



SHAW MEDIATION™
AUSTRALIA

SHAW Dispute Resolution – Mediation Let's Talk Packages

SHAW Dispute Resolution offers best-practice mediation with the assistance of professional, nationally accredited mediators who have strong legal backgrounds. Mediation prevents unnecessary stress and saves money and time. It can also save relationships and safeguard reputation. Mediation is charged as a fixed fee, paid only when everyone is committed to the joint mediation session.

Let's Talk...
1300 768 496

shawdr.com.au

Let's Talk Packages

Our key points of difference are:

1. All mediators are lawyers and nationally accredited mediators – Outcome focused
2. We arrange the mediation – only one person needs to contact us
3. There is no waiting time for a mediator
4. All mediations include separate private meetings before the joint session – Free of charge
5. No-one pays anything until everyone is committed to proceed with the joint session
6. We offer fixed priced mediation – NO hourly rates
7. Quality Assurance is carried out by peer review during and after the mediation process

Our service promise:

1. Once you contact SHAW Dispute Resolution, we will take responsibility for all administration including the arrangement of private and joint sessions. The process begins with a private, pre-mediation session with you alone, free of charge. We use this time with you to hear your side of the story and explore the history of the case.
2. Furthermore, you will not be required to make payment for any service package until everyone involved in the mediation has committed to proceed to the joint session and the mediator has confirmed the case is appropriate for mediation. If the mediation does not proceed to a joint session, you will not pay service fees. If the mediation proceeds, payment is required in full prior to the joint session.
3. Our mediators are nationally accredited under the National Mediation Accreditation Standards and their legal experience and training provide them with the problem solving and communication skills required for the outcome-focused, facilitative model of mediation.
4. To assure a quality service, our mediators undergo peer review of their management of each case before the mediation proceeds to a joint session and before the outcome document is presented.
5. A mediator debrief is carried out after all mediation sessions to ensure continuous learning and improvement of our mediators and services.

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Let's Talk Packages

Let's Talk Now

Suitable for conventional, two-party personal complaints and disputes, including small claims:

- ▶ Two individuals
- ▶ An individual and a business
- ▶ An individual and a community group
- ▶ An individual and a government body

Type of Dispute:

- ▶ Debt recovery
- ▶ Landlord or tenant bond disputes
- ▶ Minor complaints
- ▶ Co-workers
- ▶ Retaining walls
- ▶ Unkempt property
- ▶ Noise and pets

We are here to help you resolve your personal dispute, to save you money, avoid inconvenience and help you get on with your day, using our insight, skills and ability to level the playing field with no hourly rates.

The schedule of fees below applies to mediation of two participants and their advisors but excludes venue or facilities costs. For each additional participant to the mediation there is an additional \$250.00 ex GST per party.

Joint Mediation Session Length

2 hours*

Proposed fee inclusions:

- ▶ All Mediator time with you
- ▶ An individual 15-minute pre-mediation phone consultation with the Mediator
- ▶ Individual private sessions during mediation
- ▶ Outcome Document
- ▶ Administrator services

Proposed fee exclusions:

- ▶ Venue or facilities
- ▶ Reading time
- ▶ Legal advice
- ▶ Valuation and expert reports
- ▶ Expert attendance costs
- ▶ Travel, parking and meals
- ▶ Cancellation under 48 hours

**In the event that the mediation exceeds this time limit, the Let's Talk More package will be invoiced, for each hour the mediation continues.*

Let's Talk...
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Let's Talk Packages

Let's Talk Resolution

Suitable for family law disputes, more complex personal complaints and commercial claims:

- ▶ Two individuals
- ▶ An individual and a business/community group/government body
- ▶ Two businesses
- ▶ A business and a community group/government body

We are here to help you resolve your personal or commercial dispute with family/spouses/partners/customers/clients/competitors, to save you time and help you move forward while preserving relationships, using our skills, legal understanding and independent position.

Type of Dispute:

- ▶ Business partnership, franchisor/franchisee issues
- ▶ Residential and commercial leases
- ▶ Breach of contracts, agreements and licenses
- ▶ Debt recovery
- ▶ Warrantees and guarantees
- ▶ Intellectual Property (IP), copyright and trademarks
- ▶ Inheritance, wills and deceased estates
- ▶ Property settlement and maintenance
- ▶ Workplace contracts and EB agreements
- ▶ Workplace performance/management
- ▶ Workplace relationship and bullying
- ▶ Return to work
- ▶ Discrimination, racism, LGBT rights, victimisation and vilification
- ▶ Neighbourhood and community dispute

The schedule of fees below applies to mediation of two participants and their advisors but excludes venue or facilities costs. For each additional participant to the mediation there is an additional \$500.00 ex GST per party.

