

Make an Appointment

Appointments are available:

9.00am to 5.00pm Monday to Thursday
9.00am to 4.30pm on Friday

After hours appointments
can be negotiated if needed.

Phone ACCESSCQ
1300 523 985



Administration Office
16 Bolsover St
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Workplace Mediation



About Our Service

Workplace Mediation assists your employees to effectively recognise and respond to disagreements or disputes in the workplace.

Our independent Mediators guide both parties through a confidential process to achieve ongoing and positive working relationships.

Mediation for both parties is voluntary, and participants must be willing to engage in the process to achieve a positive result.

All of our Mediators are accredited through the Australian Mediation Association, and are professional and impartial throughout the process.

Why Mediation?

Mediation is an impartial and cost effective solution to employee conflict, mitigating interpersonal stress and employee turnover.

Disagreements can be resolved in a timely manner without formal investigation.

Outcomes achieved through mediation are mutually agreed upon by both parties.

The process helps to avoid mandatory decisions being imposed by a third party, which may escalate the issues.

Mediation seeks to create an ongoing, positive organisational culture that contributes to workplace stability.

Fees

If you are currently an ACCESSCQ client, please refer to your service agreement.

For 'one-off' sessions, mediation services are charged at \$150 per hour + GST. Additional travel and accommodation costs may apply.

The Mediation Process

- The Mediator meets each party separately to understand the issues and concerns for discussion
- Based on the gathered information, the mediator assesses the suitability and likely success of the mediation
- A mediation session of up to three hours is held to seek mutually beneficial resolutions
- If mediation is successful, both parties may develop written agreements. While not legally binding, the agreement formalises how each person will move forward from the issue
- The Mediator provides general feedback to the appropriate manager, including the session outcomes and future recommendations for your organisation

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