## Index

## Aboriginal Australians see Indigenous Australians **Access to Justice Advisory Committee** endorses ADR, 213 on family dispute resolution, 172-179 Acknowledging emotions in family dispute resolution, 177 Adjudication by Queensland Adult Guardian, 146-148 Adversarial court processes see Litigation Advisory mediation vs facilitative mediation, 155-156 Advocate immunity whether applies to lawyers in mediation, 183-186 Alternative/appropriate dispute resolution (ADR) see also Arbitration; Conciliation; Mediation compulsory nature of, 164 end of life decisions, 145 faith-based, 91-99 for Indigenous Australians, 231-236 health care service provider disputes, 109-119 in context of litigation, 159-164 in law degree curriculum, 9-19 in Queensland Planning and Environment Court, 20-29 paradigms and, 46-48 securities exchange disputes, 55-56 taxation disputes, 134 training law students in, 100-108 Appeal rights from faith-based ADR, 96 Arbitration commercial, domestic, 195-200 international, in Australia, 187-195 investor-state disputes, 200-203 **Assault-related offences** mediation for, 135 Australia ethnic composition of, 221-222 Australian Centre for International Commercial Arbitration goal of, 77 **Australian International Disputes Centre** establishment of, 76-77 **Australian Productivity Commission** endorses ADR, 213-214 **Australian Taxation Office** favours ADR, 134 Australia/Pacific region mediation developments in, 73-78 **Beit Din** operation of, 93-99 CALD mediation clients participation by, 225-226

#### Case law see Litigation

## Change management

in family dispute resolution, 175-176

#### Chinese clients

mediation model for, 225

#### Clients

in cross-cultural mediation, 224-226, 228-229 lawyer misbehaviour detrimental to, 204-211 lawyers' obligations to, 151-156

#### Co-mediation

challenges in, 39-44 for Indigenous Australians, 231-236 in cross-cultural dispute resolution, 230

#### Commercial arbitration

domestic, 195-203

## Commercial lease disputes

mandatory mediation for, 74

#### Common law see Litigation

#### **Communication skills**

of lawyers in litigation or mediation, 153

#### **Community Legal Centres**

reports to on complaints handling by police, 81 views on ADR, 214, 220

## **Compensation payments**

health care service provider disputes, 109-119

## Competencies see Skill requirements

#### Compulsory mediation see Mandatory mediation

#### Conciliation

by Queensland Adult Guardian, 144-145 health care service provider disputes, 109-119

#### Confidentiality

cultural issues in, 223

## Conflict resolution see Dispute resolution

## **Conflicts of interest**

between ADR and litigation, 163

### **Contracts**

arbitration extended to non-signatories, 191-192

## Costs

minimisation of, 98 of mandatory mediation, 124

## Counter-storytelling

for marginalised groups, 48

## Courts see Litigation

#### Credit Ombudsman Service

establishment of, 55

#### **Cross-cultural mediation**

skills required for, 221-230

#### **Cultural** issues

CALD mediation clients, 45-54 cross-cultural mediation, 221-230

in dispute resolution, 30-38 multicultural context of mediation, 45-54

#### **Customer Service Charter**

NSW Police Force, 80-81, 90

## **Deceased estate disputes**

mandatory mediation for, 74-75

#### **Decision-making**

end of life decisions, 137-139 informed, practitioners' insights, 218-219

#### **Defence forces**

ADR procedures in, 76

#### **Demonisation of culture**

experience of CALD mediation clients, 30-38

#### Discovery

mediation proposed before completion of, 131-134

# Dispute resolution see also Alternative/appropriate dispute resolution; Arbitration; Conciliation; Mediation

advocacy in, 150-158, 204-205 by Legal Aid Queensland, 205-206 by Queensland Adult Guardian, 137-149 clients' perception of conflict, 228 complaints against police, 83-84 cultural issues in, 30-38, 49-52, 222 understanding causes of conflict, 12-13, 154

