

FACT SHEET: Mediation and Dispute Resolution Services



WHAT IS MEDIATION?

Mediation is a fast and cost effective alternative to courts and tribunals. It is a process whereby the parties in a dispute or conflict resolve their differences with the assistance of an independent third party (i.e. mediator). The Mediator does not take sides or give advice to either party. The Mediator manages the process of discussion between the parties, but does not decide the outcome or impose a solution. Instead, with the support of the Mediator, the parties identify the issues in dispute, develop options, consider alternatives and make their own decisions.



How does mediation work?

Step 1 – Agree to Mediate

Mediation is a voluntary process and all parties need to agree to participate in the process and then agree on who is funding the cost of the mediation service.

Step 2 – Contact and Assessment

Discuss the case with Dial M for Mediation to see if mediation is the best option for you.

Step 3 – Agreement of Services

Dial M for Mediation sends all of the relevant paperwork for the participants to sign prior to the mediation process commencing.

Step 4 – Pre-Mediation Interviews

Dial M for Mediation will conduct pre-mediation meetings with the parties first. These meetings will include preparing for mediation, identifying the concerns of each party and an explanation of the mediation process.

Step 5 – Conduct the mediation

Dial M for Mediation will then conduct the joint mediation with all participants present.

Step 6 – Conclusion

If an agreement is reached in mediation, it is documented and provided to all of the relevant parties.



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