



---

## GREAT TO CONNECT



The Mediator Standards Board (MSB) initiated an annual outreach program in 2017.

The program is inclusive of facilitated conversations with our member organisations on topics relevant to the development of the NMAS, and this newsletter.

Our goal is to remain connected with you, and to be responsive and supportive of the work that member organisations do to implement the NMAS.

The MSB saw the National Mediator Conference (NMC) held in Canberra in April as a unique opportunity to connect with members in the one place. It became the principle collaborator for that reason.

---

## NATIONAL MEDIATION CONFERENCE

The MSB lounge area was created for members and mediators to take some time out from the hustle and bustle of conference life. The Board's directors and Secretariat made themselves available to have a chat and to answer questions.

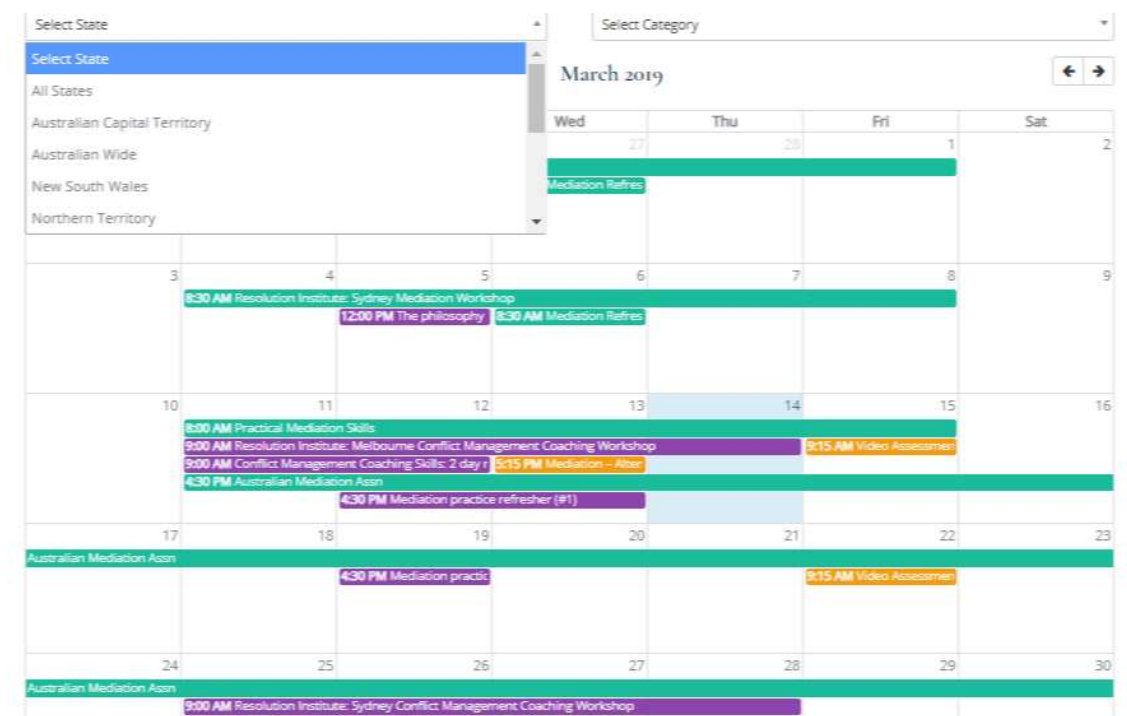
This proved to be a wonderful opportunity for directors to connect with member organisations and with those who are contemplating membership. It also presented a unique opportunity to raise awareness of the NMAS and discuss the accreditation system with individual dispute resolution practitioners.

The MSB values and respects the role of member organisations, which have a direct link with accredited mediators. Our goal at the NMC was to remain connected, relevant, and responsive, and to raise awareness of the system. We greatly valued the presence of our members at the conference as we were able to redirect questions regarding specific training and accreditation needs to RMAB and training organisations. It was a great "team effort".

The MSB would like to thank the NMC Conveners and Committee. An incredible level of

dedication created a successful conference that embraced diversity of practice across the country.

## CALENDAR HUB



Are you aware that our website now includes a Calendar Hub? This is a place where our member organisations can upload NMAS mediation and assessment courses, and CPD events relevant to the renewal of accreditation. Individuals are able to find the various opportunities available to them on one page, including online events that are accessible regardless of geographical location.

We encourage our members to upload information in a way that is consistent with other listings. The Board will continue to offer guidance to our members so that the calendar presents in a user-friendly manner.

To access the calendar visit <https://msb.org.au/events>

## SEEKING INPUT FROM OUR MEMBERS

The MSB is currently undertaking a number of projects. Two of them will benefit greatly from member input over the coming months:

### Training/Assessment of new mediators

This is a large project comprised of a number of steps. The Board has looked at the areas of consistency and inconsistency across the NMAS training courses offered in Australia, thanks to the assistance of our member organisations and a committee of highly experienced trainers/coaches/assessors.

We shall first share the recommendations we would like to adopt via guidelines. These recommendations will be incorporated within the NMAS when it is next reviewed. We look forward to working with you on this further.

## Research

The MSB is interested in supporting research that develops an evidence-based approach to the work that mediators do. We are particularly interested in research projects that fit within the NMAS and assist in its evolution. We will soon be sending a survey to our member organisations, seeking input that will assist in identifying the most useful research areas. We also welcome contact that might assist us in supporting such research.

---

## COMPLAINTS HANDLING

The majority of our members are Recognised Mediator Accreditation Bodies (RMABS). When a party to mediation wishes to make a complaint about a NMAS accredited mediator, they do so by going directly to the RMAB that has accredited that mediator.

It is a requirement of membership that an RMAB has a clear complaints handling mechanism in place, and we encourage our members to continue to revisit their processes as the NMAS evolves.

The MSB also encourages RMABs to ensure that their complaints handling process is clear and accessible on their website, including any timeframes or other information that will assist those making a complaint. This is an important aspect of consumer protection and integrity of the NMAS.

Finally, it is important that RMABs are aware of their responsibilities when a complaint is raised about a NMAS accredited mediator who has undertaken work as a Family Dispute Resolution Practitioner (FDRP). Despite the fact that FDRP training and registration falls outside of the scope of the NMAS, there are circumstances in which the RMAB will be the body that needs to respond to a complaint. This is particularly so when an FDRP does not work for an organisation with its own complaints handling process. We suggest that RMABs be prepared for this, and check whether you are currently listed with the Attorney General's Department as an approved complaints handler.

---

## HAVE YOU GOT A QUESTION?

Have you or one of your members got a question for us?

You will likely find the answer in the FAQ section of our website. We continue to develop this so that it is a helpful resource for all.



Be sure to take a look, and feel free to share this link with your members: <https://msb.org.au/resources/faqs>

If you can't find what you need, please don't hesitate to contact our Secretariat, Jenny Watson at [coordinator@msb.org.au](mailto:coordinator@msb.org.au) or start a conversation with any of our directors:

Mark Hebblewhite (MSB Chair) - VIC  
Bianca Keys (MSB Deputy Chair) - NSW  
Linda Kochanski (MSB Hon Secretary) - QLD  
Doug Murphy QC (MSB Hon Treasurer) - QLD  
Andrew Bickerdike – VIC  
Peter Condliffe - VIC  
Greg Rooney – SA  
Christopher Boyle – WA  
Helen Bishop - NT

---



---

*Copyright © 2019 Mediator Standards Board, All rights reserved.*

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#)