## "Distributive bargainers"

arbitration lawyers as, 208-209

#### **Education** see Law schools

#### **Efficiency**

of faith-based ADR, 98

#### Elder co-mediation model

for Indigenous Australians, 234-235

## **Emotional intelligence**

ADR training increases, 11-12

## Emotions, expression of

in family dispute resolution, 176

## End of life decisions

dispute resolution, 137-149

## **Ethical obligations**

lawyers in dispute resolution, 156-158

#### **Expectations**

in cross-cultural mediation, 228

## Expert knowledge see Skill requirements

## External dispute resolution clauses

in broker contracts, 56

## **Facilitative mediation**

vs advisory mediation, 155-156

#### Fairness

preservation of, 164

#### Faith-based ADR

role of, 91-99

#### **Family Court**

reasons for endorsing ADR, 161, 163-164

## Family dispute resolution (FDR)

loss and hope in, 172-179

## Family Relationship Centre at Broadmeadows

cross-cultural mediation at, 226

#### Farm debt mediation

success rate of, 74

#### **Federal Court**

native title negotiations, 167-168

## **Federal Magistrates Court**

early mediation appropriate in, 131

## **Financial Ombudsman Service**

enforceability of outcomes, 61 establishment of, 55

#### Gender differences

in Sudanese clients' access to ADR, 52-53

#### Gormly, Jeremy

speech on ADR education, 75-76

#### Halacha (Jewish law)

as basis for a legal system, 93, 96

#### **Healthcare mediation**

compensation paid after disputes with, 109-119

#### Hope

in family dispute resolution, 172-179

#### **Identity**

loss of in family separations, 173-174

#### **Impairment assessments**

in health care service provider disputes, 115

## **Impartiality**

cultural issues in, 223-224, 231-236

## **Incapacitated adults**

end of life decisions, 137-149

## **Indigenous Australians**

ADR for, 231-236

mediation involving, 167-168

mediation model for, 224-225

## **Information**

for end of life decisions, 143-144

gathering prior to hearing or mediation, 153

#### **Intake process**

importance of in mediation, 217-218

## Internal dispute resolution clauses

in broker contracts, 56

## **International arbitration**

in Australia, 187-195

Sydney to host Congress for, 203

#### **Investor-state disputes**

arbitration for, 200-203

pending legislation, 188

#### Islamic law

as basis for a legal system, 93

#### Islamic Multicultural Association of the Gold Coast Inc

case study of, 27-28

#### Jewish faith-based ADR

efficacy of, 93-96

#### **Judges**

role in ADR, 160-161

#### Jurisdiction

of financial ombudsmen, 60

#### Justice, access to

in end of life disputes, 139-143, 148 mediation and, 73-74, 212-220

#### La Trobe University Law School

ADR course students, 102-108

#### Law Australia Wide survey

on incidence of legal problems, 214

#### Law schools

ADR teaching in, 100-108

ADR teaching recommended for, 9-19

skills demanded by students, 17-18

#### Lawvers see also Skill requirements

adversarial advocacy vs dispute resolution, 150-158

coercion by in mediation, 183-186

developing a professional identity, 15-16

duty to advise about ADR, 11

employed by health care complainants, 114-115

"misbehaviour" in mediation settings, 204-211

negligence by solicitors, 69-72

skills required for FDR, 174-178

use of ADR by, 100-101

## **LEADR** (Lawyers Engaged in Alternative Dispute Resolution)

Australasian branches merge, 76

## **Legal Aid Queensland**

dispute resolution conferences, 205-206

## "Legal takeovers"

by arbitration lawyers, 209-210

## Legislation

investor-state disputes, 188

new arbitration acts, 187-188

#### Life changes

after separation of family, 174

## Listening skills

in family dispute resolution, 175-176

#### Litigation

ADR endorsed by NSW courts, 162

dispute resolution advocacy vs, 150-158

dispute resolution connected to, 20-24, 159-164

for health care disputes, 111

ineffective, mediation indicated by, 126

```
legal assistance for, 219-220
    managing court lists, 120-121
    mandatory mediation prior or parallel to, 126-127
    mediation before completion of discovery, 131-134
    relating to international arbitration, 188
    self-represented litigants, 26
    undue emphasis on in law teaching, 9-10
    whether quasi-judicial tribunal is "court", 187-188, 195-199
Losses
    in family dispute resolution, 172-179
Mandatory mediation
    benefits and drawbacks, 120-127
    in New South Wales, 74-75
Marginalisation
    of Sudanese mediation clients, 49-52
Mediating with Families (Fisher and Brandon)
    review of, 63-64
Mediation see also Mandatory mediation
    advisory vs facilitative, 155-156
    as a step in proceedings, 3-8
    by Queensland Adult Guardian, 144-145
    challenges in co-mediation, 39-44
    coercion by lawyers in, 183-186
    co-mediation, 39-44, 230, 231-236
    cross-cultural, 45-54, 221-230
    failure to attend, 3-8
    for assault-related offences, 135
    for ethnic Chinese, 225
    for Indigenous Australians, 224-225, 231-236
    healthcare mediation, 109-119
    in Pacific nations, 77-78
    lawyer misbehaviour in, 204-211
    lawyers' role in, 150-151
    legal aid provided for, 219-220
    media watch, 134, 186
    multiple parties in, 166-171
    of farm debt, 74
    parties to with ongoing relationships, 125
    philosophy of, 42
    practitioners interviewed, 212-220
    racial abuse during soccer match, 72
    regional developments in, 73-78
    sought before discovery completed, 131-134
    strategies for, 169-171
    voluntary has higher settlement rates than mandatory, 124-125
    vs "meditation", 135-136
    Western model of, 222-223
Melbourne Commercial Arbitration and Mediation Centre
    launch of, 203
```

