

AGGREGATED PGIO STATISTICS 16/7/2001 - 31/08/2006

ISSUE	16/7/01 to 30/6/03	30/09/2003	31/12/2003	31/03/2004	30/06/2004	30/09/2004	31/12/2004	31/03/2005	30/06/2005	30/09/2005	31/12/2005	31/03/2006	30/06/2006	31/08/2006	TOTAL
Number of dispute enquiries by State/Territory*															
- ACT	8	2	0	0	0	2	1	0	0	0	0	0	0	0	13
- Queensland	55	7	6	5	7	4	5	14	7	9	4	19	8	3	153
- NSW	34	8	7	4	4	6	20	4	0	1	6	21	4	2	121
- Northern Territory	18	1	0	1	2	0	1	3	2	0	1	0	1	0	30
- South Australia	6	2	1	1	0	2	3	3	2	2	8	0	1	0	31
- Tasmania	10	0	0	0	1	0	0	0	1	4	2	0	0	0	18
- Victoria	33	7	2	2	12	36	7	7	8	13	9	8	2	1	147
- Western Australia	6	0	0	1	0	1	1	0	0	1	0	0	0	0	10
TOTAL	170	27	16	14	26	51	38	31	20	30	30	48	16	6	523
* Includes Wine grape enquiries from 01/07/2004:						2	3	2	1	1	12	15	2	0	38
Number of mediation applications received by State/Territory*															
- ACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- Queensland	41	3	3	4	3	1	3	7	3	1	2	16	2	3	92
- NSW	10	3	2	2	1	3	19	2	0	1	3	17	2	2	67
- Northern Territory	11	1	0	0	1	0	0	2	1	0	0	0	0	0	16
- South Australia	2	1	0	0	0	0	0	1	1	0	3	0	0	0	8
- Tasmania	1	0	0	0	0	0	0	0	0	0	1	0	0	0	2
- Victoria	9	2	0	1	3	8	1	1	5	5	7	2	3	1	48
- Western Australia	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
TOTAL	74	10	5	8	8	12	23	13	10	7	16	35	7	6	234
* Includes Wine grape applications from 01/10/2004:							16	2	1	0	2	13	1	0	35
Number of mediation applications rejected by Ombudsman by State/Territory*:															
- ACT	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
- Queensland	2	0	0	1	1	1	0	0	0	0	0	0	0	0	5
- NSW	1	0	0	0	0	0	0	0	0	0	0	0	1	0	2
- Northern Territory	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
- South Australia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- Tasmania	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- Victoria	4	0	0	1	1	1	0	0	0	0	0	0	0	3	10
- Western Australia	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
TOTAL	9	0	0	3	2	3	0	0	0	0	0	0	1	3	21
* Includes Wine grape rejections from 01/10/2004:							0	0	0	0	0	0	0	0	0
Number of mediation applications joined with other mediation applications by State/Territory*:															
- ACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- Queensland	8	0	0	0	0	0	0	0	0	0	0	0	0	0	8
- NSW	2	0	0	0	0	0	0	0	0	0	0	11	0	0	13
- Northern Territory	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
- South Australia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- Tasmania	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- Victoria	0	0	0	0	0	2	0	0	0	0	10	0	0	0	12
- Western Australia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	12	0	0	0	0	2	0	0	0	0	10	11	0	0	35
* Includes Wine grape matters joined from 01/10/2004:							0	0	0	0	0	11	0	0	11
Number of mediation applications mediated by State/Territory*															
- ACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- Queensland	17	2	4	2	1	2	2	2	3	1	2	3	17	2	60
- NSW	11	1	2	2	2	1	11	8	3	0	1	4	3	2	51
- Northern Territory	11	1	0	0	0	1	0	0	3	0	0	0	0	0	16
- South Australia	0	0	0	0	1	0	0	0	1	0	0	2	0	0	4
- Tasmania	1	0	0	0	0	0	0	0	0	0	1	0	0	0	2
- Victoria	4	1	0	0	3	7	4	0	2	1	2	6	4	1	35
- Western Australia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	44	5	6	4	7	11	17	10	12	2	6	15	24	5	168
* Includes Wine grape matters mediated from 01/10/2004:							5	5	2	0	0	6	1	0	19

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Number of formal mediations proceeding at the end of the current reporting period by State/Territory*:															
- ACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A
- Queensland	5	2	2	3	4	3	3	6	4	3	2	17	2	1	
- NSW	0	0	2	2	2	0	8	5	0	1	4	4	1	3	
- Northern Territory	1	2	1	2	3	0	0	2	0	0	0	0	0	0	
- South Australia	0	1	0	0	0	0	0	1	1	0	3	0	0	0	
- Tasmania	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
- Victoria	1	0	0	0	1	5	1	1	4	8	5	6	4	1	
- Western Australia	0	0	0	0	0	0	1	0	0	0	0	0	0	0	
TOTAL	7	5	5	7	10	8	13	15	9	12	14	27	7	5	
* Includes Wine grape matters proceeding from 31/12/2004:							11	8	1	0	2	0	0	0	N/A
Number of formal mediations resulting in a signed agreement between the parties by State/Territory (including interim agreements and matters settled by direct negotiation after mediation commenced):															
- ACT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
- Queensland	15	1	3	2	1	2	2	2	1	1	2	2	17	2	53
- NSW	9	1	2	2	0	1	10	8	4	0	1	4	2	1	45
- Northern Territory	9	1	0	0	0	1	0	0	2	0	0	0	0	0	13
- South Australia	0	0	0	0	1	0	0	0	1	0	0	2	0	0	4
- Tasmania	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
- Victoria	4	1	0	0	3	6	4	0	2	1	2	6	4	1	34
- Western Australia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	38	4	5	4	5	10	16	10	10	2	5	14	23	4	150
* Includes Wine grape matters resolved from 01/10/2004:							4	5	0**	0***	0	6	1	0	16
**4 matters were withdrawn by applicants and 2 matters referred to other agencies.															
***1 matter withdrawn by applicant															
% Ratio of number of mediations concluded to signed agreement between the parties:	95%	100%	83%	100%	100%	91%	94%	100%	83%	100%	83%	93%	100%	80%	N/A
Number of application fees collected:	67	7	4	4	4	10	12	9	5	7	16	18	5	3	171
Number of application fees waived:	9	0	1	4	4	2	5	4	5	0	0	17	2	3	56
Number of application fees returned:	9	0	0	0	0	0	0	0	0	0	0	0	0	0	9
Number of certificates issued under Clause 10.17 of Code:	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2
Number of referrals to other agencies where enquiry was beyond the scope of the PGIO*:	3	4	1	0	0	1	2	0	3	0	0	0	0	0	14
*Includes Wine grape matters referred from 01/07/2004:							0	0	2	0	0	0	0	0	2
Average daily number of "requests" for information from web-site:	47	90	73	60	80	93	75	76	123	66	65	66	61	59	118,196

The overall mediation success rate for the scheme is 93.75 per cent. This figure is higher than the ratio of "mediation applications mediated" to "formal mediations resulting in a signed agreement" because some matters:

- o were combined with an existing case to allow joint resolution after mediation commenced;
- o were the subject of mediation in one quarter which was adjourned to further mediation in another quarter;
- o were withdrawn by applicant after mediation commenced;
- o were ruled outside the jurisdiction of the Ombudsman after mediation commenced;
- o could not proceed as the respondent refused to participate in the Code's dispute resolution processes; and/or
- o having agreed to participate in mediation, a party did not attend on the day of mediation.