

Preparing for conciliation

One of the best ways to prepare for conciliation is to think about what is important to you and what may be important to the other person/people involved in the complaint (the 'other party').

The following questions are designed to help you prepare for conciliation, so please read and think about each of them. The conciliator may talk through these questions with you before the conciliation.

Please note that the conciliator will not pass on your answers to the other party without your agreement.

You should also talk about these questions with any support person, advocate or representative who will be participating in conciliation with you.

1. What is the main thing you want to make sure the other party understands about how you see things/your version of events?

2. What are the main things that you and the other party are likely to disagree on? What do you think you and the other party are likely to agree on?

3. How do you think the complaint could be resolved and why? How do you think the other party will respond to this?

4. What may you need to say or do to help resolve the complaint? What could the other party say or do to help resolve the complaint?

5. What could be the consequences for you if the complaint is not resolved?

6. How much do you want to resolve the complaint (circle answer)?



7. How much do you think the other party wants to resolve the complaint (circle answer)?



8. Arriving at an agreement both parties can live with often involves both parties making some compromises. What might you be prepared to consider compromising on in order to resolve the complaint?

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