#### "Misguided advisors"

arbitration lawyers as, 208

## Motorcycle gangs

reasons for hiring, 8

#### Multiculturalism see Cultural issues

#### **Multiple parties**

mediation among, 166-171

#### NADRAC (National Alternative Dispute Resolution Advisory Council)

closure of, 7-8

supports inclusion of ADR in curricula, 16-17

## **National Association of Community Legal Centres**

endorses ADR, 220

## **National Mediator Accreditation Standards**

on cultural issues, 221-230

practitioners under interviewed, 215-219

## **National Practice Standards**

neutrality under, 233-234

#### **Native Title Tribunal**

mediation among multiple parties, 166-171

#### **Negligence**

by health care providers, 110

by solicitors, 69-72

claim against lawyer in mediation, 185

#### Negotiation

in cross-cultural mediation, 228-229

in healthcare disputes, 116-117

models of, 155

#### **Neutrality**

cultural issues in, 223-224, 231-236

#### **New South Wales**

courts in endorse ADR, 162

mandatory mediation in, 74-75

Police Force complaints process, 79-90

#### **New Zealand**

LEADR merged with Australia, 76

## Non-adversarial practice

skills required for, 154-158

## **Non-signatories of contracts**

arbitration extended to, 191-192

#### Office of the Health Services Commissioner (Vic)

payments made through, 109-119

#### Ombudsmen

securities exchange dispute resolution by, 55-62

## Papua New Guinea

mediation program, 77-78

#### **Paradigms**

ADR and, 46-48

#### "Passive advocates"

arbitration lawyers as, 209

## **Personality factors**

in co-mediation, 41

## Philosophy of mediation

individual variation in, 42

#### **Police Force of NSW**

complaints process in, 79-90

#### Positieve Supervisie en Intervisie (Bannink)

review of, 65

#### Power differentials

assessing, 154-155

in end of life disputes, 141

#### **Practice-based learning**

of ADR, 102-103

#### **Practitioners** see Lawyers

#### **Pre-mediation**

in cross-cultural dispute resolution, 230

#### **Private sessions**

mediation in, 169-171

#### "Process thwarters"

arbitration lawyers as, 206-207

#### **Professional identity**

positive, developing, 15-16

## Psychological well-being

ADR training increases, 13-14

## **Queensland Adult Guardian**

dispute resolution processes, 137-149

#### Queensland Planning and Environment Court

ADR in, 20-29

#### Queensland University of Technology (QUT)

ADR training by, 186

#### Questions, asking

in family dispute resolution, 178

#### Rapport

in family dispute resolution, 175

#### Referees

should they allow the costs of a negligent solicitor, 69-72

#### Reframing

in family dispute resolution, 177

## Religious beliefs see Faith-based ADR

#### Research

into co-mediation, 40-43

into complaints resolution by police, 81-88

into practitioner behaviour, 212-220

## **Retail leases disputes**

mandatory mediation for, 74

#### Rule of law

threatened by mandatory mediation, 122-123

#### Samoa

mediation program, 78

#### Saving face

in cross-cultural mediation, 229

## Scholarship Dispute, The (DVD)

as teaching tool, 100, 102-108

## Securities exchange disputes

ombudsmen in, 55-62

#### Separation of family members

emotions arising from, 172-173

#### Settlement

duty to advise clients about, 152

## Sexual harassment complaints

outcomes of ADR, 161-162

## Sharia (Islamic law)

as basis for a legal system, 93

#### Situated learning

of ADR, 102-103

## Skill requirements

co-mediation, 41

communication skills, 153

cross-cultural mediation, 221-230

family dispute resolution, 174-175

listening skills, 175-176

non-adversarial practice, 154-158

of law schools, 17-18

of ombudsmen, 60

SOLO Taxonomy of competencies, 106-107

#### Soccer match

racial abuse during, 72

#### Social media

reporting of family disputes on, 174

## **SOLO** Taxonomy of competencies

skills in, 106-107

## **Solomon Islands**

mediation program, 78

## South Sudanese refugees

experiences of ADR, 48-52

#### **Summarising**

in family dispute resolution, 178

## **Supreme Court of NSW**

deceased estate disputes, 74-75

#### Sustained dialogue

in mediation, 235

## **Taxation disputes**

ADR favoured in, 134

## The Scholarship Dispute (DVD)

as teaching tool, 100, 102-108

#### Threshold Learning Outcomes

for ADR, 14-15, 101

#### **Tonga**

mediation program, 78

## **Transformative mediation model**

sustained dialogue within, 235

## **United Kingdom**

financial ombudsmen in, 55-62

## **United States**

health care disputes in, 113

## Vanuatu

mediation program, 78

## Victorian Commercial Arbitration Tribunal

whether a "court" under CAA s 8, 187-188, 195-199

#### Victorian Office of the Health Services Commissioner

payments made through, 109-119

## Voluntary participation

cultural issues in, 224

## Westminster Legal Policy Forum, 73

## Workplace injury disputes

mandatory mediation for, 74

## Wrongs Act 1958 (Vic)

in health care service provider disputes, 116, 118

## "Zealous adversarial advocates"

arbitration lawyers as, 207-208