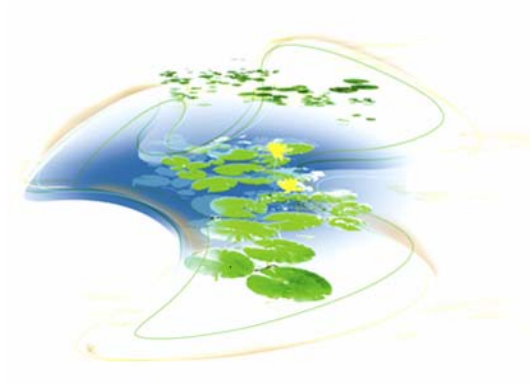


# FINDING TRAINING SOLUTIONS IN INDIGENOUS DECISION-MAKING AND DISPUTE MANAGEMENT



**Indigenous Facilitation and Mediation Project**  
Australian Institute for Aboriginal and Torres Strait Islander Studies

## A RESOURCE FOR NATIVE TITLE REPRESENTATIVE BODIES

### PART TWO: TRAINING PROVIDERS

---

## PART TWO – TABLE OF CONTENTS

---

Abbreviations .....	83
Useful Websites .....	83
<b>INTRODUCTION</b> .....	<b>84</b>
Why have we produced this resource? .....	84
<b>SECTION ONE</b> .....	<b>85</b>
<b>Training organisations providing relevant nationally accredited qualifications</b> .....	<b>85</b>
Certificate IV in Community Mediation (CHC41302) .....	86
Certificate IV in Community Development (CHC41902) .....	87
Diploma in Community Development (CHC51402) .....	88
Certificate IV in Business (Governance) (BSB40901) .....	89
Diploma of Business (Governance) (BSB50901) .....	92
Certificate II in Indigenous Leadership (80605ACT) .....	93
Certificate IV in Indigenous Leadership (80606ACT) .....	93
Certificate IV in Aboriginal Family Mediation (91097NSW) .....	94
Certificate IV in Preparing for Negotiation: Devising Sustainable Processes to Promote Sustainable Outcomes (51320) .....	95
<b>SECTION TWO</b> .....	<b>96</b>
<b>Other training provider details</b> .....	<b>96</b>
Compiling Training Provider Information .....	97
Training Provider Matrix .....	98

---

## Abbreviations

<b>AIATSIS</b>	<b>Australian Institute of Aboriginal and Torres Strait Islander Studies</b>
<b>AQF</b>	<b>Australian Qualifications Framework</b>
<b>CBT</b>	<b>Competency Based Training</b>
<b>IFaMP</b>	<b>Indigenous Facilitation and Mediation Project</b>
<b>NAC</b>	<b>New Apprenticeship Centre</b>
<b>NTRB</b>	<b>Throughout this resource, 'NTRB' is used to include Native Title Representative Bodies, Native Title Services and Land Councils</b>
<b>NTRU</b>	<b>Native Title Research Unit</b>
<b>RCC</b>	<b>Recognition of Current Competency</b>
<b>RPL</b>	<b>Recognition of Prior Learning</b>
<b>RTO</b>	<b>Registered Training Organisation</b>
<b>VET</b>	<b>Vocational Education and Training</b>

## Useful Websites

<a href="http://www.aiatsis.gov.au/ifamp.htm">www.aiatsis.gov.au/ifamp.htm</a>	<b>Indigenous Facilitation and Mediation Project, Australian Institute of Aboriginal and Torres Strait Islander Studies</b>
<a href="http://www.dest.gov.au">www.dest.gov.au</a>	<b>Department of Education, Science and Training</b>
<a href="http://www.training.com.au">www.training.com.au</a>	<b>Federal Government website giving general information on Vocational Education and Training</b>
<a href="http://www.ntis.gov.au">www.ntis.gov.au</a>	<b>National Training Information Service</b>
<a href="http://www.newapprenticeships.gov.au">www.newapprenticeships.gov.au</a>	<b>New Apprenticeship Centres</b>
<a href="http://www.grantslink.gov.au">www.grantslink.gov.au</a>	<b>Australian Government Community Grants</b>
<a href="http://www.indigenousleadership.org.au">www.indigenousleadership.org.au</a>	<b>The Australian Indigenous Leadership Centre</b>

---

# INTRODUCTION

---

## Why have we produced this resource?

Good decision-making and effective dispute management are essential skills for both Indigenous people and communities and those who work with them. Native title and the new whole of government approach, with its emphasis on shared responsibility and regional participation, has seen an increasing emphasis on negotiation and agreement making. This, in turn, has led to a greater use of processes such as mediation and facilitation in order to support the sound decision-making of Indigenous groups and communities.

The Indigenous Facilitation and Mediation Project (IFaMP) has worked with Native Title Representative Bodies (NTRBs) to discuss issues in relation to decision-making and dispute management and to identify related training needs.

In Part One, you have been given information about:

- nationally accredited training and the Australian Qualifications Framework
- organisations to contact to obtain advice about training
- possible sources of funding for training programs
- the Commonwealth Government's New Apprenticeship (traineeship) Scheme
- nationally accredited qualifications that best fit with the twenty priority training areas relating to Indigenous decision-making and dispute management processes.

Part Two provides information about training providers:

Section One provides you with:

- the names of Registered Training Organisations which deliver nationally accredited qualifications and contain units relevant to Indigenous decision-making and dispute management processes.

Section Two provides you with:

- details and contacts of a range of training providers who may offer training related to the twenty key training priority areas (see page 8) identified by IFaMP in Indigenous decision-making and dispute management processes and who could possibly partner with an RTO to offer full qualifications if requested.
-

# SECTION ONE

---

## Training organisations providing relevant nationally accredited qualifications

This section provides a list of training providers which offer nationally accredited qualifications relevant to Indigenous decision-making and dispute management processes as outlined in Section Four of Part I of this Resource Guide. Note that you can mix and match units to make them more relevant to your work in a shopping trolley approach (see page 29).

**Note that providers not listed here in Section 1, but listed in Section 2 (page 96) can partner with an RTO to provide the following certificates.**

---

# Certificate IV in Community Mediation (CHC41302)

<b>Organisation Name</b>	<b>Delivers In</b>
Training for Health and Community Services (TRAHCS)	ACT
Workplace Australia Group	ACT, NSW, NT, QLD, SA, TAS, VIC, WA
UnitingCare Unifam Training and Education (UUTE)	NSW
Cooloola Sunshine Institute of TAFE	QLD
Gitana Consulting and Training Services	QLD
Mount Isa Institute of TAFE	QLD
The Bremer Institute of TAFE	QLD
Esset Australia	TAS
Positive Solutions: Mediation, Counselling, Training	TAS
Dispute Settlement Centre of Victoria (DSCV)	VIC
Regional Extended Family Services (REFS)	VIC
C. Y. O'Connor TAFE	WA

# Certificate IV in Community Development (CHC41902)

<b>Organisation Name</b>	<b>Delivers In</b>
Canberra Institute of Technology CANBERRA, ACT	ACT
Community Education and Training HACKETT, ACT	ACT
National College Australia BAULKHAM HILLS, NSW	ACT NSW NT QLD SA TAS VIC WA
Integrated Care Management LAMBTON, NSW	ACT NSW QLD
Worktrain Pty Ltd KIRRAWEE, NSW	ACT NSW QLD VIC
Adult Community Education LISMORE, NSW	NSW
Booroongen Djugun College KEMPSEY, NSW	NSW
Byron Region Community College Inc MULLUMBIMBY, NSW	NSW
Nepean Community College Inc PENRITH, NSW	NSW
QFC Training KIRRAWEE, NSW	NSW
Riverina Community College WAGGA WAGGA, NSW	NSW
Wesley Vocational Institute SYDNEY, NSW	NSW
Charles Darwin University CASUARINA, NT	NT
Central Queensland Institute of TAFE ROCKHAMPTON, QLD	QLD
Cooloola Sunshine Institute of TAFE MOOLOOLABA, QLD	QLD
Directions (Australia) Pty Ltd MALENY, QLD	QLD
Moreton Institute of TAFE MT GRAVATT, QLD	QLD
Mount Isa Institute of TAFE MOUNT ISA, QLD	QLD
The Bremer Institute of TAFE BUNDAMBA, QLD	QLD
Wide Bay Institute of TAFE MARYBOROUGH, QLD	QLD
Australian Institute of Social Relations HINDMARSH, SA	SA
TAFE SA South, TAFE SA North, TAFE SA Regional ADELAIDE, SA	SA
Esset Australia LAUNCESTON, TAS	TAS
MST Workplace Solutions DEVONPORT, TAS	TAS
Work & Training Limited MOONAH, TAS	TAS
Central Gippsland Institute of TAFE MORWELL, VIC	VIC
East Gippsland Institute of TAFE BAIRNSDALE, VIC	VIC
New Futures Training COBURG, VIC	VIC
Salvation Army Education and Training Services EAST GEELONG, VIC	VIC
Swinburne University of Technology (TAFE Division) HAWTHORN, VIC	VIC
Wodonga Institute of TAFE WODONGA, VIC	VIC
Challenger TAFE BEACONSFIELD, WA	WA

## Diploma in Community Development (CHC51402)

Organisation Name	Delivers in
Canberra Institute of Technology, CANBERRA, ACT	ACT
Community Education and Training, HACKETT, ACT	ACT
Integrated Care Management, LAMBTON, NSW	ACT NSW QLD SA VIC
Booroongen Djugun College, KEMPSEY, NSW	NSW
Wesley Vocational Institute, SYDNEY, NSW	NSW
Charles Darwin University, CASUARINA, NT	NT
Cooloola Sunshine Institute of TAFE, MOOLOOLABA, QLD	QLD
The Bremer Institute of TAFE, BUNDAMBA, QLD	QLD
Wide Bay Institute of TAFE, MARYBOROUGH, QLD	QLD
Yalga-binbi Institute for Community Development, THURINGOWA CENTRAL, QLD	QLD
Yeronga Institute of TAFE, YERONGA, QLD	QLD
Australian Institute of Social Relations, HINDMARSH, SA	SA
Esset Australia, LAUNCESTON, TAS	TAS
Institute of TAFE Tasmania, HOBART, TAS	TAS
Bendigo Regional Institute of TAFE, BENDIGO, VIC	VIC
Chisholm Institute of TAFE, DANDENONG, VIC	VIC
Coonara Community House Inc, UPPER FERNTREE GULLY, VIC	VIC
East Gippsland Institute of TAFE, BAIRNSDALE, VIC	VIC
Gordon Institute of TAFE, GEELONG, VIC	VIC
Kyabram Community & Learning Centre Inc, KYABRAM, VIC	VIC
Royal Melbourne Institute of Technology (RMIT), MELBOURNE, VIC	VIC
Sunraysia Institute of TAFE, MILDURA, VIC	VIC
Swinburne University of Technology (TAFE Division), HAWTHORN, VIC	VIC
Transformations - Pathways to Competence and Developing Excellence Pty Ltd trading as Skills Training Australia BENALLA, VIC	VIC
University of Ballarat (TAFE Division), MT HELEN, VIC	VIC
Victoria University, FOOTSCRAY, VIC	VIC
Wodonga Institute of TAFE, WODONGA, VIC	VIC
Central West TAFE, GERALDTON, WA	WA
Challenger TAFE, BEACONSFIELD, WA	WA
Sophia College of Counseling, BRUNSWICK, WA	WA



# Certificate IV in Business (Governance) (BSB40901)

<b>Organisation Name</b>	<b>Delivers In</b>
Australian College of Management Pty Ltd LANE COVE, NSW	ACT NSW NT QLD SA TAS VIC WA
Curtin University - Vocational Training and Education Centre KALGOORLIE, WA	ACT NSW NT QLD SA TAS VIC WA
Gibaran Business School Pty Ltd ADELAIDE, SA	ACT NSW NT QLD SA TAS VIC WA
Gryphon Learning Pty Ltd MELBOURNE, VIC	ACT NSW NT QLD SA TAS VIC WA
Hortus Australia PORT LINCOLN, SA	ACT NSW NT QLD SA TAS VIC WA
Interaction Consulting Group Pty Ltd PHILLIP, ACT	ACT NSW NT QLD SA TAS VIC WA
Tranby Aboriginal College GLEBE, NSW	ACT NSW NT QLD SA TAS VIC WA
The International Institute of Business Management Pty Ltd AVOCA BEACH, NSW	ACT NSW QLD SA TAS VIC WA
Integrated Care Management LAMBTON, NSW	ACT NSW QLD SA VIC
Individual Solutions Australia KIAMA, NSW	ACT NSW QLD VIC
Arilan Training STOCKTON, NSW	NSW
Booroongen Djugun College KEMPSEY, NSW	NSW
Business Enterprise Centre Cabonne Orange Blayney Inc ORANGE, NSW	NSW
Global Values Xchange Pty Ltd WENTWORTH FALLS, NSW	NSW
Kiama Community College Inc KIAMA, NSW	NSW
Macleay Valley Workplace Learning Centre Inc SOUTH KEMPSEY, NSW	NSW
Southern Region Community College Inc GOULBURN, NSW	NSW
TAFE NSW - Illawarra Institute WOLLONGONG WEST, NSW	NSW
TAFE NSW - North Coast Institute PORT MACQUARIE, NSW	NSW
TAFE NSW - Riverina Institute WAGGA WAGGA, NSW	NSW
TAFE NSW - South Western Sydney Institute BANKSTOWN, NSW	NSW
TAFE NSW - Sydney Institute ULTIMO, NSW	NSW
TAFE NSW - Western Sydney Institute KINGSWOOD, NSW	NSW
The Illawarra Itec Ltd, WOLLONGONG, NSW	NSW
Vocational Institute of Australia Pty Ltd FISHING POINT, NSW	NSW
Western College Inc DUBBO, NSW	NSW
Yamuloong Inc GARDEN SUBURB, NSW	NSW
Tweed Training & Enterprise Co Ltd MURWILLUMBAH, NSW	NSW QLD
Workright Australia Pty Ltd NORTH ADELAIDE, SA	NSW QLD SA TAS VIC
Management and Research Centre (MARC) MILE END, SA	NSW QLD SA VIC

<b>Organisation Name</b>	<b>Delivers In</b>
ASEAN Training & Education Services Pty Ltd MCMAHONS PT, NSW	NSW QLD SA VIC WA
Bruce Callaghan & Associates Pty Ltd BALMAIN, NSW	NSW QLD
Batchelor Institute of Indigenous Tertiary Education BATCHELOR, NT	NT
Dovaston Training & Assessment Centre DARWIN, NT	NT
Kakadu Studios STUART PARK, NT	NT
Maningrida JET Centre MANINGRIDA, NT	NT
Tiwi Islands Training and Employment Board STUART PARK, NT	NT
Hanson Training Services (Australia) Pty Ltd ALICE SPRINGS, NT	NT QLD
Barrier Reef Institute of TAFE PIMLICO, QLD	QLD
Central Queensland Institute of TAFE ROCKHAMPTON, QLD	QLD
Cooloola Sunshine Institute of TAFE MOOLOOLABA, QLD	QLD
Global Training Institute Pty Ltd PALMWOODS, QLD	QLD
IRES Remote Corporate Services CAIRNS, QLD	QLD
Mount Isa Institute of TAFE MOUNT ISA, QLD	QLD
Northern Skills Alliance Incorporated CAIRNS, QLD	QLD
Open Learning Institute of TAFE SOUTH BRISBANE, QLD	QLD
Southern Queensland Institute of TAFE TOOWOOMBA, QLD	QLD
The Aboriginal and Torres Strait Islanders Corporation for Health Education and Training DUTTON PARK, QLD	QLD
The Bremer Institute of TAFE BUNDAMBA, QLD	QLD
The Learning Workshop Pty Ltd CAIRNS, QLD	QLD
The University of Queensland (Main Campus) UNIVERSITY OF QUEENSLAND, QLD	QLD
Tropical North Queensland Institute of TAFE CAIRNS, QLD	QLD
Ausgrow Training Services Network Inc MURRAY BRIDGE, SA	SA
Entrepreneurship Institute Australia Pty Ltd ADELAIDE, SA	SA
TAFE SA South, TAFE SA North, TAFE SA Regional ADELAIDE, SA	SA
Learning Partners Pty Ltd RIVERSIDE, TAS	TAS
Australian Centre for Workplace Learning MELBOURNE, VIC	VIC
Box Hill Institute of TAFE BOX HILL, VIC	VIC
Jobs Australia Ltd MELBOURNE, VIC	VIC
Results Training Australia MELBOURNE, VIC	VIC
Wodonga Institute of TAFE WODONGA, VIC	VIC
Albany Worklink Inc ALBANY, WA	WA
Central Area Regional Training Services NORTHAM, WA	WA
Central West TAFE GERALDTON, WA	WA
Challenger TAFE BEACONSFIELD, WA	WA
Djaringo Pty Ltd BROOME, WA	WA
Great Southern TAFE ALBANY, WA	WA

SECTION ONE - Training organisations providing relevant nationally accredited qualifications

<b>Organisation Name</b>	<b>Delivers In</b>
Kimberley College of TAFE KUNUNURRA, WA	WA
Phoenix Business College JOONDALUP, WA	WA
Pilbara TAFE KARRATHA, WA	WA
Progressive Training GERALDTON, WA	WA

---

## Diploma of Business (Governance) (BSB50901)

Organisation Name	Delivers In
Curtin University - Vocational Training and Education Centre KALGOORLIE, WA	ACT NSW NT QLD SA TAS VIC WA
Gibaran Business School Pty Ltd ADELAIDE, SA	ACT NSW NT QLD SA TAS VIC WA
Gryphon Learning Pty Ltd MELBOURNE, VIC	ACT NSW NT QLD SA TAS VIC WA
Hortus Australia PORT LINCOLN, SA	ACT NSW NT QLD SA TAS VIC WA
Interaction Consulting Group Pty Ltd PHILLIP, ACT	ACT NSW NT QLD SA TAS VIC WA
Tranby Aboriginal College GLEBE, NSW	ACT NSW NT QLD SA TAS VIC WA
The International Institute of Business Management Pty Ltd AVOCA BEACH, NSW	ACT NSW QLD SA TAS VIC WA
Individual Solutions Australia KIAMA, NSW	ACT NSW QLD VIC
Integrated Care Management LAMBTON, NSW	ACT NSW QLD SA VIC
Booroongen Djugun College KEMPSEY, NSW	NSW
Global Values Xchange Pty Ltd WENTWORTH FALLS, NSW	NSW
TAFE NSW - Sydney Institute ULTIMO, NSW	NSW
Vocational Institute of Australia Pty Ltd FISHING POINT, NSW	NSW
Western College Inc DUBBO, NSW	NSW
Yamuloong Inc GARDEN SUBURB, NSW	NSW
Workright Australia Pty Ltd NORTH ADELAIDE, SA	NSW QLD SA TAS VIC
Dovaston Training & Assessment Centre DARWIN, NT	NT
Central Queensland Institute of TAFE ROCKHAMPTON, QLD	QLD
Global Training Institute Pty Ltd PALMWOODS, QLD	QLD
In-Tech Training BRISBANE, QLD	QLD
Queensland Community Arts Network Inc NEW FARM, QLD	QLD
Ausgrow Training Services Network Inc MURRAY BRIDGE, SA	SA
Entrepreneurship Institute Australia Pty Ltd ADELAIDE, SA	SA
Learning Partners Pty Ltd RIVERSIDE, TAS	TAS
Box Hill Institute of TAFE BOX HILL, VIC	VIC
Albany Worklink Inc ALBANY, WA	WA
Challenger TAFE BEACONSFIELD, WA	WA
Pilbara TAFE KARRATHA, WA	WA
Progressive Training GERALDTON, WA	WA

## Certificate II in Indigenous Leadership (80605ACT)

## Certificate IV in Indigenous Leadership (80606ACT)

The Australian Indigenous Leadership Centre (AILC) is sole copyright/licence owner of Certificates II and IV in Indigenous Leadership.

