



WELCOME

The Mediator Standards Board (MSB) has recently updated its contact list. If you are new to this circulation, we welcome you.

As part of our ongoing efforts to stay in touch with our members, we are aiming to provide you with regular updates via this newsletter and our [website](#).

We hope that you find this update valuable.

DISCUSSION FORUMS

Our recent discussion forums in Sydney and Brisbane have created a fantastic opportunity on a number of fronts. In August we will take this discussion to Melbourne and Adelaide, with intentions to head to Western Australian later this year.

These forums focus on the Approval Standards, and invite policy, training and administrative representatives from RMABs and Training Organisations to share their insights, questions and concerns.

For the MSB, these forums have provided valuable insight into the day-to-day implementation of the Standards. We have had the opportunity to hear from you and to respond to questions. We have also found these forums to be a great space for identifying necessary website content and resources to best serve you, our members.

The feedback from attendees has been positive. Many of you have identified the value in sharing ideas and learning from other RMABs and Training Organisations. The forums seem to have provided both clarity and

reassurance across a number of areas. Members have expressed their appreciation of the “community of practice” that such opportunities create, and have discussed the potential value in sharing templates dealing with mediator assessment and accreditation.

The MSB will soon be in contact to invite any interested members to share assessment and accreditation templates. From these we hope to create a MSB template that may be used or referred to by our member organisations.

Moving forward, it is our intention to run similar forums on an annual basis.

MSB WEBSITE UPDATE

The new MSB website is well under construction. Initial mock-up pages are displaying the clean and intuitive experience that we want for our website visitors.

We have drawn on your feedback in order to identify and draft a FAQ section to provide clarity and guidance in certain areas. We are particularly keen to address any ambiguity that arises from Standard 2.2 (time between assessment and application for accreditation) and 3.5 (CPD for reaccreditation). We will also be addressing how to become an accredited mediator and maintain accreditation via short infographics and downloadable PDF flow charts.

The MSB looks forward to launching the new website as part of our AGM later this year.

BENCHMARKING BEST TRAINING & ASSESSMENT PRACTICE

The Discussion Forums have also been useful in identifying gaps in the implementation of training and assessment under the Standards.

It is abundantly clear that our members are making best efforts to provide quality training programs that meet the NMAS. We thank you for your considerable efforts in this regard.

The MSB is keen to strike a balance between upholding a devolved system in which our members have the freedom to be creative and responsive to the

market, and in providing clear guidelines to ensure quality control and cohesion in the marketplace. To this end we will be working on a discussion paper based on our recent conversations with members, and will circulate in due course.

Part of this will involve the invitation to share templates (referred to above).

FURTHER EFFORTS TOWARDS CONSISTENCY

The current Board is keen to ensure that mediators and mediation participants receive a reliable and consistent service. In moving towards this goal we have developed a revised RMAB Application Form for new RMABs and for renewal of RMAB membership. This will be available on the new website.

We are very proud to support a system that includes so many dedicated and enthusiastic members. This adds to the integrity of the NMAS and the profession as a whole. We want to support this and build on it, by ensuring quality across all of our current and future RMABs.

We have received positive feedback regarding this initiative. Our goal will always be to support our members so that they can meet the benchmark set by NMAS. Please do not hesitate to contact us if we can provide any clarity or guidance in this regard.



CERTIFICATION TRADEMARK FOR MEMBERS AND NMAS MEDIATORS

The Board has recently registered a certification trademark for member organisations and accredited mediators. We are in the process of designing this and will provide an update very shortly.



A DATE FOR YOUR DIARY:

Our AGM will be held in Sydney on 27th October 2017. We welcome your attendance at this meeting, which will coincide with the launch of our new website. We will be in contact again soon, with details for the event, and with information on Board nominations.

WE WELCOME YOUR FEEDBACK:

We recognise and reiterate that the NMAS has been established as a devolved system, with a general oversight role from us in the performance of your role within that system.

Our goal this year, and particularly via our outreach program, is to balance our member's independence with the right amount of information and support.

We are very grateful for your contributions to our discussions so far, and we welcome any contact you would like to make with us so that we can continue to reach for this goal.

Feedback can be sent to: coordinator@msb.org.au

You are also welcome to start a conversation with any of our directors:

Mark Hebblewhite (MSB Chair) - VIC
Andrew Bickerdike (MSB Deputy Chair) - VIC
Bianca Keys (MSB Hon Secretary) - NSW
Philip Argy (MSB Hon Treasurer) - NSW
Ippei Okazaki – NT and SA
Linda Kochanski – QLD
Doug Murphy QC – QLD
Greg Rooney – SA
Jill Howieson - WA



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