Joint Mediation Session Length

Half day*

Proposed fee inclusions:

- ▶ All mediator time with you
- ▶ Reading time
- ▶ Individual private consultation before joint session up to 1.5 hours each
- ▶ Individual private sessions during mediation
- ▶ Joint session of mediation up to 4 hours total
- ▶ Outcome document
- ▶ Administrator services

Proposed fee exclusions:

- ▶ Venue or facilities
- ▶ Legal advice
- ▶ Valuation and expert reports
- ▶ Expert attendance costs
- ▶ Travel, parking and meals
- ▶ Cancellation under 48 hours' notice

*In the event that the mediation exceeds this time limit, the Let's Talk More package will be invoiced, for each hour the mediation continues.

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Let's Talk Packages

Let's Talk Settlement

Suitable for large personal or commercial disputes between:

- ▶ Individual and business
- ▶ Two businesses; SMEs and large enterprises and corporates
- ▶ A business or individual and government body or union or other organisation

We are here to help you resolve your commercial dispute with customers/clients/ competitors/members, to eliminate power imbalances, preserve your reputation and offer a solution to move forward quickly, using our business acumen, legal understanding and effectual process of mediation.

Type of Dispute:

- ▶ Business partnership, franchisor/franchisee issues
- ▶ Breach of contracts, agreements and licenses
- ▶ Banking, finance and audit negligence
- ▶ Debt recovery
- ▶ Product liability and insurance
- ▶ Negligence, breach of duty of care and damages
- ▶ Warrantees and guarantees
- ▶ Intellectual Property (IP), copyright and trademarks
- ▶ Trade practices and fair trading
- ▶ Workplace contracts and EB agreements
- ▶ Government privatisation and outsourcing
- ▶ Inheritance, wills and deceased estates
- ▶ Residential and Commercial leases

The schedule of fees below applies to mediation of two participants and their advisors but excludes venue or facilities costs. For each additional participant to the mediation there is an additional \$1,000.00 ex GST per party.

Joint Mediation Session Length

Full day*

Proposed fee inclusions:

- ▶ All mediator time
- ▶ Reading time and preparation by the mediator up to 2 hours
- ▶ Individual private consultation sessions before joint session up to 1.5 hours each
- ▶ Individual private sessions during mediation
- ▶ Joint session of mediation up to 8 hours
- ▶ Outcome document OR s.60i Certificate
- ▶ Administrator services

Proposed fee exclusions:

- ▶ Venue or facilities
- ▶ Legal advice
- ▶ Valuation and expert reports
- ▶ Expert attendance costs
- ▶ Travel, parking and meals
- ▶ Cancellation under 48 hours' notice

*In the event that the mediation exceeds this time limit, the Let's Talk More package will be invoiced, for each hour the mediation continues.

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Let's Talk Packages

Let's Talk More

In the event that you are 99% on the way to a complete resolution and want a bit more time to resolve the matter or wish to keep the settlement on track by having all parties sign a formal agreement (legalized by lawyers at the same time on the same day) we are able to offer extended joint mediation sessions. We will also offer you advice in such matters to ensure that this option represents value-for-money for you and is in the best interests of all parties.

The schedule of fees below applies to mediation of two participants and their advisors. This includes all mediator and administrator services as well as venue or facilities costs.

Further 1 hour blocks

Let's Talk Venue

Venue and Facility Costs

In the event you require us to provide the location and facilities for your mediation. This can be arranged on your behalf.

Mediation Venue will be billed at Cost +15% Admin Fee

Proposed fee inclusions:

- ▶ *Neutral rooms hire/location/facilities*
- ▶ *Whiteboard*
- ▶ *Stationery*
- ▶ *Refreshments*
- ▶ *Administrator services*

Proposed fee exclusions:

- ▶ *Mediator services*
- ▶ *Legal advice*
- ▶ *Valuation and expert reports*
- ▶ *Expert attendance costs*
- ▶ *Cancellation under 48 hours notice.*

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