### Organisation Name

### Delivers In

---

Australian Indigenous Leadership Centre Ltd  
PO Box 4110, Kingston ACT 2604  
Phone: (02) 6273 0022 Fax: (02) 6273 0033

ACT NSW NT QLD SA  
TAS VIC WA

---

# Certificate IV in Aboriginal Family Mediation (91097NSW)

Loretta Kelly of Wirraal Wuungganbay is a licence holder of five of the six modules of Certificate IV in Aboriginal Family Mediation. The copyright owner is Community Connections North Coast Incorporated. Loretta Kelly or Community Connections can deliver the course for any RTO that incorporates this course into its scope.

**Organisation Name**

**Delivers In**

---

Wirraal Wuungganbay "Black Duck Working"

NSW

PO Box 130, Corindi Beach NSW 2456

Phone: (02) 6649 1761 Fax: (02) 6649 1781

Community Connections North Coast Incorporated

NSW

17B Keen Street, Lismore NSW 2480 (PO Box 1005, Lismore NSW 2480)

Phone: (02) 6622 3143 Fax: (02) 6622 4202

---

# Certificate IV in Preparing for Negotiation: Devising Sustainable Processes to Promote Sustainable Outcomes (51320)

Judith Morrison is sole copyright/licence owner of this Certificate IV Course in Preparing for Negotiation and as such can deliver the course for/in partnership with any RTO or deliver it independently. No RTO can deliver this course without the copyright owner.

<b>Organisation Name</b>	<b>Delivers In</b>
Judith Morrison, BA, Grad Dip (Aboriginal & Intercultural Studies), M. Litt (Peace Studies) 2 Garden Street, Swanbourne WA 6010 Phone: (08) 9384 2136 Fax: (08) 9384 2136	ACT NSW NT QLD SA TAS VIC WA

# SECTION TWO

---

## Other training provider details

This Section provides details of a range of training providers who offer training relating to Indigenous decision-making and dispute management processes. It contains a matrix which is a quick reference to these providers: the matrix shows the key characteristics of the training services each provider offers, as well as the states and territories in which they operate.



## Compiling Training Provider Information

Providers were located through web searches and information available to IFaMP at the time of compilation. They were asked to indicate if they provided training in twenty key training areas which relate to Indigenous decision-making and conflict management which were identified by IFaMP through a series of workshops with NTRBs. Not all responded. The description of the training offered is based closely on the text provided to IFaMP by the training providers.

The twenty areas are:

1. Communication skills – introduction to effective communication
2. Mapping conflict including underlying disputes, early warning signs, the range of ADR interventions and when they might be required
3. Mapping Indigenous decision-making processes
4. Assertiveness and self-esteem
5. Cross cultural communication
6. Organisational communication
7. Facilitation
8. Managing meetings
9. Presentation skills and public speaking
10. Mediation
11. Dispute management design approaches
12. Negotiation skills
13. Managing technical experts and third parties in mediation and facilitation
14. Group dynamics
15. Dealing with difficult people and behaviours
16. Presenting technical information to non-technical audiences
17. Team work and team building skills
18. Relationship building exercises
19. Feedback and debriefing skills
20. Train the Trainer

Please contact the Native Title Research Unit if you wish to be added to the Resource Guide in its electronic form, which will appear on IFaMP's web site (<http://ntru.aiatsis.gov.au/ifamp>):

Native Title Research Unit  
Australian Institute of Aboriginal and Torres Strait Islander Studies  
GPO Box 553  
Canberra ACT 2601  
Email: [ntru@aiatsis.gov.au](mailto:ntru@aiatsis.gov.au)  
Ph: 02 6246 1161

---

## Training Provider Matrix

The training provider matrix includes information provided by providers in response to a series of questions:

- Is your organisation a registered training organisation? (Refer to page 24 - 'What are Registered Training Organisations?' - for more information).
  - If not, does your organisation have a partnership with an RTO to provide nationally accredited training? (Refer to page 26 - 'What about non-nationally accredited training providers?' - for more information).
  - Are any of your programs delivered specifically for the native title context?
  - Has your organisation provided training for Indigenous community groups?
  - Has your organisation provided training to staff of an Indigenous organisation?
  - Has your organisation provided training to Indigenous individuals and/or small groups?
  - Can your organisation provide Indigenous presenters or co-presenters?
  - Does your organisation have the capacity to customise training to meet the specific needs of Native Title Representative Bodies and their client groups?
  - Can your organisation provide advice and assistance to NTRBs to secure funding for training programs?
  - In which states/territories does your organisation deliver training?
-









Training Provider Matrix		RTO	Partners with RTO to provide training	Specific Native Title Programs	Train Indigenous community groups	Train staff of Indigenous organisations	Train Indigenous individuals/small groups	Indigenous presenters or co-presenters	Customise training for clients	Help find funding for training	Training in all states	Training in ACT	Training in NSW	Training in NT	Training in QLD	Training in SA	Training in TAS	Training in VIC	Training in WA	
57	OTEN (TAFE NSW)	✓		✓	✓	✓	✓	✓	✓		✓									
58	Pilbara TAFE (TAFE WA)	✓			✓	✓	✓	✓	✓	✓										✓
59	Professional and Continuing Education, UoA	✓					✓		✓							✓				
60	REFS Training and Consultancy Services	✓			✓	✓	✓	✓	✓	✓	✓									
61	Resolve Advisors Pty. Ltd.				✓	✓	✓	✓	✓		✓									
62	Rhiân Williams Approved Mediation Agency		✓	✓	✓	✓	✓	✓	✓	✓	✓									
63	Rose La Vie Creative Facilitator and Mediator			✓	✓	✓	✓	✓	✓	✓			✓			✓	✓	✓		
64	School of Volunteer Management	✓				✓	✓		✓		✓									
65	South West Regional College Bunbury (TAFE WA)	✓			✓	✓	✓	✓	✓											✓
66	TAFE SA	✓			✓	✓	✓	✓	✓	✓						✓				
67	The Accord Group				✓	✓	✓	✓	✓		✓									
68	The Indigenous Business Institute Ltd (The IBI)		✓	✓	✓	✓	✓	✓	✓	✓	✓									
69	The Institute of Group Leaders		✓				✓	✓	✓			✓	✓							
70	The Learning Workshop Pty. Ltd.	✓			✓	✓	✓	✓	✓	✓				✓	✓					





## Aboriginal Resource and Development Services Inc. (ARDS)

### Organisational Profile

ARDS is a non-profit Aboriginal controlled organisation based in the Northern Territory, working predominantly with the Yolngu people of north-east Arnhem Land. ARDS provides community development / community education services in the strategic areas of health, economics and law. With over 30 years of experience ARDS has developed a unique and highly effective educational methodology that uses the people's own language wherever possible, and requires an understanding of its clients existing knowledge and knowledge gaps, to enable the transfer of knowledge covering an extensive range of (often complex) subject areas.

As well as conducting face-to-face sessions, ARDS utilises a variety of communication mediums, to allow the most effective delivery of its education services. In the last few years ARDS has extended its service delivery through the establishment of a radio service broadcasting in language across north-east Arnhem Land and in Darwin, and is exploring web-based services.

### Training relevant to decision making and dispute management

ARDS educators have developed particular expertise in providing decision making and dispute management skills training with Aboriginal organisations, having been engaged by both community councils and Aboriginal companies in north-east Arnhem Land to assist in resolving disputes over management structures and operational processes. Over three decades ARDS has assisted several Aboriginal organisations to draft and formalise their constitutions, and has provided advice on the establishment of procedures and protocols to assist them to more effectively manage their organisations.

### Training related to key training areas

ARDS provides a range of training to Indigenous organisations as well as non-Indigenous and government agencies providing services to Indigenous communities.

ARDS has provided training in: communication skills, mapping conflict and decision making processes, cross-cultural communication, facilitation, managing meetings, mediation, dispute management and negotiation skills.

ARDS is also adept at working with organisations to tailor training to their specific needs.

### Contact Details

Contact: Office Manager - Alice Nurthen  
Address: PO Box 1671  
Nhulunbuy NT 0881  
Email: [nhulun@ards.com.au](mailto:nhulun@ards.com.au)  
Web: [www.ards.com.au](http://www.ards.com.au)  
Ph: 08 8987 3912  
Fax: 08 8987 3910

---

## A.C.T.I.V.E. Training Australia

### Organisational Profile

A.C.T.I.V.E. Training - Australian Competency Training for Industry and Vocational Employment – is a not-for-profit organization and Registered Training Organisation. A.C.T.I.V.E provides training for Aged Care and Disability staff at Certificate IV level (Recognition of Prior Learning and face-to-face training only). A.C.T.I.V.E trainers have taught all types of communication skills, assertiveness skills and self esteem, managing meetings, presentation and public speaking, group dynamics, team work and team building skills and dealing with difficult behaviours. This has been undertaken in many different ways with a variety of participants including Indigenous participants and all age groups. A.C.T.I.V.E is a mobile company and is prepared to travel in QLD, schedule permitting.

A.C.T.I.V.E. trainers have TAFE experience, teaching Communication, Group dynamics and other courses at Advanced Diploma Level for twenty years; have worked with the unemployed; and have delivered courses for Indigenous unemployed.

### Training relevant to decision making and dispute management

A.C.T.I.V.E. trainers possess Diplomas of Teaching TAFE Bed AS and Commerce Rec (Majors in Communication).

A.C.T.I.V.E. delivers a Diploma of Business Management. A.C.T.I.V.E. has experience in facilitating groups for standards writing.

### Training related to key training areas

Most of these skill areas are taught in Certificate IV Aged Care, although at a fairly basic level. A.C.T.I.V.E. has also taught these in TAFE and in its own nationally accredited Diploma of Business Management in full competency based training methodology.

### Contact Details

Contact: Director - Justine Gerry  
Address: PO Box 391  
Burpengary QLD 4505  
Email: [activetraining@optusnet.com.au](mailto:activetraining@optusnet.com.au)  
Web: [www.active-training-australia](http://www.active-training-australia)  
Ph: 07 3202 8517  
Fax: 07 3203 8916

---

## ADR Plus Pty Ltd

### Organisational Profile

ADR Plus specialises in the training of mediators and conciliators. It also offers mediation and conciliation services through its wide network of mediators. ADR Plus has been operating since 1991 and has provided training in all states and territories of Australia as well as in New Zealand, India, Thailand, Singapore, Malaysia. ADR Plus has also provided training to the National Native Title Tribunal. ADR Plus is involved in the Mawul Rom Project, a project focussing on Indigenous and non-Indigenous decision making models and cross cultural communication.

### Training relevant to decision making and dispute management

ADR Plus was the successful tenderer to design and deliver training in decision making to the National Native Title Tribunal in 2003 and 2004.

### Training related to key training areas

ADR Plus offers training in:

- Mawul Rom
- Cross cultural communication and mediation
- Facilitation
- Mediation
- Train the Trainer
- Negotiation Skills

### Contact Details

Contact: Director - Sue Duncombe  
Address: 11 Boundary Street  
Clovelly NSW 2031  
Email: [adrplus@ozemail.com.au](mailto:adrplus@ozemail.com.au)  
Web: [www.adrplus.com.au](http://www.adrplus.com.au)  
Ph: 02 9664 2622  
Fax: 02 9665 2101

---

# Australian Centre for Peace and Conflict Studies (ACPACS)

## Organisational Profile

The Australian Centre for Peace and Conflict Studies (ACPACS) is a centre of research and practice excellence in the areas of conflict analysis, prevention and management, alternative dispute resolution, peace-building and development and post-conflict reconstruction. ACPACS is a Registered Training Organisation. The aims of the Centre are to:

- conduct research into the causes of international and national conflict; international security, non-violent modes of conflict resolution and sustainable peace-building with special reference to the Asia-Pacific region
- provide knowledge and practical skills in non-violence, mediation, conflict resolution, peace-keeping and peace-building in the contemporary global context
- provide advanced level short courses and training for government and non-government organisations engaged in dispute resolution, peace-keeping, peace-building, development activities, humanitarian intervention, and work in conflict contexts
- offer expert advice to public and private sector organisations.

## Training relevant to decision making and dispute management

ACPACS delivers training in the following areas of dispute management:

- Mediation (approved Queensland Law Society training program and LEADR);
- Advanced Mediation;
- Cross-cultural Mediation;
- Mediation in Schools;
- Conflict Resolution in the Workplace;
- Advanced Commercial Negotiation (Conducted in conjunction with Queensland Law Society);
- Negotiation for Trainers;
- Managing Conflict Online;
- International Mediation in Public and Private Law.

Customised in-house training programs are also available.

## Training related to key training areas

ACPACS also provides training in: Train the trainer; Dispute management design approaches; Mapping conflict including underlying dialogues, early warning signs, the range of ADR interventions and when they might be required.

## Contact Details

Contact: Director of ADR and practice - Professor Nadja Alexander  
Address: Australian Centre for Peace and Conflict Studies (ACPACS)  
University of Queensland, Brisbane QLD 4072  
Email: [p.walker2@uq.edu.au](mailto:p.walker2@uq.edu.au)  
Web: [www.uq.edu.au/acpacs](http://www.uq.edu.au/acpacs)  
Ph: 07 3365 1763  
Fax: 07 3346 8796

---

# Australian Commercial Disputes Centre Limited (ACDC)

## Organisational Profile

The Australian Commercial Disputes Centre is an independent non-profit organisation established in 1986 to introduce non-adversarial dispute resolution processes in Australia. ACDC stands at the forefront of alternative dispute resolution in Australia. The Centre achieves this through promoting and advancing excellence in ADR practice, innovation and education.

## Training relevant to decision making and dispute management

ACDC delivers training in Alternative Dispute Resolution that includes decision making and dispute management. It conducts specialist training in Dispute Management Systems, Conflict Resolution, Dispute Avoidance, Complaint Handling, Accredited Mediation and Conciliation, and Concilio-Arbitration.

## Training related to key training areas

ACDC delivers training in the following of the 20 key training areas:

- Mapping conflict including underlying disputes, early warning signs, the range of ADR interventions and when they might be required
- Assertiveness and self-esteem
- Facilitation
- Mediation
- Dispute management design approaches
- Negotiation skills
- Managing technical experts and third parties in mediation and facilitation
- Dealing with difficult people and behaviours.

## Contact Details

Contact: Training Manager - Steve Gibbeson  
Address: Level 6, 50 Park Street  
Sydney NSW 2000  
Email: [info@acdcltd.com.au](mailto:info@acdcltd.com.au)  
Web: [www.acdcltd.com.au](http://www.acdcltd.com.au)  
Ph: 02 9267 1000  
Fax: 02 9267 3125

---

# Australian Indigenous Leadership Centre (AILC)

## Organisational Profile

The AILC is a not-for-profit Registered Training Organisation providing nationally accredited Certificate and Diploma level courses for Indigenous leaders. The AILC delivers leadership development programs through sponsorship and partnership arrangements. The programs provide exposure to leaders and leadership environments, build awareness, encourage sharing among participants and focus on effectiveness and impact.

## Training relevant to decision making and dispute management

Sessions include:

- Strategic Planning
- Dealing with Conflict
- Governance
- Ethics
- Dealing with Stakeholders.

Units of competence include:

- Certificate II Indigenous Leadership - Work Effectively with others
- Certificate IV Indigenous Leadership - Promote Team Effectiveness; Work Effectively with Others; Manage conflict.

Courses enable the development of confidence and building or relationships.

## Training related to key training areas

Units of competence:

- Work Effectively in a Business Environment (Certificate II & IV)
- Communicate in the Workplace (Certificate II & IV)
- Provide information to Clients (Certificate II & IV)
- Maintain and Protect Culture (Certificate IV)
- Advocate for Clients (Certificate II & IV)
- Support Community Resources (Certificate II & IV)
- Support Group Activities (Certificate II & IV).

