

# WORKPLACE MEDIATION SERVICES

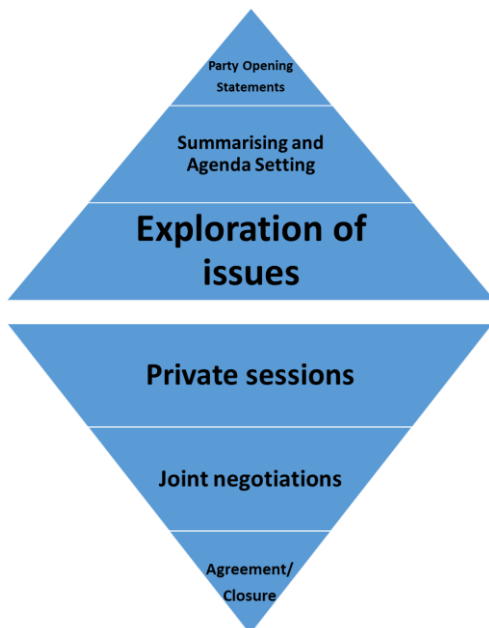


## WHAT IS MEDIATION?

Mediation is a process by which an experienced mediator acts as a neutral third party to assist disputing parties to work together to reconcile their differences, in order to reach an outcome which is mutually agreeable to all parties.

In the workplace injury context, mediation is an effective tool to address interpersonal barriers impacting upon an employee's ability to remain at, or return to work.

Recovre follow the below mediation model:



## WHEN TO USE MEDIATION?

Interpersonal conflict is one of the leading cause of workers compensation claims for psychological injury in Australia, which are more costly and result in more time off work compared to other claims. Mediation is suitable for:

- The sooner the better; mediation early on in the claims process (or even pre-claim) can assist with resolving relationship breakdowns before they escalate further.
- Claims with complex interpersonal issues/disagreements which are preventing a worker from returning to work.
- Physical injuries where interpersonal issues or non-claim related factors are preventing a return to work.

## WHY MEDIATE?

- **Reduce time loss** and facilitate early return to work.
- **Preserve working relationships** by avoiding win/lose scenario supporting sustainable return to work outcomes.
- **Independent process** that preserves confidentiality for all parties.

## OUR MEDIATIONS

The Recovre Group engages with expert mediators with the following qualifications to better assist you:

- **Accreditation under the National Mediator Accreditation System**
- **Extensive experience** in facilitating **independent, solution-focused** workplace mediations to achieve successful claim outcomes and support the return to work process

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