

FACTSHEET

What is Mediation?

At the OPG we have a Dispute Resolution Service (DRS) that can provide mediation if a person has given an advance care directive and there is a dispute over decisions that need to be made. This fact sheet provides information about mediation and what you can expect from our service.

What is mediation?

Mediation is a type of meeting that helps people who are involved in a disagreement to talk about the issues and share their views.

A mediator is someone who is trained to help people communicate with each other and make their own decisions without taking sides.

What happens during mediation?

Before mediation takes place, the mediator will:

- Speak individually to everyone who is involved
- Make sure it is safe and appropriate to mediate
- Give information to help people understand their rights and obligations around ACDs and decision-making arrangements
- Help people to identify the issues and think about the situation from different perspectives
- Make sure everyone understands the mediation process
- Make sure everyone understands privacy and confidentiality

During mediation, a mediator won't make any decisions themselves, but they can make sure that everyone:

- Can be listened to
- Can hear and understand what others have to say
- Can talk about ideas and what they want for the future
- Can focus on the needs and wishes of the person the conflict is about
- Can work out solutions for the future

The mediator will not:

- Take sides
- Decide who is right or wrong
- Make a decision for you
- Force you to agree to anything

OPG Mediation services are:

- Voluntary
- Confidential
- Free

How to apply for mediation

You can apply for mediation by:

- Calling the OPG on 6165 3444 / 1800 855 722
- Downloading the application form from our website www.publicguardian.tas.gov.au.

You can find more information about the OPG's Dispute Resolution Service in the 'Dispute Resolution Service Factsheet'. You can also call the OPG for more information or to discuss a potential application.

Contact

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