## Contact Details

Contact: Senior Education Officer - Maria Castles  
Address: PO Box 4110  
Kingston ACT 2604  
Email: [maria@indigenousleadership.org.au](mailto:maria@indigenousleadership.org.au)  
Web: [www.indigenousleadership.org.au](http://www.indigenousleadership.org.au)  
Ph: 02 6273 0022  
Fax: 02 6273 0033

---

# Bugalma Bihyn (Indigirelate) Aboriginal Family Healing Centre

## Organisational Profile

Bugalma Bihyn is Bundjalung and means ‘Safe Healing Place.’

Bugalma Bihyn’s core business is Counselling and Mediation for Indigenous peoples in a safe, confidential, culturally friendly space. It also provides support and advocacy through its wide network of organisations and groups in areas such as accommodation and court support. Bugalma Bihyn’s approach is holistic, in line with our cultural identity. All staff are qualified in the areas of Counselling and Mediation and are Indigenous.

## Training relevant to decision making and dispute management

Bugalma Bihyn currently runs groups on the following:

- Mens Business
- Womens Business
- Children and Adolescent groups in conjunction with local schools
- Anger Management
- Breaking Destructive Cycles.

Indigenous training packages are currently being put together in the following areas:

- Communicating and Relating
- Dispute Management
- Building Better Family Relationships.

## Training related to key training areas

Key training areas are mediation and counselling.

## Contact Details

Contact: Manager - Vikki Armytage  
Address: 33-34 Rous Road  
Goonellabah NSW 2480  
Email: [indigerelate@interrelate.org.au](mailto:indigerelate@interrelate.org.au)  
Web: [www.interrelate.org.au](http://www.interrelate.org.au)  
Ph: 02 6624 7166  
Fax: 02 6624 7211

---

## C. Y. O'Connor College of TAFE

### Organisational Profile

C.Y. O'Connor College of TAFE (a Registered Training Organisation) is an award winning, quality endorsed progressive organisation, committed to meeting the education and training needs of Western Australia's wheat-belt. The College comprises five regional campuses: Kellerberrin, Merredin, Moora, Narrogin and Northam. Additional TAFE centres operate in Beverley, Brookton, Bruce Rock, Kondinin, Pingelly, Quairading and Jurien. The College continues to foster partnerships with the 39 Telecentres throughout the region.

C.Y. O'Connor College delivers training in Business Studies, Information Technology, Primary Industries, Trades and Humanities. Working hard to overcome the challenges that this widespread, sparsely populated and culturally diverse region presents, C.Y. O'Connor College has flourished since its creation in 1995. In 2001 there were 4237 full-time and part-time enrolments, which continue to increase every year.

### Training relevant to decision making and dispute management

Several Indigenous training programs have helped make a distinct contribution to the economic and social well being of the Indigenous community through personal development, empowerment, continuous skilling and the promotion of lifelong learning. The Integrative Approach to Indigenous Local Governance Training project aims to enhance participation by Indigenous people in decision-making processes within governance structures, such as governing boards and committees, at the community, local, regional and State level. A concurrent aim is to foster the development and the emergence of leadership skills and capabilities in Indigenous participants. It proposes to do this by offering a graduated Governance Training Program that is highly responsive to the needs of the learner and the local community.

### Training related to key training areas

C.Y. O'Connor College of TAFE operates in a region where large percentages of people who are currently unemployed or underemployed are Indigenous. As a result of this representation within the community, and the college's large Indigenous student base, the needs of the Indigenous people have a strong focus within the College strategic planning and decision-making process. This customisation is particularly relevant in the area of course development and planning.

C.Y. O'Connor TAFE has the capabilities to deliver and develop courses in 15 of the 20 areas listed as training needs.

### Contact Details

Contact: Director Research and Planning - Prue Jenkins  
 Address: 1 Hutt Street  
 Northam WA 6401  
 Email: [cyono@northam.training.wa.gov.au](mailto:cyono@northam.training.wa.gov.au)  
 Web: <http://www.cyoc.wa.edu.au/>  
 Ph: 08 9622 3905  
 Fax: 08 9622 2996

---



## Capital Careers

### Organisational Profile

Capital Careers Pty Ltd is a Registered Training Organisation based in the ACT. It delivers a wide range of accredited and non-accredited courses including programs covering Business Administration, Business Management, Information Technology, Training and Assessment, Government, Customer Service and training for the Health Contact Centre industries. The company also delivers training for New Apprentices. Capital Careers has delivered training to Indigenous clients and organisations in the past. The company has an established reputation for its pro-active approach in the areas of access and equity and has accredited several specialist training programs for disadvantaged groups including people from non-English speaking cultures and people with disabilities. Other services include skills recognition and assessment, career advice, change management and training needs analysis. Capital Careers can provide information about qualifications, pathways and funding arrangements for nationally accredited training.

### Training relevant to decision making and dispute management

Capital Careers has established partnership arrangements with highly experienced trainers who provide a range of training and facilitation services to support effective decision-making and dispute management processes in Indigenous communities. It can also provide advice about nationally accredited programs, assistance to conduct a training needs analysis, and advice about funding opportunities.

### Training related to key training areas

Capital Careers delivers accredited and non accredited training that includes:

- communication skills - basic to advanced
- a range of part and full qualifications of relevance to organisational communication including Certificate IV in Business Management and Certificate IV in Business (Frontline Management)
- training and assessment qualifications including Certificate IV in Training and Assessment
- general customer service training.

### Contact Details

**Contact:** Director – Ms Ros Williams  
**Address:** Level 3, The Churches Centre  
 Benjamin Way, Belconnen ACT 2617  
**Email:** [ros.williams@capitalcareers.com.au](mailto:ros.williams@capitalcareers.com.au)  
**Web:** [www.capitalcareers.com.au](http://www.capitalcareers.com.au)  
**Ph:** 02 6253 0682  
**Fax:** 02 6253 0685

---

## Carers Victoria Education and Training Services

### Organisational Profile

Carers Victoria Education and Training Services is a Registered Training Organisation that provides professional development workshops and accredited courses for service providers in the Community Services and Health industry.

The courses focus upon the impact upon family carers, loss and grief issues, strategies for supporting carers and provision of carer friendly services.

Carers Victoria Education and Training Services also provide workshops in Communication Skills, Working with Groups and Working with Indigenous carers.

### Training relevant to decision making and dispute management

Carers Victoria offers:

- National competency CHCCOM3C - Utilise specialist communication skills to build strong relationships
- National competency CHCCS405A - Work effectively with culturally diverse clients and co-workers.

### Training related to key training areas

Other training offered by Carers Victoria that covers some of the key training areas includes:

- Assertiveness for carers
- Working with groups - training for group facilitators
- Working with Indigenous carers
- Presentation skills.

### Contact Details

Contact: Coordinator – Dot Kennedy  
Address: Level1, 37 Albert Street  
Footscray VIC 3011  
Email: [dorothyk@carersvic.org.au](mailto:dorothyk@carersvic.org.au)  
Web: [www.carersvic.org.au](http://www.carersvic.org.au)  
Ph: 03 9396 9500  
Fax: 03 9396 9555

---

## Central West TAFE WA

### Organisational Profile

Central West TAFE is a Registered Training Organisation that provides vocational education and training programs and services throughout the Midwest and Gascoyne regions of Western Australia. The College has major campuses at Geraldton, Carnarvon and Exmouth but also delivers training through a number of centres located in towns and communities across the region. Training is delivered across a wide range of industry areas including metals, mining and transport; rural and construction industries; business and computing; community services; hospitality, tourism and general education. The College has a strong program of delivery for Indigenous clients, with training being delivered in regional and remote communities as well as on campus.

### Training relevant to decision making and dispute management

Training is delivered in the following qualifications:

- Certificates II and III in Community Governance Support - Accredited Course
- Certificate IV Business (Governance) - Training Package Qualification
- Certificate in Developing Independence in Training and Employment - proposed Accredited Course
- Certificates I - IV in Leadership and Development - proposed Accredited Courses
- Mentoring Program - non-accredited.

### Training related to key training areas

Central West TAFE offers training that covers the following key areas:

- Communication skills - introduction to effective communication
- Mapping conflict and conflict resolution skills
- Assertiveness and self-esteem
- Cross-cultural communication
- Facilitation
- Managing meetings
- Presentation and public speaking skills
- Group dynamics
- Dealing with difficult people and behaviours
- Teamwork and team building skills
- Feedback and debriefing skills

Training in these areas can be customised to suit the needs of different client groups. In some areas accredited or non-accredited training can be provided.

### Contact Details

**Contact:** Director, Organisation Effectiveness - Jo Payne  
**Address:** Fitzgerald St  
 Geraldton WA 6530  
**Email:** [paynej@grdton.training.wa.gov.au](mailto:paynej@grdton.training.wa.gov.au)  
**Web:** [www.centralwest.wa.edu.au](http://www.centralwest.wa.edu.au)  
**Ph:** 08 9956 2700  
**Fax:** 08 9921 7705

## Centre for Community Welfare Training (CCWT)

### Organisational Profile

CCWT is the largest not-for-profit, non-government training provider for the community services industry in NSW. It is the training arm of the NSW peak body, the Association of Children's Welfare Agencies, but relates to both the child and family sectors, as well as the broader human services sector. CCWT is a Registered Training Organisation.

CCWT hosts an annual training calendar of over 600 professional development workshops in a range of practice areas including a training stream for ATSI workers. It delivers at venues through out NSW. Nationally recognised training is also available. CCWT also undertakes a range of short to medium term training projects with government departments and NGO's in both NSW and interstate.

CCWT has a customised training service and access to approximately 100 skilled adult educators who can tailor training to suit the needs of individual organisations or consortia. CCWT contracts a number of Aboriginal trainers to deliver training and assessment.

### Training relevant to decision making and dispute management

CCWT provides training in communication skills, conflict resolution, mediation, strategic planning etc. Conflict management skills can be tailored to a governance or individual worker context and is nationally recognised.

CCWT delivers the Diploma in Business (Frontline Management) from the Business Services Training Package.

### Training related to key training areas

CCWT can offer training in the following areas:

- Cross cultural communication
- Meeting skills
- Group work
- Dealing with difficult behaviour
- Team work and team building
- Relationship and debriefing
- Train the trainer

### Contact Details

Contact: Director - Mhairi Barnes  
Address: Locked bag 13  
Haymarket NSW 1240  
Email: [mhairi@acwa.asn.au](mailto:mhairi@acwa.asn.au)  
Web: [www.acwa.asn.au/ccwt](http://www.acwa.asn.au/ccwt)  
Ph: 02 9281 8822  
Fax: 02 9281 8827

---

## Clear & Dynamic Communication

### Organisational Profile

Clear & Dynamic Communication is a private consultancy. It primarily provides a two-day training for welfare / education professionals in mediation and conflict resolution. The course, 'Fighting Fair,' assists professionals to explore conflict and impart the essential principles and process of mediation. The structured 5-step mediation model and specific conflict resolution skills are presented and practiced. The course can be utilised in many different areas of conflict e.g. client work, workplace disputes and interpersonal conflict.

The training is endorsed by the Australian Association of Social Workers (AASW) and attracts 24 Continuing Professional Education points for social workers.

### Training relevant to decision making and dispute management

Part of the training focuses on how the mediation model and the various techniques can be adapted to suit Indigenous people and communities as well as people from culturally and linguistically diverse backgrounds.

### Training related to key training areas

The training delivered incorporates the following key training areas to differing degrees of detail:

- Communication skills – introduction to effective communication
- Mapping conflict including underlying disputes, early warning signs, the range of ADR interventions and when they might be required
- Mapping Indigenous decision-making processes
- Assertiveness and self-esteem
- Cross cultural communication
- Mediation
- Negotiation skills
- Feedback and debriefing skills

### Contact Details

Contact: Trainer – Scott Dutton  
Address: 31A Stephenson St  
Spotswood VIC 3015  
Email: [cleardynamic@hotmail.com](mailto:cleardynamic@hotmail.com)  
Web: N/A  
Ph: 03 9391 0923  
Fax: 03 9391 0926

---

## Clear Horizon

### Organisational Profile

Clear Horizon is a small, professional consultancy group specialising in program and project evaluation and the development of program logic, particularly in people-focused social change intervention programs. Clear Horizon also delivers in-house or public training in these areas of expertise.

### Training relevant to decision making and dispute management

Clear Horizon's training relevance is limited to ensuring informed decisions are made regarding programs and projects via the gathering up and use of meaningful data regarding program performance and outcomes.

### Training related to key training areas

### Contact Details

Contact: Consultant – Jess Dart  
Address: 111 Gould Street  
Frankston VIC 3199  
Email: [jess@clearhorizon.com.au](mailto:jess@clearhorizon.com.au)  
Web: [www.clearhorizon.com.au](http://www.clearhorizon.com.au)  
Ph: 03 9783 3662  
Fax: 03 9783 1380

---

## CMA Pty Ltd

### Organisational Profile

CMA is a leading provider of education and advice in the fields of negotiation, influential communication and relationship management. CMA assists its clients to increase their commercial success by maximising the value of key internal and external working relationships, which CMA calls the 'collaborative edge'. CMA delivers this by equipping individuals and teams to become better negotiators and managers of conflict, and more influential communicators.

CMA was established in 1993 with the assistance of leading figures from Harvard University's Negotiation Project, including the author of the best-selling book 'Getting to Yes', Professor Roger Fisher. CMA continues to draw and build on the dynamic and ground breaking approaches first developed by Harvard.

### Training relevant to decision making and dispute management

CMA offers both a customised two day negotiation skills workshop ('Getting to Yes: Skills for Negotiation excellence') and a customised two day conflict management skills workshop ('Dealing with Discord: Skills for Managing Conflict'):

- 'Getting to Yes' (Negotiation and Decision-making): Applying ground breaking techniques developed at Harvard University, this negotiation skills workshop provides participants with a structured and collaborative approach for negotiating maximum value outcomes while building critical working relationships.
- 'Dealing with Discord' (Dispute management): This conflict management workshop provides participants with powerful and practical dispute management strategies for transforming conflict into a catalyst for improved morale, work systems and productivity.

### Training related to key training areas

CMA's key training programs are:

- Communication skills (2hr or half day)
- Meeting management (half day)
- Presentation skills (half day)
- Conflict management (2 days)
- Mediation (4 days)
- Negotiation skills (2 days)
- Difficult conversations (half day)
- Giving effective feedback (half day)

### Contact Details

Contact: Marketing Coordinator - Tahli Engel  
Address: Level 20, 500 Collins St  
Melbourne VIC 3000  
Email: [TahliE@cmacentre.com.au](mailto:TahliE@cmacentre.com.au)  
Web: [www.cmaservices.com.au](http://www.cmaservices.com.au)  
Ph: 03 9614 0333  
Fax: 03 9614 0555

---

# Conflict Resolution Research Centre, La Trobe University

## Organisational Profile

The Conflict Resolution (CR) program offered by the Conflict Resolution Research Centre at La Trobe University is now the largest CR program in Australia. The Centre provides comprehensive intensive postgraduate courses leading to a Graduate Certificate in CR, Graduate Diploma in CR, Graduate Diploma in Family Mediation, Master of Law, Master of Conflict Resolution and Doctor of Conflict Resolution.

In addition, the Centre is a leading provider of professional education and research in the CR area. The Centre draws upon local, national and international expert presenters, practitioners and researchers to ensure that its training is relevant, stimulating and of the highest quality. The Centre is a Registered Training Organisation.

## Training relevant to decision making and dispute management

The Centre delivers an extensive range of courses (as mentioned above). In relation to decision making, the Centre also delivers arbitration programs.

Training is conducted in the areas of mediation, dispute resolution, negotiation, advanced mediation, workplace dispute resolution, family mediation, intercultural aspects of conflict resolution, victim-offender dispute resolution, transformative mediation, business dispute resolution, multi-party dispute resolution, health and conflict resolution, conflict coaching, advanced communication skills.

## Training related to key training areas

The Centre delivers training in 19 of the 20 key training areas, the exception being 'Train the Trainer' (#19).

Many attendees of Centre programs are trainees and the Centre can tailor training to meet the individual need of organisations.

## Contact Details

Contact: Professor - Tania Sourdin  
Address: La Trobe University City Campus  
2/215 Franklin Street, Melbourne VIC 3000  
Email: [t.sourdin@latrobe.edu.au](mailto:t.sourdin@latrobe.edu.au)  
Web: [www.latrobe.edu.au/law/cr](http://www.latrobe.edu.au/law/cr)  
Ph: 03 9285 5201  
Fax: 03 9285 5231

---



## Conflictsolvers.com.au

### Organisational Profile

Conflictsolvers is a long established private organisation working in the areas of conflict resolution and communication. All trainers have come from a community background and the organisation prides itself on extremely competitive quotes and individually tailored programs to meet the needs of the participants.

### Training relevant to decision making and dispute management

Trainers have worked in both the community and private sector and have practical skills.

### Training related to key training areas

Conflictsolvers delivers training in, amongst other things:

- Communication skills & effective communication
- Managing meetings
- Mediation skills
- Dispute management design
- Negotiation skills
- Group dynamics
- Dealing with difficult people and behaviours
- Team work.

It designs programs to meet the unique individual needs of different organisations.

### Contact Details

Contact: Senior Consultant – Fred Stern  
Address: 1/1A Davey St  
Sunshine West VIC 3020  
Email: [fred@conflictsolvers.com.au](mailto:fred@conflictsolvers.com.au)  
Web: [www.conflictsolvers.com.au](http://www.conflictsolvers.com.au)  
Ph: 03 9311 1057  
Fax: 03 9311 2847

---

## Cross Cultural Consultants

### Organisational Profile

Cross Cultural Consultants is a Darwin based training organisation providing nationally recognised training as well as cross cultural consultation & mediation services. Cross Cultural Consultants has been delivering training in Cross Cultural environments for nearly 20 years. For the past 10 years Cross Cultural Consultants has been best known for its Aboriginal cross cultural training programs which have been designed & delivered in partnership with local Aboriginal people. Cross Cultural Consultants has also collaborated with members of local ethnic communities to deliver Cultural Diversity & Cross Cultural Communication Workshops, aimed at assisting service providers deliver measurable outcomes.

