



THE
RESOLUTION
CENTRE

Organisational Behaviour
DISPUTE PREVENTION & RESOLUTION
Change Management
REPRESENTATIVE NEGOTIATION
Offering our professional clientele a means to reach agreement and mitigate potential disputes

NEWSLETTER

SECOND QUARTER 2006



Welcome



This quarter has been an exciting growth phase for The Resolution Centre with several organisations partnering with us for ongoing human resource consultancy with their objective to build a workplace culture that optimally performs and minimizes conflict.

In other exciting news and in accordance with our overall strategic direction, The Resolution Centre has recently been engaged to consult to a web based retailer and another large insurance organisation as their preferred complaint resolution and mediation providers.

We continue to build our infrastructure as the Australian workforce builds its awareness for mediation and conciliation in the context of the workplace. The more that human resource practitioners embrace the concept of independent conflict resolution specialists, and the greater number of employment agreements now citing The Resolution Centre as their mediators, the greater our capability grows.



WEBSITE UPDATE

NEW FEATURES FOR THE RESOLUTION CENTRE WEBSITE

New features that are coming include:

- Employment and Careers
- Articles related to workplace conflict and politics
- More information on human resource consultancy after conflict resolution including a 'getting back to business' area
- Quick Mediation Booking area including prompt quotation page
- Dispute Resolution Clauses suitable for your new workplace agreements

Visit us at: www.resolutioncentre.com.au



OUR LOCATIONS



NORTHERN TERRITORY

Darwin



QUEENSLAND

Townsville
Sunshine Coast
Toowoomba
Brisbane
Gold Coast



NSW / ACT

Newcastle
Gosford
Sydney
Parramatta
Wollongong
Broken Hill
Canberra



VICTORIA / TASMANIA

Ballarat
Dandenong
Melbourne
Launceston
Hobart



WESTERN AUSTRALIA

Perth



SOUTH AUSTRALIA

Adelaide

This quarter we have established partnerships in a greater number of regional areas ensuring that our reach with suitable mediation centres and break-out rooms now encompasses the majority of the Australian working population.

Our newest centres include: Bendigo, Newcastle, Gosford and Broken Hill.





→ DISPUTE RESOLUTION CLAUSE

LOOKING FOR A DISPUTE RESOLUTION CLAUSE FOR YOUR EMPLOYMENT AGREEMENTS?

The Resolution Centre can assist with tailored clauses according to your type of agreement and in consideration of other terms and conditions. A standard clause that is able to be used freely in your agreements is as follows:



DISPUTE RESOLUTION CLAUSE

In the event of a dispute in relation to a matter arising under this agreement, in the first instance, the parties will attempt to resolve the matter at the workplace by discussions between the employee or employees concerned and the relevant supervisor.

If such discussions do not resolve the dispute the employee, or employees concerned must attempt to resolve the matter by discussions with more senior levels of management as appropriate and in accordance with the organisations grievance procedure if a grievance procedure exists.

A party to the dispute or the employer may appoint another person, organisation or association to accompany or represent them in relation to the dispute.

If a dispute in relation to a matter arising under the agreement is unable to be resolved at the workplace, and all agreed steps for resolving it have been taken, the dispute may be referred to The Resolution Centre (phone **1300 554 381**) for resolution by mediation and/or conciliation.

The Resolution Centre is an independent and neutral party acting as the facilitator to resolve differences and reach a satisfactory agreement for all parties during the dispute resolution process.

All costs associated with the mediation and/or conciliation will be borne by the employer.

It is a term of this agreement that while the dispute resolution procedure is being conducted work shall continue normally unless an employee has a reasonable concern about an imminent risk to his or her health or safety.

→ CLIENT FOCUS



CANDLES OF HOPE. A 3,000 candles event in Canberra.

AMNESTY INTERNATIONAL

The Resolution Centre are fortunate enough to be working with Amnesty International Australia. Their strategic direction and growth phase have enabled a number of vacant positions throughout Australia.

Please visit their website at: www.amnesty.org.au for further information on career opportunities and/or how to become involved in helping and saving the lives of many around the globe.

→ NEWS

CAREER PROGRESSION ANNOUNCEMENT

Congratulations to Daryl Phillips who recently progressed within The Resolution Centre organisation to the position of General Manager.

Daryl will continue his relationships with existing customers and will be responsible for all corporate services matters including information technology and finance.

→ OTHER

MEDIA ARTICLES ONLINE

Visit our website for the latest media articles.

→ OUR BUSINESS MISSION



To be recognised as the leading practice of complaint management, organisational behaviour and conflict resolution to professionals and commercial entities within Australia.

→ CONTACT US



The Resolution Centre's 'EXTREME NEGOTIATION!' Seminar, 2005.

Customers can contact us for the cost of a local call anywhere in Australia.

Toll Free Number 1300 554 381

www.resolutioncentre.com.au