



23 May 2014

Manager
Small Business Ombudsman and Procurement Unit
Small Business, Competition and Consumer Policy Division
The Treasury, Langton Crescent
PARKES ACT 2600

By email: small.business@treasury.gov.au

SMALL BUSINESS AND FAMILY ENTERPRISE OMBUDSMAN DISCUSSION PAPER APRIL 2014

Thank you for the opportunity to provide a submission to the Treasury's *Small Business and Family Enterprise Ombudsman Discussion Paper* of 30 April 2014 ("the Discussion Paper"). We would like our submission to be made public.

The Energy and Water Ombudsman (Victoria) (EWOV) is an industry based external dispute resolution scheme that helps Victorian energy and water consumers by receiving, investigating and facilitating the resolution of their complaints. EWOV's services are free for consumers and provide an independent, fair and effective process for the resolution of complaints.

EWOV is also a founding member of the Australian and New Zealand Ombudsman Association (ANZOA). EWOV wholly supports ANZOA's submission to the Discussion Paper.

Like ANZOA, EWOV strongly welcomes support for small businesses and family enterprises as outlined in the Discussion Paper. However, for the reasons explained in detail in the ANZOA submission, we submit that the proposed organisation is not an Ombudsman and should not be called one.

Should you require further information or have any queries, please contact me on 03 8672 4460.

Yours sincerely

Cynthia Gebert
Energy and Water Ombudsman (Victoria)