Cross Cultural Consultants has delivered its training programs throughout the Northern Territory as well as in W.A, Qld & N.S.W. It has recently been awarded the contract to deliver Pre-Departure Training to all Youth Ambassadors undertaking placement in Asia and the Pacific. The team has a vast range of experience and can provide Curriculum Vitae's on request. The team is well balanced in relation to gender and culture.

### Training relevant to decision making and dispute management

The overall aim of Cross Cultural Consultants training is to help participants develop the cross cultural competencies (knowledge, skills & attitudes) they need to work positively with cultural differences. To this end, Cross Cultural Consultants offers training in the following areas:

- Cross Cultural Issues in Management
- Managing Conflict in Cross Cultural Settings
- Introduction to Working with Aboriginal Cultural Difference
- Working Effectively with Indigenous Communities
- Cross Cultural Team-Building
- Indigenous Governance including Leadership and Strategic Planning.

### Training related to key training areas

See above.

### Contact Details

Contact: Director – Phil Elsgood  
Address: PO Box 1766  
Darwin NT 0801  
Email: [phil@cccnt.com.au](mailto:phil@cccnt.com.au)  
Web: [www.cccnt.com.au](http://www.cccnt.com.au)  
Ph: 08 8947 0801  
Fax: 08 8947 0812

---

## Cross Cultural Consultants Pty Ltd

### Organisational Profile

Cross Cultural Consultants – CCC - was launched by Toni Dowd and Anne-Katrin Eckermann in 1991. Binang Goonj workshops and facilitator training became its' core business in 1994 and throughout Australia the company became known as the Binang Goonj Team. CCC grew from strength to strength and emerged as a market leader in cross-cultural community and professional development and training. CCC is currently seeking RTO status.

The company's main base is in Brisbane, however, the group works throughout Australia. Backed by a team of qualified and professional staff, with diverse skills, CCC aims to be recognised as a first choice consultancy service that makes a difference and is known for how it respects and values people and the contributions they make to positive and sustainable change by "Building bridges between cultures, organisations and professions."

### Training relevant to decision making and dispute management

The Binang Goonj Team has developed a generic cross-cultural model of training that it adapts with local sponsoring groups (government and non-government) to explore concepts and principles, strategies and processes for bridging understanding between cultures. The 3 day workshop focuses on partnership and negotiating power across cultures and professions, which includes exploring differing styles of decision-making and communication to better manage and/or resolve conflict situations.

The company also offers 10 day facilitator training, which can be adapted content and time-wise to the needs and priorities of organisations, and which allows more in-depth training in cross-cultural communication, mediation and negotiating across differences. It includes team work and team building skills, presentation skills, feedback and debriefing skills based on an understanding of group dynamics and appreciation of individual differences. Information on the team members' qualifications is found on the CCC website (link below).

### Training related to key training areas

The company has customised training in organisational procedures/policy analysis, communication, dealing with difficult people and behaviours, strategic planning, implementation and evaluation of programs, time management, budgeting and developing funding submissions. It has particular expertise in action research and co-researcher training to support community and native title initiatives. All Binang Goonj training encourages assertiveness and fosters self esteem for participants to be able to clearly define what is culturally appropriate, safe and acceptable to them. Activities are facilitated to support individuals and people working in partnership to achieve common goals. An opportunity is provided for participants to network and forge strategic alliances.

### Contact Details

Contact: Director – Dr Toni Dowd  
Address: PO Box 611  
Annerley QLD 4103  
Email: [info@crossculture.com.au](mailto:info@crossculture.com.au)  
Web: [www.crossculture.com.au](http://www.crossculture.com.au)  
Ph: 07 3848 2520  
Fax: 07 3848 4533

---

## Dispute Resolution Centre, Bond University

### Organisational Profile

The Dispute Resolution Centre is an autonomous unit within the Faculty of Law at Bond University. It comprises full- and part-time members, predominantly with legal backgrounds. The Centre is managed by a Director, with the assistance of two Associate Directors, and two Administrative Officers. Its functions include training, research, publications and consultancies. Its members produce an electronic newsletter (website - <http://www.bond.edu.au/law/centres/drc/newsletter/index.htm>), the ADR Bulletin, and numerous books, articles and other publications both in Australia and abroad.

The Centre has been in existence for 16 years and keeps in regular email contact with more than 5,000 mediators, conciliators, lawyers, accountants and other professionals involved in conflict management and dispute resolution.

### Training relevant to decision making and dispute management

The Centre provides training in the following areas: mediation, arbitration, negotiation, conflict competence, representing clients in dispute resolution, and other dispute resolution and conflict management areas. In all of these courses there is a focus on decision-making and the skills and techniques required for dispute management. Particular emphasis is placed on role play practice sessions and other forms of adult learning. All training courses are evaluated and the evaluation outcomes are publicly available.

### Training related to key training areas

Members of the Centre have, in the past, conducted Train the Trainer courses and, through the auspices of the Law Faculty, have been involved in courses involving interviewing, advocacy, drafting and related skills. The Centre's speciality course is a Mediation Workshop which emphasises communication and negotiation skills, conflict mapping, the appropriateness of ADR, cross-cultural issues, and group dynamics.

Centre members are also involved in the academic teaching of courses which involve dispute management design, managing technical experts and dealing with different people and behaviours. These courses are conducted at both undergraduate and postgraduate levels and complement the external programmes offered by the Centre.

### Contact Details

Contact: Professor of Law - Laurence Boulle  
Address: Faculty of Law, Bond University  
Gold Coast QLD 4229  
Email: [drc@bond.edu.au](mailto:drc@bond.edu.au)  
Web: <http://www.bond.edu.au/law/centres/drc>  
Ph: 07 5595 2039  
Fax: 07 5595 2036

---

## Diversity @ Work Inc

### Organisational Profile

Diversity@Work (D@W) is the largest Diversity Consultancy in Australia and assists some of Australia's largest and most successful companies to increase their workforce diversity. D@W is Australia's undisputed leading-edge provider of comprehensive services, advice and resources for businesses and organisations seeking to realise the full potential of their workforces. As well as providing training, consultancy services and practical resources to business, D@W has access to extensive disability and Indigenous networks to assist businesses to source candidates from a broader base. It also provides a range of information, support and low cost staff training to assist companies in providing work opportunities for people from all groups within our community. D@W is a non-profit social enterprise and Registered Training Organisation.

D@W provides a range of flexible resources, such as:

- Customised consultancy services; providing solutions through diversity
- Developing customised diversity programs and strategies
- Mediation Services
- Dispute Systems for Workplaces
- Diversity Audits
- Disability Access Audits
- Equal Opportunity Risk Management & Training Services.

### Training relevant to decision making and dispute management

D@W offers extensive training programs (no formal AQTF qualification is provided, rather, an attendance/achievement certificate is provided):

- Customised Workplace Diversity Training
- Disability Awareness Training
- Indigenous Cross-Cultural Awareness Training
- The Untapped Resource: 45+
- Paving the Way for Sole Parents in Employment
- Mental Health First Aid in the Workplace
- Interview and Resume Workshops (Philip Garside)
- Alternative Dispute Resolution Workshops.

### Training related to key training areas

See above.

### Contact Details

Contact: Manager Learning & Organisational Change – Stuart King  
 Address: Level 5/160 Queen Street  
 Melbourne VIC 3000  
 Email: [stuart@diversityatwork.com.au](mailto:stuart@diversityatwork.com.au)  
 Web: [www.diversity@work.com.au](http://www.diversity@work.com.au)  
 Ph: 03 9608 0900  
 Fax: N/A

---

## Dodson, Bauman & Associates

### Organisational Profile

Dodson, Bauman & Associates provides negotiation, facilitation and mediation services and training and other legal and anthropological services in the Indigenous context. The Directors - Professor, barrister and Yawuru Aboriginal man, Mick Dodson and anthropologist, Toni Bauman - have extensive experience in Indigenous affairs. They are accredited mediators and facilitators and have conducted training and facilitated workshops in a range of contexts.

Toni Bauman is a Visiting Research Fellow and manager of the Indigenous Facilitation and Mediation Project in the Native Title Research Unit at the Australian Institute of Aboriginal and Torres Strait Islander Studies. Mick Dodson, Chair of the National Centre for Indigenous Studies at ANU, is a former Aboriginal Social Justice Commissioner at HREOC, Counsel Assisting the Royal Commission into Aboriginal Deaths in Custody, Director of the Northern Land Council and Commissioner in the Stolen Generations Inquiry amongst many other roles.

### Training relevant to decision making and dispute management

The Indigenous Facilitation and Mediation Project, for which Toni has responsibility, supports best practice in Indigenous decision-making and conflict management as well as the development and design of relevant training. The Project identified the twenty key training areas around which this guide has been developed in relation to land and native title, but which also have broader relevance. Toni has developed and co-delivered pilot training through the Project to staff of Native Title Representative Bodies and Land Councils. Mick has a particular interest in Indigenous governance best practice and corresponding skills-based training needs.

### Training related to key training areas

Dodson, Bauman & Associates offers a strong understanding of a range of Indigenous contextual issues in designing relevant training, can deliver training in all of the twenty key training areas, and can customise training to needs. Where its Directors are unable to deliver the training themselves, they have access to a range of high quality trainers including Indigenous trainers with whom they can work in designing and delivering innovative training. Both have extensive experience in land claims and native title and have worked for Land Councils, NTRBs and a range of other Indigenous organisations, as well as a variety of Government Departments, providing them with insights into their organisational training needs. Toni is working towards developing a national curriculum in the VET sector in accredited training around the twenty key areas. Dodson, Bauman & Associates has delivered training through the Australian Indigenous Leadership Centre, and conducted a workshop for LEADR. Dodson, Bauman & Associates are willing to partner with an RTO to deliver nationally accredited training if required.

### Contact Details

**Contact:** Director – Toni Bauman  
**Address:** PO Box 193  
 Dickson ACT 2602  
**Email:** [toni.bauman@netspeed.com.au](mailto:toni.bauman@netspeed.com.au)  
**Web:** N/A  
**Ph:** 02 6262 5858  
**Fax:** 02 6262 5857

---

## ENS International

### Organisational Profile

ENS International (ENS) is comprised of negotiation and influencing strategists, consultants, coaches and trainers. Founded in 1978, ENS is an Australian organisation committed to helping its clients create better relationships and gain enhanced outcomes.

ENS has cross-cultural and Indigenous experience having worked in over 50 countries with our acclaimed negotiation preparation system and world-class support materials (available in ten languages).

### Training relevant to decision making and dispute management

Over the past 27 years, the sole focus of ENS has been on improving its client's skills in the field of decision making and dispute management.

### Training related to key training areas

ENS delivers training in ALL of the 20 key training areas.

### Contact Details

Contact: Client Service Manager – Lisa Forster  
Address: Suite 6, 66 Oxford Street  
East Sydney NSW 2010  
Email: [ens@negotiate.org](mailto:ens@negotiate.org)  
Web: [www.negotiate.org](http://www.negotiate.org)  
Ph: 02 9331 4175  
Fax: 02 9331 7512

---

## Evolve Facilitation and Coaching

### Organisational Profile

Evolve is a boutique practice recognised for delivering creative and leading edge solutions that enable people to work together in a way that is productive and sustainable. Evolve has received international recognition for the way it has worked with communities to enable them to effectively contribute to Government decision-making. This work (community engagement), combined with creating effective meetings (facilitation) and helping individuals to realize their full potential (coaching) are Evolve's core services. Evolve's clients are from all areas of Government, private and public business. Evolve's core values relate to transparency, accountability, responsiveness, equity and creating authentic connections.

Carla Rogers, Principal of Evolve, has formal qualifications and certification in coaching, facilitation, public sector management, urban and regional planning and geography. As both a life and board member of the International Association of Facilitators, Carla has had great opportunities to connect and work with leaders in the field. Trisha Ellis, an Evolve Presenter, belongs to the Aboriginal people of the South-East Coast and her life work and passion is devoted to her culture. Trisha has an Advanced Diploma in Community Management and is a Certificate IV Workplace Assessor.

### Training relevant to decision making and dispute management

Evolve offers training and coaching in facilitation skills and helping people to communicate and relate more effectively in groups and one-on-one. Evolve's approach to training is to draw from its extensive experience, knowledge and networks in facilitation, working with Indigenous communities, and cross-cultural awareness, to develop tailor-made training solutions. Training is often combined with one-on-one or individual coaching. When working with Indigenous communities, Evolve's training is always delivered by or with an Indigenous presenter.

### Training related to key training areas

Evolve will draw from its specialities in facilitation, coaching, community and cultural awareness to develop training to meet client needs. Examples of training include 1-3 day programs in facilitation, managing meetings, group dynamics, feed-back and debriefing skills and cross cultural awareness and communication.

Evolve offers tailor made training packages and hence is available to travel anywhere to deliver as part of a contract.

### Contact Details

Contact: Principal – Carla Rogers  
Address: Level 25, Chifley Tower  
2 Chifley Square, Sydney NSW 2000  
Email: [carla@evolves.com.au](mailto:carla@evolves.com.au)  
Web: [www.evolves.com.au](http://www.evolves.com.au)  
Ph: 02 8214 8488 OR 0428 628 190  
Fax: N/A

---



## Family Mediation Centre – FMC Relationship Services

### Organisational Profile

Family Mediation Centre – FMC Relationship Services (FMC) is a community based organisation which offers mediation and dispute resolution to families experiencing conflict. FMC is funded by the Federal Government to offer mediation and conciliation to separated couples, and parents and adolescents. FMC also runs a Men and Family Relationships program, Financial Counselling, and Conflict Resolution in schools.

### Training relevant to decision making and dispute management

FMC offers training to individuals and organisations who want to learn the skills of mediation in order to work with families in their community. Its trainers come from different backgrounds and have different qualifications though the majority are qualified in Social Work, Psychology and Law.

### Training related to key training areas

FMC offers training in the following key training areas:

- Communication skills
- Mapping the conflict and other conflict resolution skills
- Mediation
- Relationship building exercises
- Teamwork
- Negotiation skills predominantly for family members
- Feedback and debriefing

### Contact Details

Contact: Acting Family Law Manager – Marie Garric  
Address: N/A  
Email: [family@mediation.com.au](mailto:family@mediation.com.au)  
Web: [www.mediation.com.au](http://www.mediation.com.au)  
Ph: Moorabbin - 03 9555 9300  
Ringwood - 03 9876 0677  
Narre - 03 9705 6277  
Fax: Moorabbin - 03 9555 1765  
Ringwood - 03 9705 0938  
Narre – 03 9705 0938

---

## Gadria

### Organisational Profile

Gadria was founded in Melbourne in 1999. Now with offices in Melbourne, Sydney, Shanghai and a core staff of 10, Gadria also has 50 associate consultants across the Asia Pacific with broad and deep experience on key elements of culture change, including facilitation of skill development programs.

Gadria challenges and extends participants in their learning with custom-designed programs that regularly use innovative, experiential learning techniques. Gadria is comprised of group process experts who thoughtfully, subtly and elegantly lead group process so that participants are aligned, engaged and committed to the outcomes. Gadria prefers an action orientation in which participants are challenged to reflect on, get feedback about and enact what they are learning.

### Training relevant to decision making and dispute management

Gadria runs a public program called Masterful Facilitation in Sydney, Melbourne, and Shanghai, as well as delivering it in-house to many organisations all over Australia and the Asia-Pacific. This program addresses many communication skills relevant to decision-making and dispute management. It assists people to plan and manage the facilitation of purposeful and effective gatherings of people - whether a small meeting, a large conference or something in between.

### Training related to key training areas

Gadria regularly delivers in-house programs that address the following key training areas:

- Communication skills
- Facilitation
- Managing meetings
- Group dynamics
- Dealing with difficult people and behaviours
- Team work and team building skills
- Feedback and debriefing skills

These programs are designed and tailored to meet the needs of the client organisation.

### Contact Details

Contact: Marketing Manager - Sarah Jane Chapman  
Address: 144 Stawell Street  
Burnley VIC 3121  
Email: [info@gadria.com](mailto:info@gadria.com)  
Web: [www.gadria.com](http://www.gadria.com)  
Ph: 03 9421 4055  
Fax: 03 9425 9060

---

## Gitana Consulting & Training Services (GCTS)

### Organisational Profile

GCTS is a consulting & training service that operates in Queensland. During the past 9 years, its Director, Kathy Buckler, has conducted a number of large-scale community consultations in regional Queensland. She has ensured that local Indigenous people have been actively included in each consultation process, by following local protocols and working closely with key Indigenous representatives. As a result of these processes, some key actions have seen local Indigenous people assume a stronger and more appropriate role within their own community, sometimes in opposition to other community stakeholders.

In addition, GCTS operates a Registered Training Organisation which primarily covers the disability sector, as well as individuals, groups and organisations interested in mediation and frontline management studies.

### Training relevant to decision making and dispute management

GCTS delivers the following training:

- CHC41302 - Certificate IV in Community Mediations
- BSB50114 - Diploma of Business (Frontline Management)
- Non-accredited, specific training e.g:
  - Identifying situations that escalate interpersonal conflict
  - Communication skills for middle managers (which includes a specific focus on managing conflict)
  - Informal mediation skills for workers.

### Training related to key training areas

GCTS provides training in ALL the 20 key training areas, except Mapping Indigenous decision-making processes (#3) and Train the Trainer (#20).

The content of the training areas comes from ANTA level qualifications (CHC41302 & BSB51004). GCTS can amend the training content to meet the needs of Indigenous participants.

### Contact Details

Contact: Director – Kathy Buckler  
Address: PO Box 809  
Ipswich QLD 4305  
Email: [kathy@gitana.com.au](mailto:kathy@gitana.com.au)  
Web: [www.gitana.com.au](http://www.gitana.com.au)  
Ph: 07 33895778  
Fax: 07 33896071

---

## Goodbourn & Associates

### Organisational Profile

Goodbourn & Associates is a small program evaluation consultancy specialising in evaluating complex or unconventional programs and those with particular political or other sensitivities. Other specialties include evaluating discretionary grants and program risk management.

