



Mediation Solutions

Mediate ♦ Communicate ♦ Resolve

Are you experiencing any of these difficult situations?

- Disagreement with your former partner over children and property?
 - Conflict among staff members?
- Difficulty in your business partnership?
 - Complaints from customers?
 - Disharmony in your club?
- Dispute with family members after the passing of a loved one?

Q: What is mediation?

A: Mediation is the process in which an impartial third party, the mediator, assists two (or more) parties to resolve a dispute without the need to resort to legal proceedings.

The mediator does not tell the parties what to do, or to decide who is right or wrong. The mediator facilitates discussions between the parties to assist them to reach agreement on their own terms.

Q: How can mediation help with my dispute?

A: Mediation can help you resolve your conflict by:

- Giving you the time to talk things through with the other party in a safe and non-threatening environment.
- Allowing you to make your own decisions.
- Saving time and money by avoiding legal action.
- Giving you an opportunity to raise matters that will not be dealt with by a court.

Q: What happens at Mediation?

- The mediator speaks to each of the parties confidentially prior to the mediation session.
- At the mediation, the mediator explains each step of the process to the parties.
- Each of the parties explains the dispute in their own words
- A list of the main issues is drawn up.
- Guided by the mediator, the parties discuss each of those issues, usually directly with each other. Sometimes, the parties may be in separate rooms or on the telephone.
- Each person or group speaks with the mediator privately, and what is said is confidential.
- The parties then negotiate the terms of possible resolutions to the dispute.
- If agreement is reached this may be written down or it may be a verbal one.

Q: Is the outcome of the mediation legally binding?

A: The parties must agree that the outcome is binding. An agreement can be made into a formal legal document by a solicitor. The mediation however does not need to end in a legally binding agreement.

Q: Who attends the mediation?

A: Only the people directly involved in the dispute are able to attend the mediation. If you are upset or unsure about the mediation, you should speak with the mediator about bringing a support person. The parties must agree on who is to be present at the mediation.

Q: Is mediation confidential?

A: Mediation is not undertaken unless both parties agree that what is said at the mediation is confidential, unless there are exceptional circumstances. The parties themselves may agree to provide others with copies of any agreement reached at the mediation.

SJP Mediation Solutions

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Q: Who can provide mediation?

A: Christine Jones is a Nationally Accredited Mediator who provides most of our mediation services. However when a co-mediator is required, we have a staff of mediators who have undertaken training by the Dispute Resolution Branch, Justice & Attorney General's Department of Queensland.

If the parties want someone else to make the decision then mediation is not for them.

Q: Does mediation work?

A: Yes, if parties are willing to make a genuine effort to work co-operatively to resolve a dispute. In mediation, the parties themselves decide whether a dispute will be resolved.

Q: When can mediation be used?

A: Mediation can be used for a wide range of disputes, including:

- workplace disputes
- family disputes
- disputes involving wills or estates
- disputes between separating couples about property or children
- customer complaints
- commercial disputes
- partnership disputes
- estate disputes

Q: What if legal action has been taken?

A: Mediation can be useful whether or not legal action has been taken. You can still choose to use mediation to try and reach agreement about a dispute if legal action has begun. You may even be directed by the court to attend mediation before a court will decide the matter.

Q: How can I find out more about mediation?

A: Telephone SJP Mediation Solutions and we can talk to you about the dispute and provide you with relevant information so you can decide whether mediation is the best option for you.

If you decide that you would like to mediate you can talk to us about the best way to approach the other party or parties to invite them to attend mediation.

- **Mediation**
- **Workplace Conflict Resolution**
- **Family Dispute Resolution**
- **Commercial Disputes**
- **Partnership Disputes**
- **Customer Complaints**
- **Conflict Resolution Training**

Christine Jones

Nationally Accredited Mediator



Christine has been a legal practitioner since 1986, and she has had 18 years experience as a facilitative mediator in legal disputes, community mediation and facilitation, legal aid conferencing and court ordered mediations. She is a registered family dispute resolution practitioner. Christine is also experienced in conflict resolution skills, training and coaching.

Conflict is a natural part of human life. People disagree on many things because they have different values, feelings and perceptions. Ongoing conflict can be stressful and damaging to the parties involved and to those around them.

Mediation can assist to resolve conflict in a respectful and impartial manner.

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