

Mediation: an effective way to work together



Referral form

If you wish to proceed to mediation, please fill in this form and send to your contact person at the Water Corporation.

Notice requesting referral of dispute to mediation

Referrer Information

Name

Address

Email

Phone

Details of dispute

Details of Water Corporation
contact person

I request that the Dispute as detailed above be referred to private mediation.

Signed

Date

An informal process

Sometimes disagreements arise between Water Corporation and members of the community over matters such as land value, compensation for property damage or insurance claims.

If a disagreement cannot be resolved through the Water Corporation's normal processes, it can go to an informal, voluntary process of confidential mediation or, if this is rejected by both parties, it is referred to the appropriate legal process.

Mediation is a simpler and quicker alternative to the legal process and is generally considered when amounts above \$20,000 are involved. It enables a consistent and coordinated approach and encourages effective and efficient resolution. Disagreements involving smaller amounts are usually resolved directly by those involved.

Mediation cannot be used if a dispute resolution process is already part of a contract, or the dispute has been referred to the Energy and Water Ombudsman.

Costs

Mediation costs are shared by the parties, but any extra costs such as travel and accommodation are met by the party which incurs them.

Mediators

The mediation procedure is assisted by an independent mediator whose role is to facilitate communication between the parties and promote understanding of issues. The mediator's role is not to make a decision.

The member of the public can select an impartial external mediator from three suggested by us, or one can be nominated by the Resolution Institute (RI).

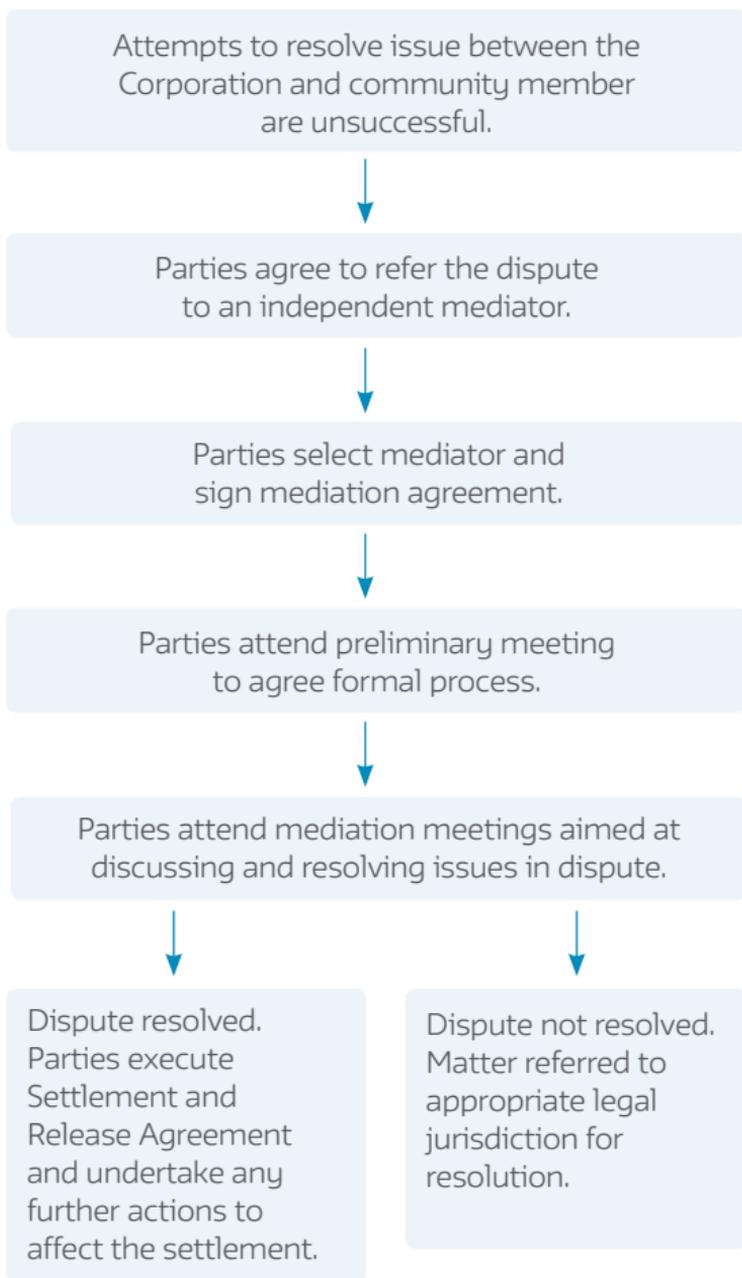
Preliminary meeting

As soon as practicable, a preliminary meeting is held to identify and clarify points of disagreement and agree on the conduct of negotiations in accordance with the RI rules. Mediation then proceeds.

Those involved need to do all they can to enable mediation to occur effectively and in reasonable time. Mediation gives everyone an opportunity to be heard.

If mediation is successful, a formal settlement agreement is signed by both parties. Otherwise, the matter is referred to an appropriate legal process which may incur longer resolution times and higher costs.

Mediation pathway



Further information

For further information on this process please see the Corporation's website:

watercorporation.com.au

13 13 85 Account Enquiries
(8am - 5pm weekdays)

13 36 77 National Relay Service

This information is available in
alternative formats on request.

ISBN 1-74043 910 4