### Training relevant to decision making and dispute management

While our staff are qualified and experienced trainers with long standing empathy for Indigenous issues, our training relevance is limited to making sure informed decisions are made regarding programs and projects. To achieve this we provide training and on-going mentoring in gathering and using real and meaningful information about program performance, program risks and program outcomes. Therefore our main training focus is on evaluation, project design, systems analysis and risk management.

### Training related to key training areas

Although not our primary training area, we offer training in communication skills, especially presentation skills and train-the-trainer, where it is related to internalising evaluation capability or other program improvement capacity within an organisation.

### Contact Details

Contact: Consultant – Bob Goodbourn  
Address: PO Box 341  
Hastings VIC 3915  
Email: [bob.goodbourn@gmail.com](mailto:bob.goodbourn@gmail.com)  
Web: N/A  
Ph: 03 5979 2957 OR 0418 335 163  
Fax: N/A

---

## Groupwork Institute of Australia

### Organisational Profile

Since 1984, the Groupwork Institute has provided practical, easily accessible organisational development, management support and facilitation to organisations and groups. Groupwork is an independent organisation with the flexibility to work anywhere in Australia.

Groupwork has crafted its own easy-to-use collaborative processes. It is a leader in the field of collaborative management and is sought out in cases where there are particular sensitivities or complexities to be navigated. Groupwork has worked extensively with Aboriginal organisations, and receives regular feedback that its work is 'Aboriginal friendly'. Groupwork has developed a conference in Central Victoria that is used by a wide range of Aboriginal entities (Commonground, Seymour).

### Training relevant to decision making and dispute management

Groupwork runs two year-long Diploma level (Certificate 5) courses:

- Diploma of Facilitatory Management - offered in response to the growing demand for practical, comprehensive training in collaborative management
- Diploma of Advanced Group Facilitation - offered to fill the void in facilitation training. The course gives people the practical skills and processes to 'land on their feet' no matter what happens.

Since 1984 Groupwork has specialised in the skills and processes necessary in conflict resolution and decision making. These have been at the core of its tailor-made workshops. A key focus of Groupwork is self-awareness in the workplace - people need more than simply techniques - they need the ability to find the best way forward and select the best processes and skills that will be of service in any particular instance.

### Training related to key training areas

After 21 years of responding to an incredibly wide range of requests, Groupwork is skilled to assist with ALL 20 key training areas.

Groupwork's work is best described as crafting easily understood powerful collaborative processes that maximise the desired impact. Many of these processes have been forged within the realm of community engagement work, and working with grass roots and marginalised groups. Groupwork has worked extensively within the Indigenous arena - from individual counselling, training in a broad range of interpersonal and organisational skills, to community engagement.

### Contact Details

Contact: Director - Ed McKinley  
Address: 31 Rennie St  
Thornbury VIC 3071  
Email: [all@groupwork.com.au](mailto:all@groupwork.com.au)  
Web: [www.groupwork.com.au](http://www.groupwork.com.au)  
Ph: 03 9443 8500  
Fax: 03 9443 8400

---

## Guidelight (People Performance Solutions) Pty. Ltd.

### Organisational Profile

Guidelight People Performance Solutions is a leading Gold Coast-based firm of corporate psychologists, the majority of whom are registered psychologists with extensive business experience who support the firm's specialist services in the human aspects of work and community life. Guidelight provides quality, effective training programs for its clients to meet their specific people performance needs. Guidelight is committed to first-class consultative processes, innovative, solution-focussed training design and delivery, and long term interactive relationships with its client organisations.

Established since 1994, Guidelight's outstanding success has been based on its long-term professional emphasis, underpinned by integrity, commitment and balance. All training programs continue to expand on the record of clients' improved performance.

### Training relevant to decision making and dispute management

Guidelight has designed a range of one- and two-day interactive group-based workshops for up to 15 participants. These programs have a track record of refinement and success in over a decade of diverse business and community group applications, leading to outstanding dispute management and conflict resolution skills for participants. Core programs include: Conflict Resolution; Advanced Interpersonal Assertiveness; Dealing with Disputes with Difficult People. Guidelight's substantial practical experience in consulting to business in areas of negotiation, conflict resolution and mediation within an innovative alternative dispute resolution framework, enables it to collaboratively design powerful, tailored, learning programs for specific staff/client participants as may be requested.

### Training related to key training areas

The following of the 20 key training areas are dealt with in Guidelight's workshops:

- Communication Skills
- Assertiveness and Self Esteem
- Facilitation
- Mediation
- Negotiation Skills
- Group Dynamics
- Dealing with Difficult People
- Team Work and Team Building
- Relationship Building

### Contact Details

Contact: Director – Peter Doyle  
Address: 3 Tarbert Close  
Merrimac QLD 4226  
Email: [pdoyle@guidelight.com.au](mailto:pdoyle@guidelight.com.au)  
Web: [www.guidelight.com.au](http://www.guidelight.com.au)  
Ph: 07 5569 2211  
Fax: 07 5569 2244

---

# Hanson Training Services (Australia) Pty. Ltd.

## Organisational Profile

Hanson Training Services (HTS) is a Registered Training Organisation based in Alice Springs (NT) with a smaller office in Darwin as well as an office based at PEDAC (Purga Elders and Descendants Aboriginal Corporation) in Purga, Ipswich, QLD. HTS has been operational since 1997 and offers a range of accredited and non-accredited training programs. It specialises in remote community training and assessment as well as urban-based training for Indigenous organisations, including Job Networks. Key training areas include: Information Technology, Business, Frontline Management, Horticulture, Hospitality, Driver Education (car to heavy rigid truck), Drink Driver Education, OHS, forklift and so on.

## Training relevant to decision making and dispute management

Certificate IV in Business (Governance) is a popular course with Indigenous people in both QLD and NT and provides a range of skills to those people wishing to serve on a Board or committee. These skills include conflict resolution and management of time and stress, roles and responsibilities of being a Board member, and business planning.

## Training related to key training areas

HTS training covers the following of the 20 key training areas:

- Communication skills - introduction to effective communication
- Assertiveness and self-esteem
- Cross cultural communication
- Facilitation
- Managing meetings
- Presentation skills and public speaking
- Dealing with difficult people and behaviours
- Negotiation skills
- Team work and team building skills
- Relationship building exercises
- Feedback and debriefing skills
- Train the trainer

## Contact Details

Contact: Managing Director – Sue Hanson  
Address: PO Box 1218  
Alice Springs NT 0871  
Email: [sue@hansontrainingservices.com.au](mailto:sue@hansontrainingservices.com.au)  
Web: [www.hansontrainingservices.com.au](http://www.hansontrainingservices.com.au)  
Ph: 08 8953 3966  
Fax: 08 8953 3639

---

## Helen Bishop Trading as AbSolve

### Organisational Profile

AbSolve seeks to promote and actively participate in developing Indigenous Mediation and Peace-building practice and principles. AbSolve develops training packages to match Indigenous community expectations, aspirations and interests; facilitates training and workshops; provides mentoring; and coaches in mediation and peace-building processes. AbSolve actively participates in leading the nation, aiming to establish peace to sustain Indigenous futures.

Helen Bishop is a sole trader operating under AbSolve with 18 years experience working collaboratively with Indigenous communities. She is currently completing her Masters in Conflict Resolution with La Trobe University, which should conclude in January 2007.

### Training relevant to decision making and dispute management

Training is provided in areas concerning peace-building, problem solving, collaborative decision making, negotiation, conflict management/dispute management, grievance and conflict resolution and relationship building. For example, AbSolve offers training in the following:

- Managing challenging people
- Building successful partnerships
- Policy development in grievance procedures and processes
- Dispute resolution theory practice and principles
- Indigenous development and management practice – community governance
- Indigenous ethics in caring for conflict - management of conflict
- Indigenous approaches to child advocacy
- Public choice theory and Indigenous representation
- Needs and interests based negotiation
- Social mapping
- Practical solutions in building relationships - modelling behaviours, attitudes and actions
- Developing information kits.

### Training related to key training areas

AbSolve delivers training in all 20 of the key training areas.

### Contact Details

Contact: Principal Indigenous Mediator/Trainer – Helen Bishop  
Address: 81 Ranworth Road  
Hocking WA 6065  
Email: [hmmjbg5@optusnet.com.au](mailto:hmmjbg5@optusnet.com.au)  
Web: N/A  
Ph: 08 9405 6729 OR 0421 156552  
Fax: N/A

---



## Hunter Community College Inc.

### Organisational Profile

The Hunter Community College is the second largest Adult and Community Education provider in the Hunter Valley. The College is a regional evening and community college that conducts both night & day adult recreational and vocational education and training courses. Within the vocational area the College offers a range of short business and work related, computer and literacy courses aimed at both the individual and small business, although courses would equally suit employees of larger organisations.

The College is a member of Community Colleges NSW and is currently registered with VETAB as a Recognised Training Organisation. It operates under the guidelines of, and receives funds from, the NSW Board of Adult & Community Education, a statutory board within the Department of Education and Training and under the NSW Minister for Education.

### Training relevant to decision making and dispute management

Courses offered by the College include:

- Communicating with Confidence - Overcome shyness and develop the skills to communicate with confidence. Learn how to think quickly on your feet, how to assert yourself and how to handle negative emotions such as anger.
- Dealing with Difficult People at Work - How to manage difficult people, whether they are colleagues, staff, or professionals from other organisations. Learn how to respond to criticism, complaints, and anger, and develop effective strategies to diffuse and redirect negative communication for positive outcomes.
- Anxiety & Stress Management - How to deal with stress and anxiety with Cognitive Behaviour Therapy (CBT).
- Body language - The silent messages we send with our body, face, voice and eyes can amplify or contradict what we say. Reading silent signals will help you understand what is really going on when you are communicating with someone at work, home or play.

### Training related to key training areas

The College offers training in Public Speaking. Other courses may be offered in the future that could be of assistance. The College web site is updated four times a year.

### Contact Details

Contact: Principal – Colin Lawrence  
Address: PO Box 213  
Broadmeadow NSW 2287  
(Cnr Lambton Rd & Cameron St, Broadmeadow)  
Email: [admin@hcc.nsw.edu.au](mailto:admin@hcc.nsw.edu.au)  
Web: [www.hcc.nsw.edu.au](http://www.hcc.nsw.edu.au)  
Ph: 02 4952 9115  
Fax: 02 4956 1720

---

## International Association of Facilitators (IAF)

### Organisational Profile

People who can build consensus, maximize participation and move toward action are in high demand in today's world. The International Association of Facilitators (IAF) is the recognized source for credible and valuable professional help for practicing facilitators. It is a worldwide professional body established to promote, support and advance the art and practice of professional facilitation. IAF members work and consult with corporations, government agencies, non-profit organizations, schools, educational institutions and communities in over 30 countries. They contribute to organizational and social change using applied group process methodologies. The IAF has an active membership in Australia, a number of whom are involved in working with Indigenous groups.

### Training relevant to decision making and dispute management

The IAF provides a certification program in facilitation. As early as 1998, IAF recognized that there was no clear way for clients to assess the capability of those who offered facilitation services. With facilitation becoming a crucial tool for accelerating productivity and strategic alignment in organizations, a reliable and accurate assessment tool was needed. A worldwide team of dedicated IAF members identified the core facilitation competencies required for skillful facilitation of meetings and workshops, and upon those core competencies, the IAF assessment based certification program was created.

### Training related to key training areas

Members of the IAF deliver training in all nominated areas.

### Contact Details

Contact: Regional Representative for Australia and NZ – Carla Rogers  
Address: N/A  
Email: [info@iforum.com.au](mailto:info@iforum.com.au) (Australia) OR [office@iaf-world.org](mailto:office@iaf-world.org) (International)  
Web: <http://www.iaf-world.org>  
Ph: 02 4476 5460  
Fax: 02 4476 5460

---

## Judith Morrison, BA, Grad Dip (Aboriginal & Intercultural Studies), M.Litt (Peace Studies)

### Organisational Profile

Judith Morrison can deliver on-site a new nationally accredited training and capacity-building course: Certificate IV in Preparing for Negotiation: Devising Sustainable Processes to Promote Sustainable Outcomes (Course code: 51320). Judith holds the licence for this course and can deliver it independently or in partnership with RTOs. Taking a collaborative, consensual approach in cross-cultural negotiations requires much more than goodwill or good intentions - it takes hard work and commitment to foster parties to develop a fair and equitable process and an atmosphere of trust and conciliation.

### Training relevant to decision making and dispute management

Training involves at least five days to cover all nine units. This allows time for clients to build on their own ideas about negotiation, and to take on board new ideas offered by the trainer. The outcome is a reference tool and resources to help clients prepare systematically for participation in consultations or negotiations dealing with environmental and social problems or conflicts which can adversely influence the health and sustainability of community life. Specialised knowledge and skills can be needed for constructive engagement in cross-sectoral and cross-cultural negotiations - and they extend well beyond what is required for day-to-day engagement within one particular sector or within one particular cultural context.

Training gives clients an opportunity to become better, more informed negotiators. The Certificate IV qualification verifies that clients have sought to increase their ability to make informed choices about courses of action, and to consider whether they can commit to consensual processes of cross-cultural decision-making or problem-solving rather than competitive or adversarial ones. It also verifies that clients have sought to gain a better understanding of the emergent principles and ethos of sustainability. Increasingly problems and conflicts where people hold profoundly different points of view are being defined as sustainability issues, and require reflection on whether society can satisfactorily meet current and future social and environmental needs.

### Training related to key training areas

Clients gain capacity to discern: differences between voluntary processes of negotiation and regulatory processes governed by pre-existing rules; differences between collaborative and adversarial forms of negotiation; how to overcome communications problems that can derail negotiations; how to evaluate and monitor the way matters of fairness and justice are being expressed and upheld.

### Contact Details

Contact: Sole Trader – Judith Morrison  
Address: 2 Garden Street  
Swanbourne WA 6010  
Email: [J.Morrison@murdoch.edu.au](mailto:J.Morrison@murdoch.edu.au)  
Web: N/A  
Ph: 08 9384 2136  
Fax: 08 9384 2136

---

## Kiama Community College

### Organisational Profile

Kiama Community College operates as an independent, incorporated, non-profit association. Kiama Community College is a Registered Training Organisation approved by VETAB to deliver accredited training.

The College provides high quality, adult education courses and activities in a non-threatening, professional learning environment to meet the expressed learning needs of the community. It strives for ease of enrolment and provision of programs to attract a broad representation from the community. Courses and activities are held day, evening and on weekends.

### Training relevant to decision making and dispute management

Kiama Community College offers the following relevant training:

- Dealing with Difficult People - learn skills for calming the angry client, and dealing with difficult work colleagues.
- Conflict Resolution Skills - learn to welcome and use conflict to resolve issues and achieve a win/win approach to conflict resolution.
- Certificate IV in Business (Governance) - BSB40901 - covers all aspects of Governance including managing a meeting, roles & responsibilities of board members, financial management & reporting, developing & protecting your community, managing stress and time management, applying for funding.

### Training related to key training areas

Additional training offered by the College related to the key training areas is a Certificate IV in Training & Assessment - TAA40104. This focuses on imparting skills to participants to design and develop training to meet the specific needs of their learners. It also covers working in the Vocational Education & Training environment & planning and conducting assessments in the workplace.

### Contact Details

Contact: VET Coordinator – Ruth Walker  
Address: PO Box 52  
Kiama NSW 2533  
Email: [kiamace@ozemail.com.au](mailto:kiamace@ozemail.com.au)  
Web: [www.kcc.nsw.edu.au](http://www.kcc.nsw.edu.au)  
Ph: 02 42321050  
Fax: 02 42321050

---

# Kimberley TAFE

## Organisational Profile

Kimberley TAFE is the leading provider of Vocational Education and Training in the Kimberley region of Western Australia and is a Registered Training Organisation. The College's mission is to make a significant contribution to social and economic development in the Kimberley region, specialising in meeting the needs of Indigenous people through the provision of quality Vocational and Education services. The College's top priority is to achieve outcomes for Indigenous people.

The College also provides training and assessment services to support the New Apprenticeship Scheme and Traineeships. It offers Fee-for-Service training and can develop local training solutions that meet particular needs. The College has strong partnerships with local communities and industry groups. As part of the TAFEWA network, Kimberley TAFE is able to draw on resources and support from across Western Australia to better service the Kimberley region.

## Training relevant to decision making and dispute management

The College delivers nationally accredited certificate courses in Business Governance as well as non-accredited Aboriginal introductory short courses in Governance. The certificate courses have units covering decision making and dispute management.

In addition, the College has run the Certificate IV in Assessment and Workplace Training (Train the Trainer) for Indigenous students and Conflict Resolution non-accredited courses for Indigenous people living in remote communities and in town.

## Training related to key training areas

Most of the 20 key training areas are covered by the courses mentioned above. Where they are not, the College can specifically design courses to meet requirements. Alternatively the key training needs can be covered by other accredited training packages.

## Contact Details

**Contact:** Director of Training – Sophie Ehrenburg  
**Address:** PO Box 1380  
 Broome WA 6725  
**Email:** [sehrenburg@kimtafe.wa.edu.au](mailto:sehrenburg@kimtafe.wa.edu.au)  
**Web:** [www.kimtafe.wa.edu.au](http://www.kimtafe.wa.edu.au)  
**Ph:** 08 9192 9100  
**Fax:** 08 9192 9111

---

## Kuracca Consultancy & Communications

### Organisational Profile

Kuracca is an Aboriginal Business that has been established to assist government departments, community organisations and other agencies to provide services to meet the interests, concerns and issues of Aboriginal people. Kuracca Consultancy is conducted by Kerry Reed-Gilbert, a Wiradjuri woman from NSW who has worked for various Aboriginal community organisations and government departments throughout the years. Kerry has a Diploma and Bachelor Degrees in Adult Education from the University of Technology, Sydney and has trained in 'Train the Presenter', 'Conflict Resolution', 'Life Coaching' and Leadership.

