

Dispute enquiries made by residents of each State/Territory, capital city/regional area and sector

| ENQUIRER           | ACT          |               | NSW          |               | NT           |               | QLD          |               | SA           |               | TAS          |               | VIC          |               | WA           |               | TOTAL     |
|--------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|-----------|
|                    | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area |           |
| Supplier           | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 1            | 0             | 0            | 0             | 1            | 0             | 0            | 0             | 2         |
| Distributor        | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0         |
| Retailer           | 0            | 0             | 0            | 5             | 0            | 0             | 3            | 4             | 0            | 1             | 1            | 0             | 4            | 2             | 0            | 0             | 20        |
| <b>Sub - Total</b> | <b>0</b>     | <b>0</b>      | <b>0</b>     | <b>5</b>      | <b>0</b>     | <b>0</b>      | <b>3</b>     | <b>4</b>      | <b>1</b>     | <b>1</b>      | <b>1</b>     | <b>0</b>      | <b>5</b>     | <b>2</b>      | <b>0</b>     | <b>0</b>      | <b>22</b> |
| <b>TOTAL</b>       | <b>0</b>     |               | <b>5</b>     |               | <b>0</b>     |               | <b>7</b>     |               | <b>2</b>     |               | <b>1</b>     |               | <b>7</b>     |               | <b>0</b>     |               | <b>22</b> |

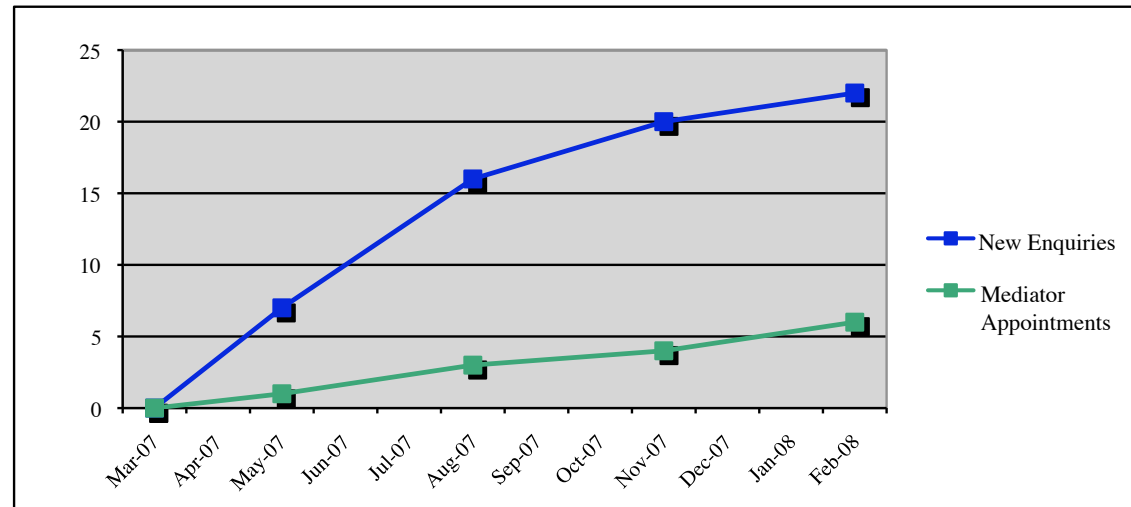
Requests received to appoint a mediator/dispute resolution provider (including the services of the DRA)

| REQUEST MADE BY    | ACT          |               | NSW          |               | NT           |               | QLD          |               | SA           |               | TAS          |               | VIC          |               | WA           |               | TOTAL    |
|--------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|----------|
|                    | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area |          |
| Supplier           | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0        |
| Distributor        | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0        |
| Retailer           | 0            | 0             | 0            | 2             | 0            | 0             | 1            | 0             | 0            | 1             | 1            | 0             | 0            | 2             | 0            | 0             | 7        |
| <b>Sub - Total</b> | <b>0</b>     | <b>0</b>      | <b>0</b>     | <b>2</b>      | <b>0</b>     | <b>0</b>      | <b>1</b>     | <b>0</b>      | <b>0</b>     | <b>1</b>      | <b>1</b>     | <b>0</b>      | <b>0</b>     | <b>2</b>      | <b>0</b>     | <b>0</b>      | <b>7</b> |
| <b>TOTAL</b>       | <b>0</b>     |               | <b>2</b>     |               | <b>0</b>     |               | <b>1</b>     |               | <b>1</b>     |               | <b>1</b>     |               | <b>2</b>     |               | <b>0</b>     |               | <b>7</b> |

