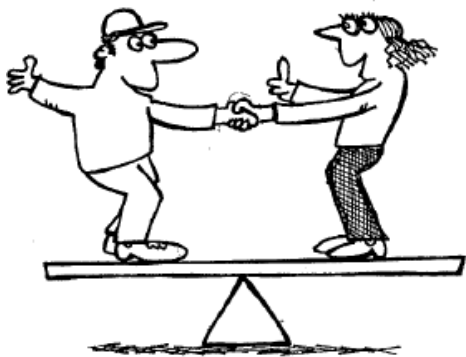

What sort of disputes does the Service assist with?

CRS can assist with a wide range of disputes including, but not limited to:

- Separated couples/Family Dispute Resolution
 - Property Settlements
 - Parenting: Family Dispute Resolution and issuing of S60I Certificates
- Neighbourhood
- Commercial/Business
- Family, couples
- Workplace
- Parent/Teen
- Social
- Wills & Estates
- Community Associations
- Civil/Small Claims
- Landlord and Tenant
- Guardianship
- Contract Negotiations/Fulfilment



Preventing, managing and resolving a dispute takes two people to get the balance right!

What is the Conflict Resolution Service?

The Conflict Resolution Service is a not-for-profit community organisation, which provides services to the ACT community to prevent, manage and resolve disputes

CRS is partly funded through the ACT Government: Community Services Directorate and Justice & Community Safety Directorate

Additional information on any of CRS services, tips and strategies for better communication, training, professional development, community education etc visit www.crs.org.au

Why Choose Conflict Resolution Service (CRS)?

- CRS** can save you time, money & stress
- CRS** is informal and easy to use
- CRS** allows you to have a say in the outcome
- CRS** can help you come up with practical solutions that can work long term
- CRS** helps prevent a problem escalate into a crisis
- CRS** is voluntary & confidential
- CRS** can arrange appointments quickly with no waiting lists
- CRS** assists you to put things in perspective & decide what is most important to you
- CRS** encourages everyone to look at a situation from different angles, which can help you find a solution
- CRS** assists you to talk with the other person/s involved to ensure the other person hears your point of view ...and you also hear theirs
- CRS** ensures that all decisions to resolve the dispute are made with the agreement and involvement of all parties...and that everyone is able to live with these decisions

Do you have a dispute you can't resolve?



Conflict Resolution Service

Est.1988

We get you talking!

Separated Couples | Workplace | Families
Business Negotiations | Commercial | Debts
Neighbourhood | Organisations | Wills & Estates | Parenting Arrangements | Friends | Couples/Relationships | Landlord / Tenant | Aged Care | Property Settlements | Small Claims /Debts | Clubs/Groups | Guardianship Parent/Child | Contracts | Living Arrangements Body Corporate | ...What's happening for you?

Ph: 02 6162 4050

Level 2 & Level 3, Griffin Centre
20 Genge St, Canberra City 2601

Web: www.crs.org.au

Email: mediation@crs.org.au

How do I know if I need to contact CRS?

Everyone in life encounters **problems** with other people....the issues and the personalities involved will determine if it can be resolved to everyone's satisfaction.

If people disagree or can't decide about the best way to resolve a situation this is called a **dispute**.



When a dispute escalates - emotions become involved, positions become more fixed, and as more time goes by it turns into a **conflict**.

In all of the above situations CRS can assist!

Most people just want someone else there, like CRS, to help them to be heard, get their points of view across and generally assist the conversation so that it goes well.

CRS can move the discussion away from destructive exchanges to more constructive discussion...which will more likely meet everyone's needs...and resolve the situation.

What CRS services are available to assist me?

- Information
- Referral
- Conflict Coaching
- Mediation
- Facilitation
- Education for Self-Advocacy
- Training & Professional Development
- Community Education

Can I talk with CRS by myself?

Yes! CRS can either work with you individually &/or with everyone involved in the situation by:

- Talking with you about the issues you are facing and discuss ways you can resolve the dispute by yourself
- Providing you with information on what you need to consider to resolve the issues
- Working with you on how to expand your skills and strategies so that you are better able to communicate and negotiate with the other person
- Provide referrals to other agencies such as legal considerations and other support services to assist with your wellbeing.
- You can talk with CRS over the phone or in person.

What if I want to involve the other person/s with CRS?

If you decide that you would like CRS to assist you talk with the other person/s, CRS can:

- Contact the other person on your behalf to understand what is happening for them.
- If mediation is suitable, CRS will negotiate and make all the arrangements to find a date and time which suits everyone (sessions can be held during work hours, week nights and on Saturdays)
- CRS will also talk with the other person/s individually to build their skills and knowledge in ways to resolve the situation as well, so that everyone is on the same page with how to go about resolving the situation.

CRS provides a timely and cost effective service when you need it....there are NO waiting lists!

Who are CRS staff and mediators?

All CRS staff/mediators, have been specifically trained and qualified in various dispute/conflict resolution processes, skills and strategies.

All CRS mediators are registered under the ACT Mediation Act (1997) and accredited under the Australian National Mediation Accreditation Standards.

What does it cost?

All initial consultations and interviews are FREE no matter what the dispute.

If mediation is required, our service is free for low income earners. If fees are charged, these are based on a sliding scale depending on income.

Not all disputes can be resolved...
but they can be managed!

