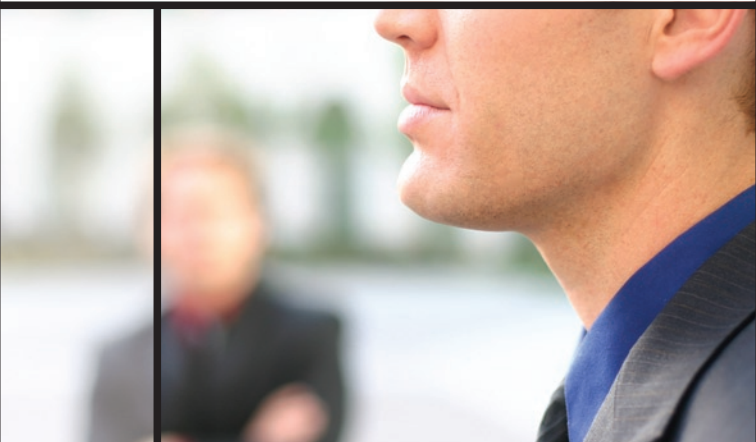




THE
RESOLUTION
CENTRE



WORKPLACE CONFLICT MANAGEMENT

A GUIDE FOR AUSTRALIAN
REHABILITATION AND
INSURANCE CASE MANAGERS



Workplace conflict and unresolved grievances can be the cause of absenteeism, illness and injury claims.



Furthermore, existing physical and psychological illness can escalate if conflict remains unaddressed by managers, case managers and rehabilitation service providers.

ABOUT THE RESOLUTION CENTRE

The Resolution Centre operates in all states and territories and provides accredited workplace mediation and dispute resolution advice.

We specialise in workplace and industrial relations conflict resolution and conduct large volume and single mediations for employers, insurance companies and rehabilitation service providers.

Engaging The Resolution Centre ensures that no conflict of interest is present as we are a privately owned and independent organisation acting with impartiality.



The Resolution Centre's accredited mediators and management professionals can assist manage employee complaints and disputes in order to:

- Prevent escalation of workplace grievance or illness claims
- Ensure the health, safety and wellbeing of all employees
- Facilitate discussion in a controlled and neutral environment
- Reduce the return to work program duration and costs

Many rehabilitation providers and insurance claim managers engage The Resolution Centres' neutral mediators where:

- Conflict and grievances are present within the workplace
- There is unexplained apprehension regarding returning to work
- Where improved communications within the workplace would prevent further/other claims
- Where attempts to resolve conflict internally have failed
- Where a written resolution and agreement regarding behaviour within the workplace is required of the employer and the employee



PROCESS OVERVIEW

NOTIFY THE RESOLUTION CENTRE OF PARTIES
CONTACT DETAILS AND CASE HISTORY



THE RESOLUTION CENTRE CONDUCTS
PRELIMINARY INTAKE MEETINGS WITH ALL PARTIES



A FORMAL "10 STEP MEDIATION" PROCESS IS
CARRIED OUT IN A NEUTRAL ENVIRONMENT



AGREEMENTS ARE SIGNED BY ALL PARTIES AND A
CLOSING REPORT IS SENT TO THE
REHABILITATION PROVIDER OR CASE MANAGER



PARTIES ARE FOLLOWED UP WITHIN ONE MONTH
TO ENSURE ADHERENCE TO AGREEMENT

*The process including preliminary meetings and agreement
development typically takes 4 – 6 hours.*



THE
RESOLUTION
CENTRE

AUSTRALIAN REHABILITATION
AND INSURANCE PROVIDERS

PRICING

(Current at January 2006. All pricing excludes GST.)

Mediation & Conciliation

Preparation, Facilitation, Agreement Development and Post Reporting

\$220 per hour capped at 5 hours per case

Complaint Processing Administration & Investigation

\$80 per hour capped at 5 hours per case

Direct Billing of Customers

20% surcharge on invoice value

Administration and Communications

Included in hourly charges

Travel and Expenses

At cost

Travel time

\$100 per hour capped at 5 hours

(not applicable to metropolitan Brisbane, Sydney, Melbourne & Adelaide)

Meeting Room Hire

\$80 per hour capped at 3.5 hours

RESPONSE TIMES*

Case Acknowledgement

Within 24 hours

Preliminary Meetings Conducted

Within 3 days of case notification

Mediation Conducted

Within 7 days of case notification

Post Mediation Reporting

Within 10 days of case notification

** Response times are dependant on ability to contact and availability of participants.
Response times are in standard business days for each state of Australia.*

*Positively managing and preventing
complaints and conflict.*

CONTACT US

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