

Conciliation

This fact sheet helps you understand the conciliation process used by the CTTT to help you resolve your dispute.



How can you get the most out of conciliation?

Being prepared and clear about the outcome you want is the best way to get the maximum benefit from conciliation:

- Write down your issues in dot points, and summarise the matters that are important to you.
- Be open-minded and flexible. Think about what you can negotiate and compromise on.
- Focus on what you want to achieve, and try not to react emotionally.
- Only agree to what you think is acceptable

What are the benefits of conciliation?

Conciliation is a good way to reach agreement. It creates an opportunity for you to:

- Tell your side of the story in a private environment
- Listen and get a better understanding of the other people involved in the dispute
- Resolve your dispute mutually, quickly and inexpensively
- Find your own solutions without the Tribunal imposing a decision on you

Conciliated agreements are voluntary and therefore more likely to be honoured by both parties.

Participating in the conciliation process may also help you deal with any future disputes you may have.

What is conciliation?

Conciliation is a process used by the CTTT to resolve disputes. The process involves bringing people together to talk about their dispute in an informal, private meeting to try to reach an agreement.

Why does the CTTT provide conciliation?

The CTTT is required to use its best efforts to help people reach agreement through conciliation before a hearing can take place.

Conciliation allows you to have control over the outcome of your dispute and is more likely to result in an agreement you find acceptable.

What happens during conciliation?

During conciliation you would:

- tell the other person what your issues are
- show each other the information you have collected
- ask about the other person's point of view
- negotiate your differences, discuss possible solutions and try to reach an agreement

The CTTT provides information at all hearing venues to assist you during conciliation discussions.

If you reach agreement during conciliation, write it down on the form provided. If a Conciliator is available they can help you write it down. The agreement is then made into a legally binding order.

If conciliation is unsuccessful, a hearing will then go ahead on the same day or at a later date. Negotiations discussed during conciliation cannot be repeated in the hearing room unless both parties agree.

Who is involved in conciliation?

Generally, the people involved in the dispute are the only people to attend the conciliation session. Other people involved may include an agent, advocate or interpreter.

At our larger hearing venues, Conciliators are available to assist with conciliation discussions.