

## Fees

One fee covers the cost of the mediator for a half-day mediation and ADC's administration fee. The parties may agree to extend the mediation for a standard hourly fee.

## More information

For more information about financial service mediation or other dispute resolution processes, please ring ADC on +61 2 9239 0700 or email [adr@disputescentre.com.au](mailto:adr@disputescentre.com.au).

## Australian Disputes Centre

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# Early Resolution of Workplace Disputes





## Cost effective and efficient mediation service for workplace disputes



### WHY MEDIATE?

By choosing to mediate, workplaces are able to resolve internal disputes quickly, inexpensively and confidentially. A mediator is a neutral, third party who does not make a decision for the parties, but instead helps them to explore alternatives so they can reach a mutually satisfactory agreement.

Mediation is available to the parties at any stage during a dispute. Agreements are confidential, and the process is flexible, depending on the parties' needs.

### THE AUSTRALIAN DISPUTES CENTRE

The Australian Disputes Centre (ADC) offers a streamlined Workplace dispute resolution process. ADC is an independent, not-for-profit company that has over 35 years experience in managing mediations and providing professional and independent dispute resolution services. The ADC was the first organisation in Australia to train workplace mediators.

### A STREAMLINED PROCESS

Once parties decide to mediate, ADC will appoint an accredited mediator with knowledge and experience that is relevant to the dispute. All mediators are independent and impartial.

To ensure efficiency and cost effectiveness, the mediation is scheduled as soon as practicable. ADC will set the date, time and place in consultation with the parties and the mediator. ADC can help arrange an appropriate venue for the mediation. For some regional and remote areas, ADC can also arrange the mediation via phone or Skype.

To encourage open discussion, mediation is a confidential process and confidentiality agreements are signed by both parties.

Workplace representatives and other parties to the mediation must have authority to settle. Parties do not need to have a support person or a legal adviser with them for the mediation, although they can choose to do so.

Mediation is a voluntary process and may be terminated by either party and by the mediator at any time.