

Conflict Resolution Partnership Process



ADC PARTNERSHIP PROCESS

Conflict Capability is Integral to Your Sporting Success

Why Mediate?

By choosing to mediate, organisations, their service providers and their stakeholders are able to discuss and resolve their 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 acceptable agreement.

Mediation is a flexible and effective process to use at any stage of a dispute, including during any existing Internal Dispute Resolution process.

A Streamlined Process

Once parties decide to mediate, ADC will appoint an accredited mediator with knowledge and experience 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 helps the parties and mediator arrange the date, time and venue for the mediation, including ADC's Online Dispute Resolution Platform, ADC Virtual.

To encourage open discussion, mediation is a confidential process,

and confidentiality agreements are signed by both parties.

Complainants and your organisation's representatives attending the mediation must have authority to settle the dispute. Parties do not need to have a legal adviser with them for the mediation. However, they can choose to be represented.

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

Fees

One economical, flat fee covers ADC's appointment of an experienced mediator, parties' preliminary meetings with the mediator and a half-day mediation session. The parties may agree to extend the mediation for a standard hourly fee.

More information

To request the appointment of a mediator, or simply to find out more about the ADC Partnership Process for sporting codes, see www.disputescentre.com.au/sports or contact ADC by phone: +61 2 9239 0700, or email: adr@disputescentre.com.au





Fast tracking of Facilitation and Mediation

Confidence in the certainty, expediency, cost-efficiency and commercial privacy of dispute resolution is essential to maintaining fiscal responsibility and relationships, while protecting your organisation's reputation.

Established in 1986, the Australian Disputes Centre is Australia's

premier dispute resolution institution. It is a not-for-profit company dedicated to supporting best practice dispute resolution. ADC works with government agencies, businesses and individuals across Australia and the Asia-Pacific in delivering the significant benefits of mediating disputes.

Our national and international services include the nomination of skilled mediators with significant expertise in all areas of conflict, including commercial and workplace matters.

Leaders in Learning & Professional Development

- 35+ years' experience in delivering world-class training programmes
- Dedicated to advancing conflict management and dispute resolution skills at all levels and in all sectors
- Public and In-House courses, seminars and workshops
- National and international client base, including governments, corporations, community groups and individuals
- ADC's flagship mediation training and accreditation program meets the Australian National Mediator Accreditation Standards (NMAS)
- Choose from a range of practical skills-based programs covering:
 - › Complaints Handling
 - › Conflict Resolution
 - › Facilitating Difficult Discussions
 - › Bullying & Harassment Prevention
- › Interest-based Negotiation Skills
- › Mediation
- › Fundamentals of Arbitration



CAPABILITY STATEMENT

Mediate with Confidence

Mediation uses a flexible framework for respectful dialogue, self-determination and collaborative decision-making to help your sporting organisation thrive.

Company overview

Established in 1986, the Australian Disputes Centre (ADC) is Australia's leading, not-for-profit dedicated to advancing Alternative Dispute Resolution (ADR) processes, including mediation.

Mediation is increasingly being used in the efficient running of sporting organisations. It is a forward-focused process, grounded in respectful dialogue, confidentiality, interest-based negotiation and agreed outcomes. It restores relationships and save times, money and reputations.

ADC brings a wealth of ADR experience to a broad range of settings, including sport codes at all levels.

Core Competencies

Communication – specialists in the art of communicating

Dynamic – Always adaptive, refining and improving

Effective – delivering great value

Engaged – respectful and committed to quality customer service

Gravitas – established, credible and serious, but always accessible

Leaders – in the field of Alternative Dispute Resolution

Thoughtful - Professional, careful thinkers, we care about our clients' success

Progressive – highly responsive, agile and energetic

Reliable – respected, trustworthy and responsible

Clients

Significant client list across all sectors over 35 years. Recent and current clients include:

- Australian Financial Complaints Authority
- Australian Taxation Office
- Australian Defence Force
- Auto & General Insurance Company, QLD
- Barristers, Solicitors and Court Officers
- Children's Court, NSW
- Equal Opportunities Commission, WA
- Fiji Human Rights Commission
- Kimberley Aboriginal Land Council, WA
- Kumon Global
- Land & Environment Court, NSW
- Mudgin-gal Women's Centre, NSW
- Ombudsman, NSW
- Small Business Commissioner, NSW
- Personal Injuries Commission, NSW
- Thailand Arbitration Centre, Bangkok
- United Nations & World Bank

Differentiators

Unique as an independent, not-for-profit – dedicated to advancing the uptake of ADR nationally and Australia's ADR expertise internationally.

Light on its feet – agile in rapidly delivering innovative solutions to meet business and community needs.

A strong **Corporate Social Responsibility** program, empowering indigenous individuals and communities in their personal and commercial lives.

Services Offered

Public & In-house ADR Training – teaching people in all sectors, and at all levels, how to resolve disputes, how to facilitate difficult discussions and how to negotiate to ensure creative, realistic and lasting outcomes.

Appointment of ADR Specialists – ADC is named in commercial contracts across Australia and appoints qualified professionals from its prestigious panels of mediators, arbitrators and experts to assist parties resolve their disputes.

Management Profile

Chief Executive Officer, Deborah Lockhart LLB, brings 30 years of government, large multinational, consulting and institutional experience as a senior executive, strategic thinker, change agent and dispute resolution specialist.

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