager	376	518	437	414	449
<b>(b) percentage of disputes referred to an ADR case manager</b>	17%	23%	25%	41%	48%
Number of disputes finalised by a case manager (mediation not required)	333	479	414	383	465
Percentage of disputes finalised by a case manager (mediation not required)	89%	92%	95%	93%	104%
Number of mediations held	37	39	23	31	37
<b>(c) percentage of disputes referred to ADR that included mediation</b>	10%	8%	5%	7%	8%
Agreements signed as a result of mediation	20	30	14	24	23
<b>(d) Value of mediated enquiries<sup>1</sup></b>	\$98 055	\$2 462 445	\$12 238 628	\$9 106 200	\$2 923 400
80% agreed values not reported.					

In relation to values provided for (d) SBDC does not record the total value of disputes referred for mediation. They record the value of disputes that pass through mediation and result in an agreement between parties. The 'value' is based on an estimate nominated by the client and is not audited. Also, as this is not a mandatory field, SBDC estimate that up to 80% of the agreed values are not reported.