

Commercial Mediation - A Fact Sheet

Whatever the size, or industry sector of a company, workplace disputes are a common problem. They range from internal conflicts with employees to external conflicts with suppliers, subcontractors, or customers. Dealing with these disputes can be stressful and costly. It's always best to try to resolve them by communication with the other party and see if a mutual agreement can be reached. Citizens Advice Bureau offers a low-cost Commercial Mediation Service where parties in a dispute can come together with trained mediators to negotiate a fair and workable solution for everyone.

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 commercial mediation cost?

A pre-mediation appointment: \$150 pp.

A commercial mediation: \$300 pp per session of up to 2 hrs.

Types of commercial disputes we can help with amongst others:

- **Small businesses**
- **Associations**
- **Workplace**
- **Facilitation**
- **Code of Conduct**

Need advice on mediation? Call the CAB's Mediation unit on **(08) 9325 4121**, email **mediation@cabwa.com.au** or visit **www.cabwa.com.au/mediation**.



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