

# Bulletin

## Industry Divisions



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### **New help portal for resolving commercial disputes**

The Victorian Small Business Commission (VSBC) has recently launched a [new online portal](#) for businesses applying for their help.

The new help portal predicted to:

- improve the customer experience, with a new smart form that will guide people in identifying the service they're after and providing the VSBC with the information they need to best assist
- enable the VSBC to resolve commercial disputes more quickly and efficiently than ever before, with a new, modernised, fit for purpose case management system in a secure environment
- enhance how the VSBC engages with people in small business and their supporters
- leverage the intelligence and trends from enquiries and disputes to inform the VSBC's work in advocating for small businesses.

First-time users will need to register once to create a personal account, this will allow for ongoing secure access to the portal.

If you have any questions at all about the portal, please [contact the VSBC](#).

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