

Who manages the ADR program?

The Directorate of Alternative Resolutions and Equity (ARE):

- manages the ADR program across Defence
- coordinates the provision of mediation, coaching and workplace conferencing
- provides advice and training in conflict management and equity, and
- manages the Defence Equity Coordinators and Advisers.

ADR interventions are conducted by trained ADR practitioners from within Defence and external service providers.

**Resolve disputes
at the earliest possible time
at the lowest possible level**

Who pays for ADR?

ADR is conducted on a user-pays basis. However, there may be little or no cost involved. Where costs are incurred, the work area requesting ADR is responsible for payment. Further details are available from ARE.

Who do I contact?

You can access ADR:

- through command or management, or
- by contacting ARE.

Directorate of Alternative Resolutions and Equity

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Australian Government

Department of Defence

WORKPLACE DISPUTE?

TRY ADR!

Alternative Dispute Resolution

ADR processes are alternatives to other formal dispute resolution processes. ADR allows the parties to safely discuss their differences and reach their own resolutions.

**Directorate of Alternative
Resolutions and Equity**
Fairness and Resolution Branch

What is ADR?

Alternative Dispute Resolution (ADR) refers to informal processes to resolve workplace disputes such as mediation, conflict coaching and workplace conferences. Using an ADR process can often defuse the situation before it escalates.

What are the features of ADR?

ADR:

- is voluntary
- provides users at all levels with a process to resolve disputes at the lowest possible level
- is confidential
- resolves disputes in a 'safe' environment
- is flexible, timely and cost effective
- is forward-focussed - allowing parties to improve their workplace relationships and work together on a plan for the future
- is easily accessible.

ADR is fast, flexible and fair.

What ADR processes are available?

Defence currently uses:

- Mediation
- Conflict Coaching, and
- Workplace Conferencing.

Mediation

In mediation, an impartial third party (the mediator) meets with the parties in dispute and encourages them to identify and discuss their differences and work together to negotiate resolution. Mediators will not take sides or offer legal or other advice. All parties involved in a mediation must sign confidentiality agreement forms to ensure that matters discussed during the mediation will not be repeated outside the mediation room.

Workplace Conferencing

Conferencing is a process where everyone involved in the conflict is invited to get together and:

- talk about what has been happening
- find out how everyone has been affected, and
- decide together how to make things better.

Conflict Coaching

Conflict coaching is a one-on-one approach to resolving conflict. A conflict coach supports, encourages and assists their client to reach their goals for improving the way they manage conflict or disputes. The coach's role is not to provide advice or to act as an advocate, representative or mediator.