
MSB NEWSLETTER – NOVEMBER 2020

This newsletter is circulated to our member organisations, current and former MSB Directors, and to NMAS trainers/coaches/assessors who have expressed an interest in receiving them. The newsletter is also uploaded onto the MSB website.

We recommend that member organisations share this with their administrative and training teams. Organisations are also welcome to include a link to this newsletter in their own communications with mediators.

This particular newsletter will focus on the NMAS Review and the AGM.

NMAS REVIEW 2020-21: DEDICATED WEBSITE

The Mediator Standards Board (MSB) has engaged the services of Resolution Resources (RR) to conduct the review of the National Mediator Accreditation System (NMAS).

The main purpose of the review is to:

- Evaluate the effectiveness of the NMAS; and
- Consider what changes and additions need to be made to it.

This may include (subject to the feedback received):

- Consideration of the inclusion of conciliation or other DR processes into the NMAS;
- Provisions that take account of Aboriginal and Torres Strait Islander mediator needs and requirements; and
- Comparable international regulatory dispute systems.

The NMAS Review 2020-21 utilises a well-established methodology that incorporates thorough consultation and culminates in a series of recommendations. The MSB will consider and decide upon these recommendations in mid 2021.

The consultation component of the review includes carefully designed surveys and workshops that target specific parts of the DR community at different points in the review process.

Stakeholders involved in the consultation component will include, but are not limited to:

- MSB Member Organisations: including Recognised Mediator Accreditation Bodies (RMABs) and training organisations
- Mediators, both accredited and formerly accredited

- Community groups and professional associations
- Other experts in the field

Over the life of the NMAS Review, the MSB will advise the dispute resolution community about opportunities to contribute. This will be done via:

- Email updates
- [LinkedIn](#)
- The [NMAS Review website](#). This website will develop over time. We invite you to take a look and to subscribe for updates.

We look forward to your involvement in this important process.

AGM AND NEW BOARD COMPOSITION

The Board held its Annual General Meeting via Zoom on Wednesday 29th October 2020.

MSB Chair, Bianca Keys, delivered a report that highlighted the swift and impressive adaptation of MSB Member Organisations to service delivery during the pandemic;

“Never has it been more vital for mediators to be well skilled, experienced, and supported. The impact of a global pandemic on workplaces, business arrangements, families, and mental wellbeing has seen many mediators working very hard to assist people through difficult and vulnerable conversations. Lockdown and working-from-home has also seen a rise in people attending mediation courses online, to upskill and/or change career paths...”

Our members, who are predominantly Recognised Mediator Accreditation Bodies and Training Organisations, have worked incredibly hard this year. The MSB has witnessed swift and impressive movement towards the delivery of mediator training and CPD online, and great support for NMAS mediators to adapt to online platforms. Throughout, the MSB has received many communications from members that have demonstrated a commitment to ensuring that any changes in service delivery are in keeping with the NMAS. The Board has considered each question raised and worked to be responsive and supportive. The MSB thanks our member organisations for their work this year”.

The Chair continued by acknowledging the initiative and pragmatism of MSB Secretariat, Jenny Watson, as well as the dedication of Board Directors;

“Each Director is a volunteer, and a very busy professional separately to the Board. Despite this, their commitment to the development of mediators, the integrity of the system, and to consumer awareness and protection is something I feel very blessed to be around. I value what each person brings to the Board... I value the commitment to projects that support our members and their mediators. I value the knowledge, respect, and compassion that they each bring to the table (or this year to the screen).”

Greg Rooney retired from the Board at the AGM, after 5 years as a Director. Greg has been a wonderful contributor. He is passionate and committed, with a unique ability to climb out of the minutia to see the big picture. The MSB thanks Greg for his part in continually nudging us forward.

The Board welcomes back **Linda Kochanski** and **Douglas Murphy QC**, who were re-elected by members at the AGM.

Linda's contributions to the Board are always thoughtful and constructive. Linda will continue her work on the MSB's Training Project. This project connects the Board with NMAS trainers, coaches, and assessors, in order to develop guidelines and templates to assist in their work, and to support consistency in the training and assessment of new mediators.

Doug has been MSB Treasurer over the past 2 years and brings great sensibility and integrity to the role. Doug's considered management of MSB finances has assisted us in funding important projects this year, including the NMAS marketing campaign and the review process.

The Board also extends a warm welcome to new Director **Dr Rebecca Wilson**, based in Victoria. Rebecca has been elected by MSB member organisations and we look forward to her contributions.

A full list of MSB directors is provided at the end of this newsletter. A full copy of the Chair's Report will be uploaded onto www.msb.org.au shortly.

Finally, the Board would like to thank everyone who expressed their interest in being part of the work that we do. This year we saw an increase in nominations for a position on the Board. This is wonderful to see, and we do hope that nominees consider putting themselves forward again in the future. We also hope that those who nominated will continue to express their interest in the NMAS via the review process.

HAVE YOU GOT A QUESTION?

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

You may well 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.

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

Bianca Keys – NSW
Dr Andrew Bickerdike – VIC
Doug Murphy QC - QLD
Linda Kochanski - QLD
Peter Condliffe PhD – VIC
Christopher Boyle – WA
Stephen Dickinson - SA
Dr Rebecca Shenton Wilson - VIC