

Introduction to conflictsolvers.com.au



Conflictsolvers.com.au was founded in 1998 and continues to be managed by dispute resolution professionals.

We train and empower the people who are making a difference in the lives of others through dispute resolution service. We don't see dispute resolution as just a job.

We see it as a mission to make the world a safer, kinder and more collaborative place.

Our vision is to make Appropriate Dispute Resolution (ADR) the first choice for dispute resolution and going to court the last resort. We value the speed, efficiency and above all the right to self-determination that makes ADR the right choice for all but the most extreme situations.

Guided by values conflictsolvers has a clear set of values to guide our growth and development. We provide an alternative to people who are unable to train using the traditional method of attending classroom-based training.

This approach to learning is a "one size fits all" approach that just is not necessary thanks to the learning technology now available to us. For this reason, unless it is necessary in order to train the specific skills, we train and support members via eLearning and video meeting technology.

This provides us the opportunity to deliver quality training outcomes at a lower cost and in a much more student focused manner.

Our values are:

- Accessibility – we use online learning where possible to improve access to our training and/or professional development
- Flexibility – we harness technology to make our training and support services flexible. This allows us to individualise the learning journey for each student in terms of starting times and the speed that they progress through their course.
- Quality – for us quality means being the best we can be compared to the outcomes of our students or members. The recipients of our services determine value and quality. Our focus is on quality learning outcomes, an appropriate level of support and being real people who care about our students and members success.

- Respect – respect means considering other people’s needs and wants to be important. The only way to know what those needs and wants are with any certainty is to ask.
- Innovation – we don’t value tradition if it just means “the way things have always been done”. To overcome the problems of today we must do things differently. If we can find a way to do things better, we will.

Course for those wanting to be: Nationally Accredited Mediators

Conflictsolvers is a Recognised Mediator Accreditation Body (RMAB) in Australia

Independent Complaint Handling

conflictsolvers provides independent complaint handling services for NMAS Accredited Mediators and Family Dispute Resolution Practitioners.

Professional Indemnity Insurance

Conflictsolvers has sourced very competitively priced professional indemnity insurance for dispute resolution professionals including. The insurance is \$200 plus state taxes (between \$250 and \$300 per year) for a minimum policy.

The option to increase cover and add other coverage such as business insurance and public liability us up to individual members.

Membership Types

Conflictsolvers has the following types of membership

NMAS Members – The total fee for your 2-year renewal is \$195 including GST and the fees payable to the Mediators Standard Board (MSB) on your behalf.

FDRP Members complaints handling – The total fee for 2-year is \$245 including GST.

FDRP Members/Nationally Accredited Mediators – For those who hold both, the total fee for your 2-year renewal is \$275 including GST. This includes the fee payable to the Mediator Standard Board (MSB) on your behalf for your NMAS.

Conflictsolvers offers both face to face and online training for those who wish to become nationally accredited mediators. We also offer competitive in-house training options.

Course for those wanting to be Family Dispute Resolution Practitioners (FDRPs)

You will need to undertake a Grad. Dip. Family Dispute Resolution
Core Units

Six units of competence:

1. CHCFAM001 -- Operate in a Family Law Environment
2. CHCDSP001 -- Facilitate Dispute Resolution in a family law context
3. CHCDSP002 -- Adhere to ethical standards in family dispute resolution
4. CHCDSP003 -- Support the safety of vulnerable people in family dispute resolution
5. CHCDFV008 -- Manage responses to domestic and family violence in family work
6. CHCFAM002 -- Work with a child focused approach

Mandatory 50 hour work placement

The elective units are made up of four units of competence.

1. CHCPRP007 -- Work in a clinical supervision framework
2. CHCDFV012 -- Make safety plans with people who have been subjected to domestic and family violence.
3. CHCFAM007 -- Work with users of violence to effect change.
4. CHCFAM007 -- Assist clients to develop parenting arrangements assessment competency based assessment under the VET system.

Time to complete the course – allow 9 to 12 months to complete. Students have up to 24 months to complete with the option of suspending studies for a period of time if required.

We recommend the following providers:

<https://www.mediationinstitute.edu.au/chc81115-graduate-diploma-family-disputeresolution/>

<https://www.relationshipsvictoria.com.au/assets/PDFs/Courses/Training/Accredited/Graduate-Diploma-of-FDR-2021-Flyer-20110.pdf>