

MSB NEWSLETTER – JULY 2021

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.

BIG NEWS - RESEARCH

The MSB's constitutional objectives include supporting and complementing our members in their efforts to implement the Standards and promoting progressive development in the training and accreditation of mediators and quality mediation services.

To this end, over the past two years the MSB has expressed an interest in supporting research that supports the development and implementation of the NMAS. We have spoken with members, mediators and academics at the National Mediation Conference in 2019, and we have circulated and requested ideas from research networks, universities, and DR organisations. We have been looking to support a topic that will assist our members in implementing the NMAS and our mediators in their work.

The Mediator Standards Board is pleased to announce that it has approved its first research project, "Reality Testing in Mediation". Leading this project is Dr Lola Akin Ojelabi, Associate Professor with La Trobe University. Congratulations to Lola.

This research will be undertaken over the coming year. We look forward to being part of an evidence-based approach that we hope will assist our members when training new mediators and provide accredited mediators with new ideas and resources.

This project also launches the **MSB Annual Grant Process**. Each year we will invite proposals for research projects that support the development and implementation of the NMAS.

NMAS REVIEW - AN UPDATE

Thank you again to all those who have already been part of the review process. This review is being undertaken by an independent organisation, Resolution Resources.

The review uses a methodology that involves broad consultation with the dispute resolution community and will provide the Board with a set of recommendations to consider so that the NMAS can evolve in a way that supports professionalisation of mediators and mediation training.

The NMAS review process presents us all with an incredible opportunity to be part of the evolution of mediator standards. But we must remember that the outcomes of the review rely on the level of input from our member organisations and mediators. Without your participation, your views will not be heard and incorporated in the data and recommendations. This process is one that will benefit all of us in our work, so the more people that become involved, the better.

The main part of the review process is a Survey that will be launched in August. We urge all of our member organisations to complete this survey and to encourage their practitioner members to complete the survey.

If you have not already done so, please visit the review website and register your interest www.nmasreview.com.au

All members and accredited mediators will also be sent the survey link directly.

The main survey is different to the initial effectiveness survey, the results of which we are excited to be sharing with you shortly.

MARKETING 2021

In 2020 the MSB invested in a media campaign aimed at raising awareness of the importance of mediator accreditation. The results of this 8-week campaign exceeded expectations. MSB member organisations and accredited mediators contacted us to express their support for further promotion of the NMAS and the use of accredited mediators. Initial results from the review's effectiveness survey also show that the NMAS community would like to see more promotion of the system.

In 2021 we have engaged an external marketing consultant to design a marketing content strategy that will be rolled out over a 12-month period. It will involve raising awareness of the NMAS more broadly, with a focus on educating those that refer people to mediation and those involved in designing mediation schemes.

Keep an eye out and let us know what you think. A good place to start – Follow us on [LinkedIn](#) and share our posts with your own networks.

HELP PRESERVE THE INTEGRITY OF THE SYSTEM

Our member organisations renew their membership on an annual basis. Each year they are required to demonstrate that they still meet membership criteria. This is especially important for those members conducting training and accrediting mediators under the NMAS, so that their listing on the MSB website and their use of the certification trademark inspire consumer confidence.

If anything impacts a member's criteria for membership during the membership period, we recommend raising this with the MSB as soon as practical so that we can all ensure the integrity of the system.

Accredited mediators hold accreditation for a 2 year period. In each period they are required to maintain professional indemnity insurance, meet good character requirements, and maintain minimum experience and continued professional education. If anything occurs to impact accreditation criteria during an accreditation period, we urge accredited mediators to raise this with their RMAB as soon as practical.

Thank you in advance for your support.

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 (Chair) – NSW

Dr Andrew Bickerdike (Deputy Chair) – VIC

Doug Murphy QC (Hon Treasurer) - QLD

Christopher Boyle (Hon Secretary) – WA

Linda Kochanski - QLD

Peter Condliffe PhD – VIC

Stephen Dickinson - SA

Dr Rebecca Shenton Wilson - VIC

www.msb.org.au