



Three60 Consult Pro-bono Mediation FAQ:

What is our Pro-bono Mediation Service

Three60 Consult has a team of highly experienced and capable mediators. We offer private mediation services for employment matters including for employment relationship problems, personal grievances, interpretation disputes and collective bargaining impasses. As part of our commitment to serving our community, we provide these mediation services for free to eligible parties.

What is the eligibility criteria?

The pro bono mediation service is offered to people or organisations within our community who do public good and who may not otherwise have the ability to access or engage with our private mediation services to resolve their conflict.

This will include but is not limited to:

- i. Referrals from the legal community and those professionals currently undertaking pro bono work.
- ii. Not for profit organisations.
- iii. Low-funded charities.
- iv. MSD funded organisations.
- v. Social Enterprises.
- vi. Other (e.g. urgent instances of conflict where an MBIE mediation may not be immediately available).

Who will be our mediator?

We have 5 mediators who participate in our pro bono mediation program. You can review who they are by clicking on the links below. It is important to note that we do not accept requests for a particular mediator as part of our free mediation service. However, you can be assured that all our mediators are accredited and highly skilled people who will be able to capably assist the parties.

<https://www.three60consult.co.nz/services/conflict-resolution/mediation/>

How do I apply?

If you consider you meet the eligibility criteria and would like to access our free mediation service, you can fill out the application form and then submit the application form either through the website or you can email it to mediation@three60consult.co.nz



How long will it be between my application and the date of mediation?

Where the parties have agreed to a date for mediation, we will endeavour to accommodate the date you have agreed to. Where we are unable to accommodate an agreed date, or the parties have not agreed to a date, we will offer the parties a range of available dates. We aim to provide quick access to mediation services and will always try and find the earliest date available, which we hope will be within a month or sooner from the date of application.

Can the parties be represented?

Yes, parties are welcome to bring along a representative and/or support person, provided they agree to adhere to the confidentiality requirements of mediation. It is important to note that where you bring a representative, you will be responsible for the costs associated with representation.

Where will the mediation be held?

The mediations will be held via zoom or in person at our offices, located at 10 Viaduct Harbour Avenue, CBD, Auckland free of charge. However, if there are too many people for our mediation rooms, we will work with the parties to find another suitable location. If there is cost associated with a different location, then it will be the parties responsibility to cover the cost of the rooms.

What documentation do I need to complete before the mediation?

As mentioned above, the Applicant will need to complete an application form and both parties will need to sign an agreement to mediate prior to the start of the mediation. You are encouraged to send a summary of the matters to be discussed and any other relevant documentation.

How long will the mediation take?

The duration of each mediation is likely to vary depending on the matters to be discussed and the people involved. However, our mediators will reserve 1 full day (up to 8 hours on one date) to assist the parties. The mediation will start at 9am and will finish at any time on that same day.

Will there be pre-mediation meetings?

The mediator will meet with each party separately on the morning of the mediation to enable the parties to meet the mediator, gain clarity on the process and set out what each party hopes to achieve and any other information the parties consider important to discuss with the mediator before the parties meet