Number of Mediators appointed and identity by state

| STATE        | NO.      |
|--------------|----------|
| ACT          | 0        |
| NSW          | 2        |
| NT           | 0        |
| QLD          | 1        |
| SA           | 0        |
| TAS          | 1        |
| VIC          | 2        |
| WA           | 0        |
| <b>TOTAL</b> | <b>6</b> |

Note: One request was a s43 matter and did not require a mediator



Mediations/DR Services run in each State/Territory, capital city/regional area and sector

| SERVICE              | ACT          |               | NSW          |               | NT           |               | QLD          |               | SA           |               | TAS          |               | VIC          |               | WA           |               | TOTAL    |
|----------------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|----------|
|                      | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area | Capital City | Regional Area |          |
| Mediation            | 0            | 0             | 1            | 1             | 0            | 0             | 1            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 3        |
| Determination by DRA | 0            | 0             | 0            | 0             | 0            | 0             | 1            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 0            | 0             | 1        |
| <b>Sub - Total</b>   | <b>0</b>     | <b>0</b>      | <b>1</b>     | <b>1</b>      | <b>0</b>     | <b>0</b>      | <b>2</b>     | <b>0</b>      | <b>0</b>     | <b>0</b>      | <b>0</b>     | <b>0</b>      | <b>0</b>     | <b>0</b>      | <b>0</b>     | <b>0</b>      | <b>4</b> |
| <b>TOTAL</b>         | <b>0</b>     |               | <b>2</b>     |               | <b>0</b>     |               | <b>2</b>     |               | <b>0</b>     |               | <b>0</b>     |               | <b>0</b>     |               | <b>0</b>     |               | <b>4</b> |

Mediations run in each State/Territory, capital city/regional area and sector where an agreement was reached between the parties

| STATE        | NO.      |
|--------------|----------|
| ACT          | 0        |
| NSW          | 0        |
| NT           | 0        |
| QLD          | 0        |
| SA           | 0        |
| TAS          | 0        |
| VIC          | 0        |
| WA           | 0        |
| <b>TOTAL</b> | <b>0</b> |

NOTE: 1 of the 7 requests received did not require the appointment of a mediator. Of the latter 6 - 3 were discontinued as parties negotiated themselves. The latter 3 were mediated but not resolved at mediation. 2 of these 3 resolved at a later date.

Description of the party which initiated the mediations conducted in each State/Territory, capital city/regional area and sector

| SECTORS      | ACT      | NSW      | NT       | QLD      | SA       | TAS      | VIC      | WA       | TOTAL    |
|--------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Supplier     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| Distributor  | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| Retailer     | 0        | 2        | 0        | 1        | 0        | 0        | 0        | 0        | 3        |
| <b>TOTAL</b> | <b>0</b> | <b>2</b> | <b>0</b> | <b>1</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>3</b> |

### Nature and basis of each dispute mediated and unmediated

| NATURE OF DISPUTE  | s. 43 or 44 | # |
|--|-------------|---|
| Failure of Supplier to Provide Support/Maintenance of Pumps/Site | s44         | 1 |
| Fuel Losses Due to Alleged Faulty Pumps                          | s44         | 1 |
| Shortfall of supply of Declared Petroleum Product                | s43         | 2 |
| Lease Issue  | s44         | 5 |
| General Issues - inc application of Code                         | s44         | 5 |
| Termination of Agreement   | s44         | 2 |
| Faulty Petrol Pump   | s44         | 1 |
| Terminal Gate Price offered by Supplier                          | s44         | 2 |
| Rent Increase and Failure to Supply Documents                    | s44         | 1 |
| General Rent Issue   | s44         | 2 |

NOTE: Mediations usually involve more than 1 issue

### How the enquirer was made aware of the DRA's Office

|                                     |           |
|-------------------------------------|-----------|
| ACCC                                | 4         |
| Department Industry Tourism and Res | 0         |
| SSA                                 | 5         |
| MTAA                                | 0         |
| Other Association                   | 1         |
| DRA Website                         | 3         |
| Internet                            | 2         |
| Solicitor                           | 0         |
| Word of Mouth                       | 2         |
| Prior Use of Voluntary Code         | 1         |
| Prior Enquiry                       | 1         |
| Other                               | 3         |
| <b>Total</b>                        | <b>22</b> |

**Referral to other agencies: 3**