

Dispute Resolution

The Victorian Dispute Resolution Service

The Institute of Arbitrators Australia’s Victorian Dispute Resolution Service is designed to help resolve most types of small or single issue disagreements, disputes or conflicts.

What Type of Dispute Can The Service Resolve?

Almost any type of small or single issue dispute between two or more parties.

The Service has a very wide scope. For example, the Service could be used for disputes between any of the following (or combinations of the following):

- Individuals
- Consumers
- Clients
- Service Providers
- Landlords
- Tenants
- Agents
- Traders
- Retailers
- Professionals
- Partners
- Mortgagees/Mortgagees
- Buyers
- Corporations
- Financial Institutions
- Insurers
- Family members
- Shareholders
- Guarantors
- Sellers

What Does The Service Offer?

- Trained, independent dispute resolvers from a broad professional pool.
- Prompt response - to hear and assist in the resolution of your dispute.
- Private proceedings - at times and places that suit you.
- Flexibility - the dispute resolution process will be tailored to meet your needs.
- Legally binding decisions - when arbitration has been used.
- Agreed terms of settlement - made legally enforceable by contract - when mediation is chosen.

Representation

Parties can use lawyers or other representatives to assist or can appear themselves, personally.

What Does The Service Cost?

The policy of the Service is to produce a commercial resolution in the minimum time possible by the expert use of available dispute resolution techniques. Costs depend on the amount in dispute. Some matters can be settled at the initial meeting. Further sessions will be necessary if settlement is not achieved at the initial meeting. Complex matters will take longer to resolve, but The Institute believes the Service will still be faster and less expensive than most alternatives.

Initial meeting - all disputes (one hour) \$100.00.

Amount in Dispute	Per Three-hour Session
up to \$25,000	\$300.00
\$25,000 - \$50,000	\$400.00
\$50,000 and above	\$500.00

There is no charge for the Dispute Resolver’s time in reading and preparing for the initial meeting. However, fees are charged if the Dispute Resolver is required to work beyond the session time to prepare an award or agreement to provide reasons, when they are required. These charges are calculated at an hourly rate, pro-rata of the above session charges.

If at the initial meeting, the dispute is not resolved, the parties will be assisted in understanding the types of dispute resolution processes available and which type would be most appropriate for their dispute.

Additional information may be obtained from:

The Chief Administrative Officer,
 The Institute of Arbitrators Australia
 Level 1
 22 William Street
 Melbourne Vic 3000

Phone: 03 9629 6799
 Fax: 03 9629 5250
 E-mail: instarb@werple.net.au.