

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	1	0	0	0	2
Commission Agent	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	2
Retailer	0	2	1	2	0	0	0	0	0	0	0	0	1	1	0	1	8
Sub - Total	0	2	2	2	0	0	0	0	0	0	0	0	3	2	0	1	12
TOTAL	2		4		0		0		0		0		5		1		12

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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Commission Agent	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Retailer	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2
Sub - Total	0	1	1	0	0	0	0	0	0	0	0	0	1	1	0	0	4
TOTAL	1		1		0		0		0		0		2		0		4

Number of Mediators appointed and identity by state

STATE	NO.
ACT	0
NSW	1
NT	0
QLD	0
SA	0
TAS	0
VIC	0
WA	0
TOTAL	1

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	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Other Assistance	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2
Determination by DRA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub - Total	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	3
TOTAL	1		1		0		0		0		0		1		0		3

Note: Following the mediation the DRA consulted with both parties regarding potential for a non-binding determination to be made. After consideration the DRA referred the parties to a lawyer for expert legal advice on their situation.

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
TOTAL	0

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	1	0	0	0	0	0	0	1
Distributor	0	0	0	0	0	0	0	0	0
Retailer	0	0	0	0	0	0	0	0	0
TOTAL	0	1	0	0	0	0	0	0	1

Nature and basis of each dispute mediated and unmediated

NATURE OF DISPUTE	s. 43 or 44	#
Non-supply and different representations made via website/telephone	s43	1
Non-supply of ethanol 85 and question of DRA jurisdiction to assist	s43	1
Potential/Current dispute and question of whether Code applies	s44	2
Obligations under customer card agreement	s44	1
Misleading information regarding temperature corrected volume	s44	1
Disagreement over offer for option of renewal	s44	1
Change of credit card terms with regard to supply	s44	1
Outstanding security deposit following termination of agreement	s44	1
Policy/compliance issue in structuring new agreement (referred)	s44	1
Pre-agreement issue (referred)	s44	1
Alleged premature closure of site	s44	1
Pricing arrangements/measure for fuel supplied	s44	1

NOTE: Mediations usually involve more than 1 issue

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

ACCC	1
ACAPMA	1
SSA	3
MTAA	1
Other Association	0
DRA Website	2
Internet	1
Solicitor	2
Word of Mouth	1
Prior Use of Voluntary Code	0
Prior Enquiry	0
Other	0
Total	12

Referral to other agencies: 3

Comparative Graph