### Training relevant to decision making and dispute management

Kuracca can provide professional work programs and recommendations in relation to:

- Aboriginal Culture, History and Heritage Training Programs
- Aboriginal Culture, History and Heritage Training Programs - Train the Trainer
- Training & Development including Team work and Team building including Performance management
- Leadership Development
- Facilitation
- Community Networking & Resourcing & Negotiation
- Research, Analysis & Evaluations
- Community Development & Management
- Life Coaching & Mentoring - Personal and Professional development
- Conflict Resolution & Mediation including building relationships
- Presentation skills - Train the Trainer

### Training related to key training areas

See above.

### Contact Details

Contact: Principal Consultant – Kerry-Reid Gilbert  
Address: PO Box 263  
Dickson ACT 2602  
Email: [kuracca@bigpond.net.au](mailto:kuracca@bigpond.net.au)  
Web: [www.kuracca.com](http://www.kuracca.com)  
Ph: 02 6241 7376 OR 0415 469 512  
Fax: 02 6241 7376

---

## LEADR – Association of Dispute Resolvers

### Organisational Profile

LEADR (Leading Edge Alternative Dispute Resolution) is a non-profit organisation that has been providing dispute resolution services since 1989. It is the largest ADR membership organisation in the Southern Hemisphere and its training and professional accreditation is widely recognised and highly sought after. It works with the public and private sector to promote a variety of dispute resolution processes, and has an unmatched ability to refer persons or organisations in dispute to an appropriate dispute resolution professional.

### Training relevant to decision making and dispute management

LEADR's training is widely recognised for excellence. LEADR is an approved training provider for the government, the courts and many of the largest private institutions in Australia and New Zealand. LEADR's mediation training is recognised by several universities as providing a credit towards ADR degree courses. The training largely focuses on consensual dispute resolution skills and therefore participants have increased skills in: negotiation, facilitation, issue investigation; the promotion of a better understanding by parties in dispute of each others' positions; and the ability to assist parties to jointly generate useful resolution options that meet their needs.

### Training related to key training areas

LEADR can provide training in the following recognised 20 key training areas:

- Cross-cultural communication
- Facilitation
- Managing meetings
- Mediation
- Dispute management design approaches
- Negotiation skills
- Managing technical experts and third parties in mediation and facilitation
- Dealing with difficult people and behaviours

LEADR can also provide training in the developing areas of conflict coaching and online dispute resolution. LEADR has a history of designing training to meet particular needs and has strong alignments with many universities to develop and deliver courses. It has provided training to the NNTT, courts and tribunals and to Indigenous people in Thailand, India, Malaysia, New Zealand, Singapore and other regional countries. This has created a high level of cultural awareness in LEADR trainers, and the Association recognises the rich history of and skills in consensual dispute resolution amongst all peoples.

### Contact Details

Contact: Office Manager – Therese Skinner  
Address: Level 9, 15-17 Young Street  
Sydney NSW 2000  
Email: [leadr@leadr.com.au](mailto:leadr@leadr.com.au)  
Web: [www.leadr.com.au](http://www.leadr.com.au)  
Ph: 02 9251 3366  
Fax: 02 9251 3733

---

## Legal Services Commission SA

### Organisational Profile

The Legal Services Commission provides advice, education and representation to the South Australian community. It is an independent statutory authority funded by State and Commonwealth Governments. The Commission provides free legal advice on most topics by phone and face-to-face to people in South Australia. The Commission has specialist Domestic Violence, Centrelink, Child Support and Migration advisers. It provides advice on criminal, family and child support matters to people in prison. Representation in court by a grant of legal aid is subject to an income and assets test, merits test and guidelines, and clients make a contribution towards their legal costs. For all its activities, the Commission will pay for interpreters where needed. Information and education is available via pamphlets, multi-lingual cards and poster and the Law Handbook Online on the Commission's website: [www.lsc.sa.gov.au](http://www.lsc.sa.gov.au). The Commission is currently implementing a CALD (Culturally and Linguistically Diverse) Families and the Law Project.

### Training relevant to decision making and dispute management

The Commission's focus is on legal education of a general nature, although decision-making in community organisations is covered by the workshops it runs (see below).

### Training related to key training areas

The Commission can provide training on a consultancy basis in South Australia in the areas of:

- Corporate governance
- Managing meetings
- Organisational communication

In 2000 the Commission's Education & Training Unit successfully tendered to ATSIC in South Australia to provide a consultancy to four Aboriginal community groups incorporated under the federal Aboriginal Councils and Associations Act 1976 and who provided Community Development Employment Programs. This was later extended to other groups in the eastern part of the state.

The consultancy presented two day workshops at various locations on the issues of roles and responsibilities of management, constitutions, and meetings. The workshops used a series of practical scenarios to discuss various aspects of the topics which involved a great deal of audience participation and developed an understanding of the law and what the community groups' constitutions meant. The workshops were well regarded by the communities which took part.

### Contact Details

Contact: Training Officer – Liz Ahern  
 Address: 82-98 Wakefield Street  
 Adelaide SA 5000  
 Email: [ahern.liz@saugov.sa.gov.au](mailto:ahern.liz@saugov.sa.gov.au)  
 Web: [www.lsc.sa.gov.au](http://www.lsc.sa.gov.au) AND [www.lawhandbook.sa.gov.au](http://www.lawhandbook.sa.gov.au)  
 Ph: 08 8463 3570  
 Fax: 08 8463 3542

---



# Livingstones Australia

## Organisational Profile

Livingstones Australia (Livingstone Services (Aust) Pty Ltd) is one of Australia's leading workplace relations consulting firms specialising in Organisational Development, HR management and Industrial Relations consultancy. Livingstones operates nationally from its Brisbane office using the services of professional consultants. It has particular expertise in providing advice on all people-related matters in the workplace. Livingstones provides substantial training and development services to its clients, ranging from compliance training on anti-discrimination, workplace harassment and conflict management, through to developmental programs on performance management, supervisory skills and team building.

## Training relevant to decision making and dispute management

Dispute management training focuses on understanding conflict using conflict mapping and role negotiation skills. The desired outcome is confidence in managing individual and group conflict using collaborative problem solving. Decision making training focuses on review strategies for group and individual decision-making situations, as well as providing hands-on examples for practical decision making in the workplace. Understanding and identification are key areas of the decision making process, and this is reflected in our group- and individually-focused training.

## Training related to key training areas

Livingstones offers a wide selection of HR Training areas, including:

Conflict Management in the Workplace	Mental Models
Developing a Learning Organisation	Performance Management
Emotional Intelligence	Problem Solving & Decision Making
Facilitation Skills	Recruitment & Selection
Interpersonal Skills	Stress Management
Leadership Development	Team Building and Time Management
Managing Organisational Change	

In addition, Livingstones offers specialised training for Managers and Supervisors in the areas of coaching and leadership.

## Contact Details

**Contact:** General Manager – Graham Toon  
**Address:** Level 14, 340 Adelaide St  
 Brisbane QLD 4000  
**Email:** [solution@livingstones.com.au](mailto:solution@livingstones.com.au)  
**Web:** [www.livingstones.com.au](http://www.livingstones.com.au)  
**Ph:** 07 3833 1200  
**Fax:** 07 3832 1546

## Mawul Rom Project

### Organisational Profile

The Mawul Rom Association has the following objectives:

- To allow Indigenous and non-Indigenous people to participate in the Mawul Ceremony with its traditional owners (the Mawul Rom Ceremony belongs to the Yolngu people of East Arnhem Land and has been used traditionally for centuries as a conflict resolution and healing process to restore relationships between individuals, groups and clan nations)
- To assist people to understand and value traditional ways of resolving disputes within Indigenous communities
- To seek ways of learning from traditional methods and find linkages to more recent mediation practice to facilitate more effective cross-cultural decision-making and conflict resolution in the future
- To assist Australians to develop an understanding of dispute resolution and the ways in which widely practised techniques might be adapted to better serve Indigenous communities and facilitate decision-making within a cross-cultural context.

The Mawul Rom Project is in the process of negotiating with James Cook University (Native Title Studies Centre) and Charles Darwin University, both registered training providers, regarding accreditation for the Mawul Rom Project.

### Training relevant to decision making and dispute management

The Mawul Rom Association has been set up to take a new direction in education and the arts, by giving equal value to both Indigenous and non-Indigenous ways of problem solving and conflict resolution. Both world views will be honoured: time is given to those belonging to both groups to share their ways of mediating.

As stated in the objectives above, the emphasis of the project is on mediation and leadership training from two cultural perspectives so that both ways are respected and understood.

### Training related to key training areas

The Mawul Rom Project addresses ALL but three of the 20 key training areas, these being Assertiveness and self esteem (#3), Organisational Communication (#6) and Train the Trainer (#20).

### Contact Details

Contact: Coordinator – Paul Tolliday  
Address: PO Box 42377  
Casuarina NT 0811  
Email: [paul.tolliday@mawul.com](mailto:paul.tolliday@mawul.com)  
Web: [www.mawul.com](http://www.mawul.com)  
Ph: 0409 177 161  
Fax: N/A

---

## Mediate Today Pty. Ltd.

### Organisational Profile

Mediate Today is a specialist provider of conflict resolution services. The company has been in operation for 10 years with contracts around Australia. The company provides tailored dispute resolution programs for public and private sector organisations. Mediate Today has been involved in a number of community consultation projects involving the aboriginal community with acknowledged success. These include the location of the correctional centres at Kempsey and Wellington and the Illawarra Wastewater project in Wollongong.

Mediate Today has provided highly successful training over the last decade to both public and private sectors. Clients have included: the Department of Health, the Roads and Traffic Authority, St. George Bank, Optus and the Department of Corrective Services. The company has been the sole provider of mediation training for the Executive Branch of the Department of Education and Training (DET) for the past six years, and for the last three years has been conducting mediation training for NSW Councils on behalf of the Department of Local Government and Shires Association.

### Training relevant to decision making and dispute management

Mediate Today is a recognised mediation training organisation with experience gathered over ten years. Its mediation courses were developed in conjunction with Professor Laurence Boule of Bond University and past chair of the National Alternative Dispute Resolution Advisory Council (NADRAC). Mediate Today's primary training focus continues to be mediation skills designed for participants to implement in the community or workplace. The skills of the mediator include effective communication, negotiation, conflict resolution and mediation process skills. Mediate Today can also run workshops on mapping conflict including identifying underlying disputes, early warning signals and the range of ADR options.

### Training related to key training areas

Mediate Today's training covers the following of the 20 key training areas:

- Communication skills
- Mapping conflict including underlying disputes, early warning signs, the range of ADR interventions and when they might be required
- Negotiation
- Dispute management design approaches
- Mediation

### Contact Details

Contact: Director – David Holst  
Address: GPO Box 1422  
Sydney NSW 2001  
Email: [holst@mediate.com.au](mailto:holst@mediate.com.au)  
Web: [www.mediate.com.au](http://www.mediate.com.au)  
Ph: 1300 760 225  
Fax: 1300 760 220

---

## Morning Star Indigenous Inservices

### Organisational Profile

Morning Star Inservices has been designed to meet the growing demand for concise and specific N.T. Indigenous cultural and historical information sessions. The 2 - 4 hour inservices are aimed primarily at the tourism industry, Government and non-Government agencies. The inservices can be delivered in the workplace and in a time frame to suit both employers and employees. Participants are provided with a resource list including recommended books, videos, feature films and websites that can be researched in their own time.

The inservices take the form of a visual presentation with time allowed for questions from participants. The facilitator delivers a presentation that has been designed to suit the tasks, processes and client groups of the participating organisations.

Morning Star's Don Christopherson possesses a Diploma of Business (Frontline Management); Certificate IV Assessment and Workplace Training and Certificate IV Administration (Project Officer).

### Training relevant to decision making and dispute management

Key topics included in information sessions offered by Morning Star are:

- N.T. Indigenous diversity
- Indigenous Clans and Kinship - N. W. Arnhemland
- Indigenous languages and communication
- Differences in learning, communication and worldview
- Indigenous role models and mentors

### Training related to key training areas

Morning Star Inservices also delivers training that covers:

- Cross Cultural Communication
- Facilitation
- Presentation Skills (Power Point) and Public Speaking
- Making the complex easy to understand
- Australian Parliamentary Systems and the preferential voting system.

### Contact Details

Contact: Consultant - Don Christophersen  
Address: 11 Transit Circuit  
Woodroffe NT 0830  
Email: [donchristo@bigpond.com](mailto:donchristo@bigpond.com)  
Web: N/A  
Ph: 08 89323244  
Fax: 08 89323255

---

## Murrawan – Connecting to Country

### Organisational Profile

Murrawan - Connecting to Country is a business based in NSW which provides the following services:

- An Indigenous de-briefing service for Aboriginal people who work within non-Indigenous systems
- A series of seminars for Indigenous workers outlining ways to deal with racism in the workplace from their own cultural ground
- Training programs for Indigenous workers to develop cultural strategies for dealing with workplace issues
- Creation of cultural development programs for Indigenous and non-Indigenous groups.

### Training relevant to decision making and dispute management

See above.

### Training related to key training areas

Murrawan provides capacity building that covers the following of the key training areas:

- Assertiveness and self-esteem
- Cross cultural communication.

### Contact Details

Contact: Consultant – Oomera Edwards  
Address: 92 Brush Road  
Ourimbah NSW 2258  
Email: [oomera@bigpond.com](mailto:oomera@bigpond.com)  
Web: N/A  
Ph: 02 43 621 308 AND 0414 368 956  
Fax: N/A

---

## Mutual Mediations Pty. Ltd.

### Organisational Profile

Mutual Mediations is a dispute resolution portal encompassing the entire spectrum of conflict resolution processes. It provides dispute resolution services to Governments, businesses, industry associations and individuals, solicitors and advisors throughout Australia, assisting them to resolve disputes at a fraction of the cost and time it would take through traditional legal means. Mutual Mediations is focused on facilitating professional, diplomatic and responsive interventions that achieve successful outcomes for all parties, and providing affordable and accessible dispute resolution services as opposed to potentially expensive and protracted litigation, where ultimately each party loses “control of the process and related costs.” It is a national organisation with a vast network of dispute resolution practitioners who are leaders in the field.

### Training relevant to decision making and dispute management

Increasingly disputes faced by communities, local councils and non-government organisations are dealt with using alternative dispute resolution practices. There are enormous benefits to everyone concerned to have accredited, experienced mediators and facilitators brought in at the first possible opportunity. Such interventions allow issues to be aired in a safe environment and everyone's concerns to be dealt with efficiently, effectively and at reasonable cost. The aim of this process is to produce a win/win outcome and the rate of success is very high. Legal fees are kept to a minimum or dispensed with entirely, and stress levels, emotional strain and disruption due to unresolved issues are diminished. Mutual Mediation's skilled trainers have degrees in Law, Commerce, Dispute Management Law, Advanced Negotiation (Harvard).

### Training related to key training areas

Mutual Mediations does not just train individuals to become mediators; it develops professionals with tools and techniques to help them deliver better and more profitable business. Working with its delegates and trainers, Mutual Mediations has developed conflict resolution and management training courses aimed at supporting business and legal operations to help increase service delivery levels and client value. Its practical business programmes aim to achieve this through different mediums, eg: one course looks at ways of identifying, understanding and then managing client expectations, thus enabling businesses to spot and deal with conflict issues before they sour. Mutual Mediations continually fine-tunes its approach to produce interactive and innovative programmes. It provides specialist services to coach and assist newly accredited mediators in the development of their conflict resolution skills and currently coaches with such leading Institutions as the University of Queensland, Bond University, Leading Edge Alternative Dispute Resolution (LEADR) and Adjudicate Today.

### Contact Details

Contact: Director - Callum Campbell  
Address: 6/8 Petrie Terrace, Petrie Terrace  
Brisbane QLD 4000  
Email: [info@mutualmediations.com.au](mailto:info@mutualmediations.com.au)  
Web: [www.mutualmediations.com](http://www.mutualmediations.com)  
Ph: 07 3876 6259  
Fax: 07 3876 4259

---

## National Dispute Resolution Network (NDRN)

### Organisational Profile

The National Dispute Resolution Network (NDRN) is a co-operative body incorporating Government funded community mediation providers in the NT, QLD, NSW, VIC & the ACT. While operating independently in providing services to each state & territory, each of the organisations also work co-operatively. Each agency provides an array of conflict management & training services to Indigenous and non-Indigenous Australians. Some agencies have either RTO status (eg: Dispute Resolution Branch QLD and Dispute Settlement Centres VIC) or have formal affiliations with RTOs.

Several agencies maintain Indigenous specific mediation programs to address the needs of Indigenous people in their state. As well as community mediation services, each agency delivers group facilitation and pre & post mediation dispute counselling services. Cumulatively these services have conducted many thousands of mediations & facilitations and have a vast practical experience to call upon in regard to conflict management policy & service delivery.

The Community Justice Centres (NSW) have been operating for nearly twenty-five years, the Dispute Resolution Branch (QLD) fifteen years, and Dispute Settlement Centres (VIC) eighteen years.

### Training relevant to decision making and dispute management

The NDRN has capacity among its partner agencies to deliver an extensive range of programs including mediation skills, group facilitation, negotiation and conflict management training. Several agencies have particular experience in training and developing Indigenous mediators to assist in providing services in remote and metropolitan areas. There is also considerable experience within the Network in designing and delivering training programs that specifically meet the learning needs of Indigenous organisations or individuals, and considerable capacity to provide experienced Indigenous trainers. The Network has access to trainers with substantial experience in working with Indigenous clients and PhD level educationalists with cross-cultural conflict management expertise. Each agency within the Network maintains rigorous quality control mechanisms. The NDRN aims to work collaboratively to deliver the highest quality training.

