

Background

In October 2012 the Mediator Standards Board conducted a survey of members as part of its development of the Register of Nationally Accredited Mediators (the National Register) for NMAS accredited mediators. The following FAQs are provided in response to queries and concerns raised by some members. It would be appreciated if Recognised Mediation Accreditation Bodies (RMABs) could forward this information sheet to all their mediators.

1. The issue of mediator consent for their details to be published on a national website - is it clear to mediators that they will be on the National Register and that this will be made publicly available?

The MSB will make information available for RMABs to provide to mediators. There will be an acknowledgement that being accredited will result in having one's name on the National Register which will be publicly available.

2. Privacy issues – what information will be visible on the National Register?

The information will be limited to the names of mediators and their RMABs.

3. Can mediators opt out of the National Register?

All NMAS accredited mediators will be listed on the National Register so that consumers and advisers can check that they are nationally accredited and know how to provide feedback.

4. Could the RMAB email link generate an email direct to the MSB or a link directly to the RMAB's website?

The MSB would prefer to have the link generate an email to the RMAB as we want to facilitate people being able to give feedback. We will make it clear on the Register webpage that only general inquiries should be directed to the MSB.

5. We have NMAS accredited mediators who are also accredited through other RMABs and conduct mediations for other agencies. Will the Register reflect this? How will the client know which RMAB they should bring complaints to?

Mediators only need to be accredited by one RMAB. Other RMABs must recognise that accreditation. The MSB only requires one registration fee to be paid per mediator and for the National Register to reflect one accreditation.

If a mediator is listed with two or more RMABs then the consumer will need to contact the RMAB that accredited the mediator.

6. If a RMAB has multiple accredited mediators a snapshot of those who are accredited /coming up for re-accreditation will not be accurate for long. Do you propose to include information on an accreditation expiry date?

Information on accreditation expiry dates will not be visible publicly, but will be used by the system to generate reminder emails. The MSB does not wish to impact on people's

ability to get work based on a soon-to-expire accreditation date or if re-accreditation has been delayed for some reason. It is proposed that mediators will receive up to three automatically generated notices. After a prescribed period accreditation will lapse and the relevant names will be removed from the National Register.

7. Could the National Register be set up so that RMABs need only collect the initial fee, with the MSB collecting fees from mediators for subsequent renewals?

The \$90 registration fee is forwarded to the MSB by an RMAB as part of the accreditation/re-accreditation process. It would not be feasible for the MSB to collect fees through an automated renewal system without knowing whether or not a mediator had been re-accredited. The \$10 fee retained by an RMAB is intended to offset administration costs of collecting the registration fee.

The particulars of the National Register are kept up to date by RMABs and individual mediators will not be able to change their information.

If you have any queries please contact info@msb.org.au