



Telephone Assisted Mediation (TAM)

What do Community Justice Centres do?

Community Justice Centres (CJCs) provide mediation and conflict management services to help people resolve their own disputes. The service is **FREE**, confidential, **voluntary**, timely and easy to use.

What is mediation?

Mediation is people coming together to discuss issues in dispute. Mediation is conducted by two impartial, trained mediators who help people to:

- Understand each other's point of view.
- Work together to reach an acceptable agreement.

Why Mediate?

Mediation provides a safe, informal environment for people to talk with each other in order to resolve their disputes.

Over 80% of mediations result in an agreement being reached. People are able to commit to the outcome because they take part in the decision-making.

What disputes are suitable for mediation?

A wide range of disputes are suitable for mediation including:
Neighbours, families, business, civil and small claim matters, workplace, Incorporated Associations & community issues.

What is TAM?

Telephone Assisted Mediation (TAM) is when a mediation session is conducted by telephone via a landline. This service is not available via mobile phones.

When is TAM appropriate?

TAM may be conducted for those who:

- Live so far apart that it is not possible to meet in person.
- Have mobility issues due to disability.

When and where is TAM held?

There are no waiting lists. Mediation sessions are arranged at times that suit everyone.

The mediators will conduct the mediation from a private room at the regional office via a landline phone number. People involved in mediation are usually in their own home or at another suitable venue with access to a landline phone number.

What happens in TAM?

The mediators' role is to facilitate discussion so that people can reach their own common sense solution to their dispute. The process typically takes between 2 and 4 hours and generally follows these steps:

- Mediators and the people involved introduce themselves. The mediators explain the process and "ground rules" for the mediation.
- Each person in turn outlines their concerns and is listened to without interruption.
- Mediators encourage and facilitate discussion between the people on issues they have identified.
- Mediators then speak separately with each person while the other person thinks about their options.
- Future arrangements are then negotiated with both parties on the line.
- If all agree, Mediators write an agreement and a copy is provided for each person. This may be posted, faxed or emailed.
- Agreements are made in good faith and are not legally binding. CJCs cannot enforce an agreement.

Who should be present during TAM?

- People who are able to make decisions about the dispute.
- "Support people" may be present, though they do not participate in the session. This needs to be arranged and confirmed prior to mediation with CJCs office.
- Lawyers and solicitors are not required as mediation is not a legal process, people involved should seek legal advice before mediation if they feel it necessary.
- Mediations are not to be video taped or tape recorded. This may have legal and privacy implications.

Helpful Hints

Have a pen, paper, tissues and water available.

Communicating over the phone for a long period can be tiring. To assist with this try to ensure your environment is **quiet, uninterrupted and private.**