### Training related to key training areas

With vast practical experience, the NDRN is well positioned to deliver a broad spectrum of training programs to Native Title Representative Bodies. Cumulatively the NDRN manages several thousand conflict management practitioners, conducts thousands of mediations per year and delivers training to thousands of clients. Specific training packages and associated training materials already exist in regard to communication skills, conflict mapping and analysis, group facilitation & group dynamics, mediation, negotiation skills, dealing with difficult people and behaviours, feedback and debriefing. All programs are founded in the considerable practice base available to members of the NDRN. Training conducted by each of the member organisations is practical (hands-on) rather than being dominated by theory. Feedback from Indigenous organisations and individuals has indicated a high level of satisfaction with program delivery. NDRN members also have considerable experience in dispute system (management) design, management of third parties in mediation and facilitation processes and cross cultural communication.

---

## Contact Details

The NDRN central contact is Peter Johnstone who can be contacted at the Dispute Resolution Branch QLD address below.

### Community Justice Centres (NSW)

Contact: Director - Deborah Sharp  
Address: Level 8, Goodsell Building  
Chifley Square, Sydney NSW 2000  
Email: [Deborah\\_Sharp@agd.nsw.gov.au](mailto:Deborah_Sharp@agd.nsw.gov.au)  
Web: [www.cjc.nsw.gov.au](http://www.cjc.nsw.gov.au)  
Ph: 02 9228 7455  
Fax: 02 9228 7456

### Community Justice Centres (NT)

Contact: Manager – Karen Dey  
Address: GPO Box 1722  
Darwin NT 0801  
Email: [Karen.Dey@nt.gov.au](mailto:Karen.Dey@nt.gov.au)  
Web: [www.nt.gov.au/justice](http://www.nt.gov.au/justice)  
Ph: 1800 000473  
Fax: 08 8981 3812

### Conflict Resolution Service (ACT)

Contact: Training Officer – David Purnell  
Address: 281 Goyder St  
Narrabundah ACT 2604  
Email: [training@crs.org.au](mailto:training@crs.org.au)  
Web: [www.crs.org.au](http://www.crs.org.au)  
Ph: 02 6295 5905  
Fax: 02 6295 5992

### Dispute Resolution Branch (QLD)

Contact: Executive Manager – Peter Johnstone (also NDRN central contact)  
Address: GPO Box 149  
Brisbane QLD 4001  
Email: [Peter.Johnstone@justice.qld.gov.au](mailto:Peter.Johnstone@justice.qld.gov.au)  
Web: [www.justice.qld.gov.au](http://www.justice.qld.gov.au)  
Ph: 07 3239 6278  
Fax: 07 3239 6284

### Dispute Settlement Centres (VIC)

Contact: Manager - Teresa Zerella  
Address: GPO Box 4113  
Melbourne VIC 3000  
Email: [Teresa.Zerella@justice.vic.gov.au](mailto:Teresa.Zerella@justice.vic.gov.au)  
Web: [www.justice.vic.gov.au](http://www.justice.vic.gov.au)  
Ph: 03 9603 8370  
Fax: N/A

---



## Native Title Studies Centre, James Cook University

### Organisational Profile

The Native Title Studies Centre has a strong focus on research and practical engagement with communities. Despite its name, the Centre's work is not so much about the development of native title law - although this is one of its research concerns - but rather more about the day-to-day engagement of Indigenous and non-Indigenous peoples, communities and organisations. Some research, for instance, is focused on the development of cross-cultural agreement-making theory and practice in Australia and internationally. The Centre's research activities are directed at making a difference at the local level. To achieve its goals the Centre will conduct its work in partnership with Indigenous communities and organisations, with government and industry, and with other universities.

### Training relevant to decision making and dispute management

The Centre is able to provide training in the area of cross-cultural mediation and negotiation. The Director of the Centre is a qualified mediator (LEADR mediation certificate, advanced mediation certificate - LEADR and Melbourne University Law) with many hundreds of hours of practical experience in cross-cultural mediation and negotiation. The Centre has access to a number of highly qualified mediators and trainers with experience in working with Indigenous communities, including Indigenous mediators and trainers. The Centre is developing specific training packages for Native Title Representative Bodies or groups working with Indigenous peoples in mediation and negotiation. The Centre is also developing a mediation accreditation package in cooperation with LEADR.

### Training related to key training areas

The Centre provides training in relation to mediation and negotiation with Indigenous peoples in native title negotiation contexts, and training in relation to mining negotiations with Indigenous peoples. The training can be for non-Indigenous and Indigenous organisations or groups. The training relates to mediation, ADR methodology, cross-cultural mediation, design, negotiation skills and working with third parties. The training is interactive in that it is assumed that participants may have significant experience in negotiation or working with Indigenous peoples. The philosophy behind the training is to provide a framework for participants to develop their current skills and identify where they might need additional skills.

### Contact Details

Contact: Director – Craig Jones  
Address: PO Box 6811  
Cairns QLD 4870  
Email: [craig.jones@jcu.edu.au](mailto:craig.jones@jcu.edu.au)  
Web: <http://www.jcu.edu.au/app/law/ntsc/>  
Ph: 07 4042 1198  
Fax: 07 4042 1474

---

## Nina Harding Mediation Services Pty. Ltd.

### Organisational Profile

Nina Harding Mediation Services offers mediation, facilitation, training and strategic advice. Its training programs are conducted by Nina Harding, an experienced and well regarded trainer who has conducted hundreds of training courses in Australia and overseas. She has taught at the University of Hong Kong, The University of Sydney, La Trobe University and others at the postgraduate level. She is a Lead Trainer for LEADR (the Association of Dispute Resolvers).

### Training relevant to decision making and dispute management

The company's speciality is training pertaining to disputes, conflict or negotiation. As well as academic training, the company has conducted in-house training for clients including USAID, ABN-Amro Morgan, Commsec, the Human Rights and Equal Opportunities Commission, Australian Taxation Office, Aboriginal Land Councils, and the Law Institute of Victoria. Nina's training courses are fun, informative and meet the needs of the participants. Her courses are rated by the majority of attendees as 'excellent'.

### Training related to key training areas

Nina Harding conducts training in all of the 20 key training areas. She is able to custom design courses to meet the needs of the participants.

### Contact Details

Contact: Principal – Nina Harding  
Address: PO Box 275  
North Sydney NSW 2059  
Email: [office@ninaharding.com](mailto:office@ninaharding.com)  
Web: [www.ninaharding.com](http://www.ninaharding.com)  
Ph: 02 8901 5251  
Fax: 02 8901 5254

## NSW Ombudsman's Office

### Organisational Profile

The NSW Ombudsman is a statutory body whose primary role is to be an independent and impartial watchdog, making sure that the agencies within its jurisdiction fulfil their functions properly and improve their delivery of services to the public. It also helps agencies to be aware of their responsibilities to the public, to act reasonably and to comply with the law and best practice in administration.

The Ombudsman helps agencies address problems with their performance. These problems may be uncovered by complaints from members of the public or people who work for those agencies, or come to light through the Ombudsman's daily work. The focus is on improving the conduct and decision-making of those agencies. The Ombudsman encourages agencies and complainants to deal with each other directly and find a mutually satisfactory outcome. One of its key messages is that complaints are one of the best sources of feedback on how an agency is performing. The Ombudsman encourages and helps agencies to set up and maintain effective complaint handling systems to better handle complaints and use the feedback to improve the way they operate. It provides training and has developed resources on topics such as how to deal with difficult complainants and how to investigate complaints.

### Training relevant to decision making and dispute management

The Ombudsman provides training in complaint handling for frontline staff - developing excellent communication skills and managing conflict - and in negotiation skills. It has an Aboriginal Complaints Unit which does outreach work with Aboriginal groups, agencies and other organisations throughout NSW. The focus is primarily on education on the role of the Ombudsman and identifying unique or systemic issues in the community that involve government agencies (including police), the goal being to empower members of the community to take issues up at the local level and if unresolved, take them to the Ombudsman.

### Training related to key training areas

The following are some of the workshops offered by the Ombudsman's Office:

Complaint handling for frontline staff	Towards best practice in complaints management
Dealing with difficult complaints	Responding to allegations against employees
Art of negotiation	Child protection policy development
Resolving consumer complaints	Police and community relationships

### Contact Details

**Contact:** Trainer - Sheila O'Donovan or David Watson  
**Address:** Level 24, 580 George St  
 Sydney NSW 2000  
**Email:** [so'donovan@ombo.nsw.gov.au](mailto:so'donovan@ombo.nsw.gov.au)  
**Web:** [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
**Ph:** 02 9286 1000  
**Fax:** 02 9283 2911

## Nyaarla Projects Pty. Ltd. in association with Twyford Consulting

### Organisational Profile

Nyaarla Projects Pty Ltd is a 100% Indigenous owned company. Established in mid 2003, Nyaarla has grown from small beginnings to now having contracts worth in excess of \$2.5 million. When Nyaarla commenced, 50% of its staff were Indigenous and it aims to continue to maintain this percentage.

A unique feature of Nyaarla is the integration that it can bring to any project or organisation. Nyaarla can integrate public participation/community consultation, training and employment, education and youth services, recruitment, Aboriginal heritage and native title and general consulting requirements via one seamless service.

### Training relevant to decision making and dispute management

Nyaarla Projects in association with Twyford Consulting based in Wollongong can provide a range of training courses related to decision making and dispute management, such as 'Public Participation for Decision Makers' and 'Course in Mediation Skills – 5551'. Twyford Consulting can also offer a range of Learning, Development and Training Services (follow the link 'Our Services' and then 'Learning and Development' on the Twyford Consulting website).

### Training related to key training areas

Nyaarla Projects in conjunction with Twyford Consulting can provide a range of training courses linked to the International Association for Public Participation. These include:

- Planning for Effective Public Participation
- Techniques for Effective Public Participation
- Effective Communication for Public Participation
- Facilitation Skills for Public Participation Practitioners
- Evaluation of Public Participation.

Nyaarla Projects has also developed and delivers a training course 'Indigenous Public Participation: Values and Techniques.' The key focus for the course is on planning for Indigenous public participation, the factors that need to be considered and why they are important. The course provides participants with a framework to develop their Indigenous public participation strategy and delivery techniques.

Nyaarla/Twyford can supply training covering all 20 listed areas except for Train the Trainer (#20).

### Contact Details

Contact: Senior Consultant – Alan Beattie  
Address: PO Box 944  
Subiaco WA 6904  
Email: [abeattie@nyaarla.com.au](mailto:abeattie@nyaarla.com.au)  
Web: [www.nyaarla.com.au](http://www.nyaarla.com.au) and [www.twyford.com.au](http://www.twyford.com.au)  
Ph: 08 9256 4911  
Fax: 08 9256 4011

---

# Open Training and Education Network – Western Sydney Institute, TAFE NSW

## Organisational Profile

The Open Training and Education Network (OTEN) is the specialist distance learning institute of TAFE NSW and a Registered Training Organisation. As part of the Western Sydney Institute of TAFE it offers world class flexibly-delivered programs and enrolls more than 35,000 students in over 250 TAFE NSW courses. Enrolments are open for most of the academic year and students of OTEN study at their own pace, at their own place.

OTEN is a national leader in the use of technology to develop and deliver high quality educational and training materials. Most courses give graduates nationally recognised qualifications through the AQF (Australian Qualifications Framework). Other specific-purpose courses are recognised by all of TAFE NSW. OTEN is located in the Sydney suburb of Strathfield, near to the site of the 2000 Sydney Olympics. It is built on land of the Wangal clan of the Eora people, the traditional Indigenous owners of this part of Sydney.

## Training relevant to decision making and dispute management

OTEN offers Course 4945 Dealing with Conflict, and Course 4936 Negotiation Skills (there is a version written for Indigenous students available). It also offers Course 3037 Diploma in Aboriginal Studies which includes the following Communication modules in versions written for Indigenous students - Negotiation Skills; Team Building; Client Interaction; Speaking in Public; Dealing with Conflict; Managing Conflict (these modules are also available in other courses).

## Training related to key training areas

- Course 9591 Communication Skills Certificate 2: includes such modules as Transforming Conflict; Work Team Communication; Interpersonal Communication
- Course 9592 Communication Skills Certificate 3: includes Course 9591 plus such modules as Dealing with Customers and Clients; Interpersonal Communication and Cultures; Team Participation Skills; Meetings; Dealing with Conflict
- Course 4302 Statement of Attainment in Interpersonal Skills: includes the modules Team Participation Skills; Negotiation Skills; Writing for the Workplace; Making Presentations; Meetings
- Course 4297 Statement of Attainment in Team Participation Skills
- Courses in development: Effective Business Negotiation; Negotiate an Australian Workplace Agreement

## Contact Details

Contact: Acting Head Teacher Communications – Tony Hill  
Address: 51 Wentworth Rd  
Strathfield NSW 2135  
Email: [oten.courseinfo@tafensw.edu.au](mailto:oten.courseinfo@tafensw.edu.au)  
Web: [www.tafensw.edu.au/oten](http://www.tafensw.edu.au/oten)  
Ph: 02 9715 8000  
Fax: 02 9715 8445

---

## Pilbara TAFE

### Organisational Profile

Pilbara TAFE is located in the Pilbara region of Western Australia. It is a Registered Training Organisation. Of the four main campuses, Pundulmurra Campus is specifically tailored to cater for the training needs of the region's large Indigenous population.

Training is designed to be extremely flexible to suit the needs of students with many programs being run either on campus or out in the community.

### Training relevant to decision making and dispute management

Pilbara TAFE offers the following training relevant to decision making and dispute management:

- 51137 Certificate II in Introduction to Community Governance
- 51138 Certificate III in Community Governance Support
- BSB40901 Certificate IV in Business (Governance)
- BSB30504 Certificate III in Business (Frontline Management)
- BSB41004 Certificate IV in Business (Frontline Management)
- BSB51004 Diploma of Business (Frontline Management)
- BSB50801 Diploma of Business (Human Resources)
- BSB50401 Diploma of Business Management.

### Training related to key training areas

Pilbara TAFE offers a large range of qualifications from Certificate I to Diploma level, covering such areas as communication and presentation skills, assertiveness training, information technology, a wide range of management issues, information technology, and assessment and workplace training.

Special courses are also available in the Indigenous areas of cultural art and craft, cultural tourism, teacher assistance, health and cultural languages.

As well as offering nationally recognised qualifications, the college also designs customised training programs to client specifications.

### Contact Details

**Contact:** Information Officer – Christine Mansfield  
**Address:** PO Box 315  
 Karratha WA 6714  
**Email:** [information@pilbaratafe.wa.edu.au](mailto:information@pilbaratafe.wa.edu.au)  
**Web:** [www.pilbaratafe.wa.edu.au](http://www.pilbaratafe.wa.edu.au)  
**Ph:** 08 9159 6715  
**Fax:** 08 9159 6711

---

## Professional and Continuing Education, University of Adelaide

### Organisational Profile

Professional and Continuing Education (PCE) is a business unit of the University of Adelaide with an established and successful record in delivering professional and continuing education programs. PCE is a Registered Training Organisation. PCE clients come from local, national and overseas organisations. PCE offers an established and well-respected Professional Development Program with short courses in the areas of business development, leadership, management, supervision, communication and personal development. In addition to the courses presented in its public programs, PCE offers the benefits of an individualised and professional consultancy service to organisations. PCE delivers customised training to suit organisations' particular needs, either in PCE's professional training facilities in Adelaide or in venues of the clients' choice.

### Training relevant to decision making and dispute management

Some of the short courses that PCE provides include:

- Negotiating Effectively: Getting to Yes! (1 day)
- Advanced Negotiation Skills (2 days)
- Mediation Skills (1 day)
- Facilitating Productive Meetings (1 day)
- Tools for Negotiating When The Stakes Are High (1 day)
- Creatively Managing Conflict (1 day)

In addition, PCE offers over two semesters the Professional Certificate in Arbitration and Mediation in conjunction with the Institute of Arbitrators and Mediators.

### Training related to key training areas

Other relevant programs include:

- Managing Difficult People (1 day)
- Confident and Persuasive Presentations (1 day)
- The Art of the Advocate (1 day)
- Giving and Receiving Feedback (1 day)
- Team Work and Team Building programs (choice of program lengths)
- Communication Skills (multiple possible programs)
- Interpersonal Skills and Assertiveness (1 day)
- Train the Trainer (choice of program lengths)
- Individual coaching in skills such as communication, presentations, negotiations.

### Contact Details

Contact: Program Coordinator Professional Development - Catherine McMahon  
Address: Level 2, 10 Pulteney St  
Adelaide SA 5005  
Email: [pce@adelaide.edu.au](mailto:pce@adelaide.edu.au)  
Web: [www.adelaide.edu.au/pce](http://www.adelaide.edu.au/pce)  
Ph: 08 8303 4777  
Fax: 08 8303 4411

---

## REFS Training and Consultancy Services

### Organisational Profile

REFS Training and Consultancy (REFS TFS) is a Registered Training Organisation (5040) run under the auspices of the Regional Extended Family Services (REFS). REFS TFS specialises in the design and delivery of comprehensive training programs and consultancy services including workplace mediation. REFS TFS has over fourteen years experience of working with educational institutions and the community, public and corporate sectors. Several thousands of adults and students from all parts of Australia have participated in its training courses in mediation and conflict resolution as well as other programs. REFS TFS offers training that is highly interactive, experiential and based on adult learning principles. Learning is delivered using a variety of methodologies designed to engage people with different learning styles. The aim is to ensure that learning is active and enjoyable and relevant to the participant's specific workplace or educational setting.

