



Government approaches to Alternative Dispute Resolution (Newcastle and Lower Hunter)

Friday, 13 September / The University of Newcastle - 409 Hunter St, Newcastle, NSW 2300

Please visit the [Resolution institute website](#) for further information or to register

Speakers and presentations

Opening addresses



Professor **Tania Sourdin** is the Dean of the University of Newcastle Law School and was previously the Foundation Chair and Director of the Australian Centre for Justice Innovation (ACJI) at Monash University in Australia.

In the past two decades, she has conducted qualitative and quantitative research projects into aspects of the dispute resolution and justice systems in 12 Courts and Tribunals and six external dispute resolution schemes within Australia. Other research has focussed on justice innovation, technology, delay and systemic reforms. She is also currently reviewing justice apps as well as undertaking research relating to the client experience of tech enabled justice options.

Professor Sourdin is the author of more than 110 books, articles and papers which focus on justice reform issues. She has published and presented widely on a range of topics including ADR, justice innovation, justice issues, mediation, conflict resolution, collaborative law, artificial intelligence, technology and organisational change. Professor Sourdin has led national research projects and produced important recommendations for ADR and justice reform within Australia and internationally. She has also retained a part time practice focus and has worked for more than 30 years as a lawyer, 25 years in various senior part time tribunal positions and as a mediator and has since 2014 been the NBN industry dispute resolution advisor within Australia.



Andrew Mills is the Second Commissioner of the Australian Taxation Office (ATO), with overall responsibility for law practice, including law interpretation, dispute prevention and resolution and the ATO's role in policy and law design.

Andrew has more than 35 years of experience in taxation, including periods in the ATO, commerce and the tax profession. Andrew was a Director at Greenwoods & Freehills for more than 20 years and managing director of the firm from 2006 to 2011. Andrew was President of The Tax Institute in 2006–2007 and is a former Governor of the Taxation Research Foundation. In practice, Andrew was an active participant and representative of a number of industry bodies and an advisor to a number of Board of Tax reviews. Andrew holds a Bachelor of Business, a Master of Laws and a Graduate Diploma in Tax Law. Andrew is a Chartered Taxation Adviser (Life), a member of the Australian Committee of the International Fiscal Association and a graduate of the Australian Institute of Company Directors.

NSW Civil and Administrative Tribunal



Jeniffer Drennan is a newly appointed General Member of the NSW Civil and Administrative Tribunal, and was previously a conciliator for the Tribunal for some 14 years. She is a NMAS accredited mediator and a committee member of the local chapter of the Resolution Institute.

Jeniffer will give a brief overview of the guiding principles which govern the provision of Alternative Dispute Resolution at the Tribunal, and a detailed overview of the process used to assist parties to reach a mutual outcome. The process is usually undertaken at first mention however on agreement by the parties can occur at any time throughout the carriage of the matter. The process is designed to be flexible so as to ensure a '*cheap, quick yet just*' resolution of the real issues in dispute.

Department of Defence

Co presenters: Mr **Petri Kristian** and Ms **Carol Bowen**. Carol is a Dispute Resolution Practitioner and Panel Manager for the NSW Defence Community. Petri is the Deputy Director Dispute Resolution at the Directorate of Complainants and Resolution.

Carol and Petri will provide an overview of the Department of Defence's ADR program, and focus on the benefits of facilitating restorative conversations as a result of unacceptable behaviour in the workplace, performance management issues, and general conflict and disagreements.

The range of relevant services provided by the Department include:

- mediation
- facilitated conversations
- group facilitation
- restorative engagement
- conflict management coaching
- interactive problem solving
- bespoke dispute resolution workshops, and
- training workplace behaviour advisers.

Australian Taxation Office



Damien Browne is an Assistant Commissioner within the ATO's Review and Dispute Resolution area, where he currently holds responsibility for:

- The ATO's Alternative Dispute Resolution services; most notable In-House Facilitation and Dispute Assist
- Process and performance governance of ATO objections work including quality management
- Disputes Case Leadership and Capability
- Dispute prevention, and
- Feedback.

