

Commercial Mediation - A Fact Sheet

What is mediation?

Mediation is an alternative way of resolving a dispute where the parties sit down together and, guided by mediators, negotiate a practical and fair solution to their problem. It gives everyone the opportunity to tell their side of the story, define issues, consider options, and settle on a solution that suits them.

Mediation is guided by two experienced and professionally-qualified mediators. They're impartial and don't give any advice or make any decisions for the parties; they're there to help parties focus on the best way forward.

If mediation is successful, the result is a mutual agreement that is written in the parties own words. This isn't legally binding, but it can be used as a basis for court applications.

How does mediation work?

Once the parties have agreed to mediation, we'll book a separate pre-mediation interview for each party. This is an opportunity for you to tell your side of the story without the other party there. It's also a good time to ask any questions or raise any issues you're unsure about. The mediator will explain how mediation works so you're fully prepared.

After the pre-mediation interview, we'll complete an assessment of suitability for mediation. If mediation proceeds, we'll book a mediation appointment for the parties to attend together, in the presence of our mediators. We use a co-mediation model with two mediators to make sure the process is balanced and unbiased.

How much does community mediation cost?

A pre-mediation appointment costs \$75 per party. A commercial mediation costs \$300 per party.

Types of community disputes we can help with:

- Small Business;
- Associations;
- Workplace;
- Facilitation; and
- Code of Conduct.

Need Advice? Call Citizens Advice Bureau on **(08) 9221 5711**, or visit **www.cabwa.com.au**



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