

Whatever the size, structure, or industry sector of a company, workplace disputes are a common problem. They can 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 talking to the other party and seeing if you can reach a mutual agreement. But if that doesn't work, the next best step is mediation. Citizens Advice Bureau offers a low-cost 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 two 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 both. Mediation is guided by two experienced and professionally-qualified mediators. They're impartial and don't give any advice or make any decisions for you; they're only there to help you focus on the best way forward.

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

## **How does mediation work?**

Once you and the other party have agreed to mediation, we'll book a separate pre-mediation interview for each of you. 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 your pre-mediation interview, we'll book the mediation itself. Both parties have to attend this together and in the presence of our mediators. Citizens Advice Bureau uses a co-mediation model with two mediators to make sure the process is balanced and unbiased.

## **How much does commercial mediation cost?**

A commercial pre-mediation appointment costs \$150 per party.

A commercial mediation appointment costs \$300 per party.

## **Types of commercial disputes we can help with:**

- small business
- associations
- workplace
- facilitation
- code of conduct

## **Need more information?**

Contact Citizens Advice Bureau to find out more information about mediation at our Perth office.

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