

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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Commission Agent	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2
Retailer	0	0	1	3	0	0	1	0	0	0	0	1	1	0	0	0	7
<b>Sub - Total</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b>TOTAL</b>	<b>0</b>		<b>7</b>		<b>0</b>		<b>1</b>		<b>0</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>10</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
Commission Agent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Retailer	0	0	0	1	0	0	1	0	0	0	0	1	1	0	0	0	4
<b>Sub - Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>TOTAL</b>	<b>0</b>		<b>1</b>		<b>0</b>		<b>1</b>		<b>0</b>		<b>1</b>		<b>1</b>		<b>0</b>		<b>4</b>

Number of Mediators appointed and identity by state

STATE	NO.
ACT	0
NSW	0
NT	0
QLD	1
SA	0
TAS	0
VIC	2
WA	0
<b>TOTAL</b>	<b>3</b>

Note - One request did not require the appointment of a mediator as it resolved prior to appointment.

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	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Determination by DRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Sub - Total</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>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>TOTAL</b>	<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>2</b>		<b>0</b>		<b>2</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: Of the 23 matters to which a mediator was appointed, 1 resolved prior to mediation. Of the latter 2, neither resolved at mediation, yet both clarified the issues that had arisen.**

**Description of the party which initiated mediation 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	1	0	1	0	1	1	0	4
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>4</b>

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

NATURE OF DISPUTE	s. 43 or 44	#
Charges relating to distribution at ambient temperature	s44	1
Alleged unlawful termination	s44	1
Issues relating to the return of financial guarantee for site	s44	1
Lease Issue	s44	2
General issues - Fuel reselling agreement	s44	1
General Issues - inc application of Code	s44	1
Lack of information regarding rebates and invoices	s44	1
Price changes (Fuel) within system	s44	1
Quantity of fuel supplied	s44	1
General Rent Issue	s44	0

NOTE: Mediations usually involve more than 1 issue

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

Code	2
Department Industry Tourism and	0
SSA	2
MTAA	0
Other Association	0
DRA Website	1
Internet	0
Solicitor	3
Word of Mouth	1
Prior Use of Voluntary Code	0
Prior Enquiry	0
Other	1
<b>Total</b>	<b>10</b>

**Referral to other agencies: 1**

