

# Application and operation of the Australian National Mediator Standards



## Survey

The Australian National Mediator Standards were first implemented in January 2008. The Mediator Standards Board is keen to draw on the experience of three years of implementation to identify what elements of the Standards work well, and what areas, if any, need clarification or further development. The MSB is seeking input from RMABs, training and education providers and other members of the MSB for this important task.

On the next couple of pages are a series of open questions to stimulate your thinking. We would appreciate your responses to these questions. We would also be pleased to receive any other notes or documentation that you have been collecting which would provide useful feedback. If your feedback suggests that changes to the standards documents are required, we will consult you further about the likely amendments.

Please return this survey to us by Monday 4 July 2011.

Name of organisation	<input type="text"/>
Name of person completing this survey	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

*Please tick the appropriate box:*

- Recognised Mediator Accreditation Body (RMAB) under the NMAS
- Provider of education and training as set out in the Approval Standards to no less than 25 participants per year
- A professional or service organisation (that is not an RMAB) that has at least 30 mediator members accredited under the NMAS
- A national or state based representative organisation that has 3 or more RMABs as members
- A community or state based mediation organisation that is not an RMAB
- A Commonwealth government agency (that is not an RMAB) as nominated by the Australian Government Attorney-General's Department.
- A government agency from each State and Territory (that is not an RMAB) with ADR policy expertise, as nominated by the Attorney-General or equivalent in each State or Territory.
- An organisation that uses, but does not provide, mediation services
- If you are an RMAB, how many mediators have you accredited to the national standard?

## Approval Standards (attached)

The Approval Standards describe the requirements of the National Mediator Accreditation System, including the role of RMABs and the requirements for accreditation and reaccreditation of mediators.

Question 1: Which aspects of the Approval Standards work well?

Question 2: What, if any, elements of the Approval Standards do you think need clarification? (These may be drafting or other issues. Please be as specific as possible and identify particular clauses if possible)

Question 3: What issues have arisen in relation to processing applications for national accreditation? (Please provide de-identified examples if possible.)

Have you any ideas on how these could be dealt with differently by the Standards?

*Please add more rows as necessary.*

Issues	Ideas for dealing with the issue differently

Any other comments?

## Practice Standards (attached)

The Practice Standards describe in detail the practice and competency requirements for mediators including issues such as confidentiality, the role of the mediator, the knowledge, skills, ethical understandings and responsibilities required of mediators.

Question 1: Which aspects of the Practice Standards work well?

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Question 2: What, if any, elements of the Practice Standards do you think need clarification? (These may be drafting or other issues. Please be as specific as possible and identify particular clauses if possible)

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Question 3: What issues have arisen in relation to the implementation of the Practice Standards? Have you any ideas on how these could be dealt with differently by the Standards? *(Please provide de-identified examples if possible.)*

*Please add more rows as necessary.*

Issues	Ideas for dealing with the issue differently

Any other comments?

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