Damien joined the ATO in 2007 from the Commonwealth Ombudsman's office, where he was variously responsible for information technology, public and international affairs, public contact, and support for the taxation and Defence Force Ombudsman roles. In his time with the ATO he has been responsible for legal and tax technical policy and practice, including advice and guidance, dispute resolution and settlements, national practice management for ATO Legal Services, and for the ATO's management of objections from Individual taxpayers. Damien holds a BA (Hons)/LLB from the ANU.

Fair Work Ombudsman



Janelle Fryer is an Assistant Director in the Fair Work Ombudsman's (FWO) Advice, Support and Assistance branch. She leads a team of mediators and customer solutions officers who work with employers and employees to resolve workplace disputes.

The branch provides free and confidential support to employers and employees. Janelle will talk about their dispute resolution methods including early intervention, mediation and small claims referral.

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| | <p>The FWO is an independent statutory office responsible for promoting harmonious, productive and cooperative workplace relations and ensuring compliance with Australia's workplace laws. Free services include an info-line and web based tools and resources that provide reliable and timely information about Australia's workplace relations system.</p> |
| <p>Hunter New England Health</p> | <p>Session presenters:</p> <ul style="list-style-type: none"> • Julie Dixon, Manager, Organisational Development & Learning; and • Steve Matchett, Respectful Workplace Consultant, Organisational Development & Learning. <p>Julie and Steve will present on the Workplace Harmony Framework. This is a restorative approach to conflict resolution used within Hunter New England Health. It has been developed based on the following premises:</p> <ul style="list-style-type: none"> • Delivery of excellent patient care and service is dependent on effective and respectful workplace relationships • Effective workplace relationships occur when each person takes individual responsibility for creating and maintaining those relationships • When workplace conflict occurs the individuals involved focus on resolution as opposed to being right and winning • Conflicts are resolved with a focus on restoring relationships, to enable effective team functioning and service delivery on an ongoing basis. <p>This restorative approach (using either self-resolution and/or assisted resolution methods) encourages fair, flexible and appropriate resolution of workplace discourtesy, workplace conflict and bullying allegations in accordance with NSW Health and local policies and practices. It supports the expression of emotion and rather than imposing a solution on participants the affected people are able to meet together, confront their difficulties and develop a plan to reconcile their differences.</p> |
| <p>NSW Department of Fair Trading</p> | <div data-bbox="448 1261 726 1534" data-label="Image"> </div> <p>Suzanne Dean is the Community Liaison Coordinator for the Hunter/Gosford region of NSW Fair Trading, which is the consumer protection agency within NSW. The agency's role is to assist both consumers and business when there is a dispute regarding a purchase or a service. Suzanne has been with the Department for 26 years and has extensive experience in complaint handling and compliance issues. Her present role is to develop education sessions for both consumers and businesses on their rights and obligations under legislation administered by NSW Fair Trading. The presentation will cover what Fair Trading is about, the types of complaints handled and how they are administered.</p> |

NSW
Department of
Communities
and Justice



Katrina Spyrides is the Director, Community Justice Centres (CJC) and Alternative Dispute Resolution Directorate (ADRD); which is part of the newly merged NSW Department of Communities and Justice. Katrina has been a mediator since 1994 and has also worked in other ADR focused positions as a case manager, policy advisor, trainer, lecturer and executive officer. Katrina has been the CEO of Conflict Resolution Service ACT; Family Dispute Resolution Practitioner and Restorative Engagement Facilitator with the Defence Abuse Response Taskforce.

CJC provides free dispute resolution services throughout NSW for a broad range of disputes, some of which are mandated through court and tribunal orders. The presentation will cover CJC's service delivery model, types of disputes and client outcomes, and how CJC is responding to the increasing complexity in cases. CJC is also currently developing a new case management system and online referral system which will align with the provisions of the NMAS, reduce administrative processes and support practitioners to deliver services – which will ultimately support clients in managing and resolving their disputes as part of access to justice.
