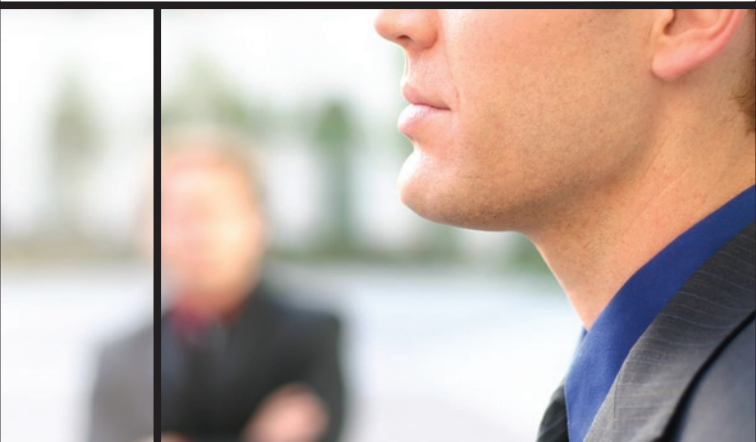





THE  
RESOLUTION  
CENTRE



## 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

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## 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

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## 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.*

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*Positively managing and preventing  
complaints and conflict.*

## CONTACT US

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