### Training relevant to decision making and dispute management

REFS TFS offers the following training relevant to decision making and dispute management:

- Certificate IV in Community Mediation
- Short course in Mediation
- Negotiation skills
- Dealing with Difficult behaviours
- Dealing with Difficult Emotions
- Managing Conflict Effectively
- Building Positive Relationships
- Problem-solving and Decision-making

### Training related to key training areas

Other programs offered related to the key training areas are:

- Certificate IV in Indigenous Therapies
- Working with Indigenous Families and Communities
- Managing Bullying Behaviour
- Engaging and Working with Families - a strengths-based approach
- Effective Communication Skills (Accredited)
- Short Course in Mediation
- Resilience and self-esteem

### Contact Details

Contact: Executive Officer Standards and Training – Judith Newbold  
Address: National Office, 57 Wantina Rd  
Ringwood VIC 3134  
Email: [jnewbold@refsnat.com.au](mailto:jnewbold@refsnat.com.au)  
Web: [www.refsnat.com.au/training\\_and\\_consulting.htm](http://www.refsnat.com.au/training_and_consulting.htm)  
Ph: 03 9879 7411  
Fax: 03 9870 8717

---



## Resolve Advisors Pty. Ltd.

### Organisational Profile

Resolve is an organisation involved in consultancy services consisting of strategic negotiation, mediation, facilitation and system design. It also provides training based on real life experience. Shirli Kirschner is the principal and there are a number of consultants who work closely with her to deliver the services.

Shirli has a Bachelor of Arts (Psychology), a Bachelor of Law, and a Diploma in Adult Informal Education. She spent ten years in South Africa and is familiar with cross cultural issues. She has trained in Australia, Israel, USA, Singapore and Japan and has lectured in negotiation and facilitation at the University of Technology Sydney in the Masters of Law and the Masters of Communication programs. She is the dispute resolution adviser responsible for dispute resolution and training for the National Electricity Market.

### Training relevant to decision making and dispute management

Resolve offers training in:

- Negotiation (2-3 days)
- Dealing with difficult situations (1 or 2 days)
- Facilitation - building consensus among groups (1-4 days).

The training in Negotiation and Facilitation is accredited by LEADR.

### Training related to key training areas

Resolve provides services in relation to the following of the 20 key training areas:

- Communication skills – introduction to effective communication
- Mapping conflict including underlying disputes, early warning signs, the range of ADR interventions and when they may be required
- Facilitation
- Managing meetings
- Dispute management design approaches
- Negotiation skills
- Group dynamics
- Dealing with difficult people and behaviours
- Feedback and debriefing skills

### Contact Details

Contact: Principal - Shirli Kirschner  
Address: PO Box 15  
Paddington NSW 2021  
Email: [support@resolveadvisors.com.au](mailto:support@resolveadvisors.com.au)  
Web: [www.resolveadvisors.com.au](http://www.resolveadvisors.com.au)  
Ph: 02 9380 6466  
Fax: 02 9380 5687

---

## Rhiân Williams Approved Mediation Agency

### Organisational Profile

Rhiân Williams is the Principal of an Approved Mediation Agency based in the ACT which provides mediation, facilitation and training services throughout Australia. With over 16 years experience in the provision of dispute management services the Agency uses a co-mediation and co-facilitation approach. It works in a range of areas including native title, natural resource management, workplace, organisational, community and interpersonal disputes and specialises in large scale multi-party matters. The Agency has extensive experience in the design of relationship building processes, in tailoring mediation and facilitation approaches to the needs of highly diverse groups including Aboriginal and Torres Strait Islander peoples and in designing and delivering training programs. The Agency is committed to the highest levels of ethical and professional service delivery including the independent evaluation of all services delivered.

### Training relevant to decision making and dispute management

The Agency specialises in the provision of mediation and facilitation courses. These courses range from 1-3 day introductory courses which provide participants with a clear understanding of the principles of transparent, accountable and inclusive dispute management practices, through to 15 day programs, which equip participants to mediate or facilitate in a broad range of complex and challenging matters. The Agency can also tailor courses to enhance service delivery in areas relating to negotiation, cross-cultural communication, dealing with difficult people and conflict management approaches. The Agency offers confidential and professional mentoring and debriefing services to those working as mediators and facilitators, and can work with organisations and individuals to scope, plan and review dispute management approaches under consideration in order to ensure the best processes are implemented.

### Training related to key training areas

The Agency provides training including customised training in mediation; facilitation; dispute management design approaches; relationship building techniques; conflict analysis; cross-cultural communication dynamics; group dynamics; negotiation skills and general communication skills.

The Agency has a partnership with a Registered Training Organisation and can deliver nationally recognised and accredited training. All training can be customised to the needs of a particular organisation and ongoing professional development, mentoring, feedback and debriefing services can be provided. All training includes pre-course training needs analysis and participant and organisational evaluation. The Agency can, as requested, engage the services of Indigenous presenters.

### Contact Details

Contact: Principal – Rhiân Williams  
 Address: PO Box 317  
 Hall ACT 2618  
 Email: [dhpl@bigpond.com](mailto:dhpl@bigpond.com)  
 Web: N/A  
 Ph: 02 6230 2955  
 Fax: 02 6230 2952

---

## Rose La Vie – Creative Facilitator and Mediator

### Organisational Profile

Rose La Vie is a sole trader who has the flexibility to perform crisis and cross-cultural mediation, deliver training, and inclusively facilitate meetings at short notice and commit to short term project facilitation. Rose has the following qualifications and training:

- Post Graduate Diploma in Conflict Resolution (Macquarie and LaTrobe Universities) 1999
- Seasons 'Grief and Loss' Training 1999
- Cross Cultural Training 1994
- Mediation and Peer Mediation Training (ICRC and University of Melbourne) 1996-1998
- Dispute Resolution Design Analysis (1997)
- Setting Aims and Objectives Around Key Group Visions
- Certificate IV in Workplace Assessment and Training 2001 (non-accredited)

### Training relevant to decision making and dispute management

Rose La Vie offers the following relevant training:

- Facilitator learning/study circles
- 'Strengths' focussed team building – 'Stress and wellness'
- Evaluative and reflective de-briefing
- 'You, me and conflict resolution' - what is conflict?
- Developing 'needs' based answers to conflict
- Visioning your future and mapping goals
- Mediating - child inclusive approach
- Mediating - screening for and working with relationships where violence is an issue.

### Training related to key training areas

The training provided by Rose covers the following of the 20 key training areas:

- Communication skills
- Mapping conflict
- Facilitation
- Dispute management design approaches
- Group dynamics
- Dealing with difficult people and behaviours
- Team work and team building skills
- Relationship building exercises
- Feedback and debriefing skills.

### Contact Details

Contact: Facilitative Director – Rose La Vie  
Address: RMB 177  
Evansford VIC 3371  
Email: [raindancer777@hotmail.com.au](mailto:raindancer777@hotmail.com.au)  
Web: N/A  
Ph: 03 5343 6222 AND 0434 462958  
Fax: 03 5343 6222

---

# School of Volunteer Management

## Organisational Profile

The School of Volunteer Management (SVM) is a Registered Training Organisation providing skills, management and leadership training to the not-for-profit sector. The School is committed to assisting organisations and individuals to maximise their potential through the provision of high quality education, training and consultancy services on volunteer management and general management issues. SVM offers a suite of volunteer management and business management courses customised to reflect the unique character and diverse needs of the not-for-profit sector and the people it engages. SVM is committed to the principles of flexibility, accessibility, affordability and excellence and will continue to provide distance-mode learning, regional workshops and classroom based learning opportunities to the sector. SVM will happily undertake co-presentation or partner with Indigenous trainers.

## Training relevant to decision making and dispute management

SVM provides training in the following relating to decision-making and dispute management:

- Conflict Management BSBATSIL503A (Accredited unit from the Business Services Training Package)
- Manage Conflict and Mediate Disputes (3 day facilitated workshop)
- Dealing with Difficult Conversations (1 day workshop)
- Moving with Change - Managing Conflict (1 day workshop)
- Leading Volunteer Teams (1 day workshop)
- Understanding Management Committees (1 day workshop)
- Submission Writing (1 day workshop).

SVM courses are customised to include teams and workplaces from the volunteer sector which have both volunteers and paid staff.

## Training related to key training areas

SVM offers the following training related to the key 20 key training areas:

- Train Small Groups BS2404A (Certificate IV Assessment and Workplace Training BS240198)
- Leading Teams in the Workplace (1 day workshop)
- Lead Work Teams BSBFLM 404A (Certificate IV in Business)
- Facilitate Work Teams BSBFLM 504A (Diploma of Business)
- Apply Basic Communication Skills BSBCMK1103A (Certificate I in Business)
- Communicate in the Workplace BSBCMN203A (Certificate II in Business)
- Participate in Work Teams BSBFLM304A
- Right from the Start (1 day workshop - best practice management of volunteers).

## Contact Details

**Contact:** Head of School – Gwenda Lawther  
**Address:** Level 2, 228 Pitt Street  
 Sydney NSW 2000  
**Email:** [info@svm.net.au](mailto:info@svm.net.au)  
**Web:** [www.svm.net.au](http://www.svm.net.au)  
**Ph:** 02 9261 3600  
**Fax:** 02 9261 4033

---

## South West Regional College Bunbury (TAFE WA)

### Organisational Profile

South West Regional college of TAFE is situated in Bunbury with regional campuses in Busselton, Collie, Harvey, Margaret River and Manjimup. Committed to supporting Indigenous Education and Training, the College has a specialised Indigenous unit - Ngala Maya - located at the Bunbury Campus. In addition to offering student support, Ngala Maya supports Aboriginal Program Assistants based in the College's regional campuses and also acts as a focus for the Aboriginal community. Key activities include, but are not limited to: student support services; social, sporting and cultural activities for students and staff; liaison with administrative and academic and government bodies.

### Training relevant to decision making and dispute management

Students can choose those units of competency from the College's training packages that are particularly relevant to their needs. Specifically designed module packages can be mapped to a nationally recognised training package for accreditation, if required.

The College offers:

- Certificate III Community Governance Support
- Certificate III Tourism (Guiding)
- Certificate IV Tourism (Heritage/Culture).

### Training related to key training areas

The College offers the following courses which relate to the key training areas:

- Certificate II General Education Adult (Indigenous Specific)
- Certificate I Workplace Readiness (Yr 10 students with a view to progressing to higher education)
- Certificate III Teachers Assistant (Indigenous) – Flexible delivery
- Aboriginal & Islander Education Officer (Existing Workers Traineeships)
- Certificate IV Assessment & Workplace Training (Cross Cultural Awareness)
- Certificate III Aboriginal & Torres Strait Cultural Art
- Certificate IV Aboriginal & Torres Strait Cultural Art.

### Contact Details

Contact: Manager, Community and Industry Development – Trish Whiteman  
Address: Robertson Drive  
Bunbury WA 6230  
Email: [doehel@bunbury.training.wa.gov.au](mailto:doehel@bunbury.training.wa.gov.au)  
Web: [www.swrc.wa.edu.au](http://www.swrc.wa.edu.au)  
Ph: 08 9780 7200  
Fax: 08 9780 7201

---

## TAFE SA Aboriginal Education

### Organisational Profile

TAFE SA is the South Australian Government's provider of accredited vocational education and training (it is a Registered Training Organisation). Programs are delivered through 3 Institutes and over 50 campuses. TAFE SA provides courses to approximately 100,000 students a year through its 5,400 staff, of whom 2,400 are part-time instructors with up-to-date specialised industry skills and experience. These courses are awarded at levels from Certificate I to Degree level, with a predominant focus between Certificate II and Advanced Diploma. TAFE SA offers an Aboriginal Education Program, which has a specific focus on education that supports both Indigenous individuals and communities.

### Training relevant to decision making and dispute management

TAFE SA is able to provide training to achieve full qualifications or training in specific selected units of competence. In both cases, successful participants would be eligible to receive a parchment for the accredited training completed. TAFE SA is also able to prepare and deliver customised training sessions. In addition to the units of study under the Aboriginal Education Program, TAFE SA delivers training through the Business Studies Program which can be customised to specific needs and delivered by staff from the Aboriginal Education Program. The state-wide Program Leader for Aboriginal Education, Klynton Wanganeen, has experience in negotiating Indigenous Land Use Agreements from the perspective of the traditional owner and his vast experience has contributed greatly to the Aboriginal Education Program and TAFE SA more broadly.

### Training related to key training areas

The Certificate IV in Business (Governance) and the Diploma of Business include units which are related to the key training areas, for example:

- Develop and implement organisational policies
- Maintain and protect culture
- Meet the roles and responsibilities of a board member
- Communicate with the community
- Contribute to a positive and culturally appropriate workplace
- Obtain and manage consultancy services
- Manage conflict
- Establish and maintain a strategic planning cycle
- Conduct a community meeting
- Be a community leader.

TAFE SA is able to develop training in consultation with any groups undertaking negotiation for native title.

### Contact Details

**Contact:** Program Manager Aboriginal Education – Judith Welgraven  
**Address:** Port Augusta Campus, 9-30 Carlton Parade  
 Port Augusta SA 5700  
**Email:** [welgraven.judith@saugov.sa.gov.au](mailto:welgraven.judith@saugov.sa.gov.au)  
**Web:** [www.tafe.sa.edu.au](http://www.tafe.sa.edu.au)  
**Ph:** 08 8648 9968 AND 0419 855 966  
**Fax:** 08 8648 9995

## The Accord Group

### Organisational Profile

The Accord Group is a private international dispute resolution firm specialising in mediation/conciliation, mediation and negotiation training, and industry dispute resolution administration. It has a commercial, workplace and public dispute focus. The Group has a Ministerial appointment to manage the appointment of mediators for the Australian Government under the Franchising Code of Conduct, a statutory dispute resolution scheme, and also manages dispute resolution in the cinema industry and Victorian gas industry.

The Group's U.S. Associate, Dr Peter Adler has extensive experience in managing indigenous issues. The Group conducts the mediation training for the Hong Kong Law Society, Hong Kong University and Hong Kong Polytechnic University plus other bodies internationally and in Australia. Its five day mediation training programme is accredited/approved by international and Australian Law Societies, the UK Chartered Institute of Arbitrators and the Australian Institute of Arbitrators and Mediators.

### Training relevant to decision making and dispute management

The mediation course teaches that effective dispute management is based on a clear identification of the parties' needs, goals and objectives and on acknowledgement and understanding of each other's point of view. It teaches a highly efficient method of dispute resolution. Attendees are assessed for their mediation skills and issued with a certificate which testifies to the level of achievement that they show and which Australian Law Society standards they satisfy.

### Training related to key training areas

The training provided by The Accord Group covers the following of the 20 key training areas:

- Communication Skills
- Mapping Conflict
- Assertiveness
- Facilitation
- Managing Meetings
- Mediation
- Dispute Management Design
- Negotiation Skills
- Managing Experts and Third Parties
- Dealing with Difficult People.

### Contact Details

Contact: Principal – David Newton  
Address: Suite 205, Level 2, 370 Pitt Street  
Sydney NSW 2000  
Email: [davidnewton@accordgroup.com.au](mailto:davidnewton@accordgroup.com.au)  
Web: [www.accordgroup.com.au](http://www.accordgroup.com.au)  
Ph: 02 9264 9506  
Fax: 02 9264 8268

---

## The Indigenous Business Institute Ltd. (The IBI)

### Organisational Profile

The Indigenous Business Institute's (The IBI) expertise is in developing, designing and delivering Australian Indigenous programs, policies and processes to Indigenous people and their communities. The IBI ensures that the activities that they produce, offer or implement on behalf of a client are realistically effective, adaptable and responsive to the Australian Indigenous community they have been designed for.

The IBI is an Indigenous Company by Guarantee Limited, which for 4 years has been operating voluntarily in WA with occasional sub-contracting of its activities through its membership. The IBI's current membership consists of approximately 130 Indigenous Members and 33 non-Indigenous Associates, who operate small businesses/companies dealing predominantly in Indigenous Affairs. The IBI concept is based on a Canadian Indigenous Institute model, wherein The IBI acts as a central administration support similar to an Indigenous Chamber of Commerce and Industry. In this role it manages projects/consultancies and engages its Members as Sub-Contractors to fulfil required activities. The IBI also provides members with best practices standards, including mentoring and office administration support. This model ensures The IBI remains accountable and available to a client; is never in competition with its Members; and encourages ongoing competition and profitability amongst its membership.

### Training relevant to decision making and dispute management

The IBI through its membership is able to deliver accredited and non-accredited training in decision making and dispute management skills. Each Member recommended below is either degree qualified and/or an accredited workplace trainer (and some are Registered Training Organisations):

- Helen Bishop (AbSolve)
- Robin Thorne (Robin A Thorne)
- Sarina Jan (SarJan Consultancies)
- Kevin Dolman (Dolman & Associates)
- Isabelle Adams (Vision Network)
- Cheri Yavu-Kama Harathunian (Jahavel Consulting)
- Leanne Ramsamy (Leanne Ramsamy Consultant)

### Training related to key training areas

The IBI is able to source a consultant through its membership to provide accredited and non-accredited training across the 20 key training areas listed. The IBI can also offer other training and/or information forums on issues such as governance, leadership, building family businesses, coaching, barter and trade.

### Contact Details

Contact: Office Coordinator - Teagan Cowlshaw  
Address: 31 Collins Street  
Yokine WA 6060  
Email: [theibiltld@hotmail.com](mailto:theibiltld@hotmail.com)  
Web: N/A  
Ph: 08 9242 3733  
Fax: 08 9242 3755

---



## The Institute of Group Leaders

### Organisational Profile

The Institute of Group Leaders (IGL) is a non-profit organisation and has been recognised as a membership accrediting body for group leaders in NSW and ACT since 1982. IGL provides training in Group Leadership Skills (a 40 hour VETAB accredited course) and Supervision skills, as well as providing supervision and on-going training in group leadership. IGL maintains a register of accredited group leaders who conduct a wide range of courses. It is also a service organisation providing outreach courses and workshops that are designed and adapted to meet the needs of the requesting organisations.

### Training relevant to decision making and dispute management

An understanding of how groups operate is fundamental to appropriate decision making and dispute management. The VETAB accredited course offered by IGL develops a practical framework for managing a range of aspects relating to groups. A sample of topics covered include trust formation, constructive confrontation, guidelines for handling conflict, decision making, norms and group pressures and ethical responsibilities.

### Training related to key training areas

IGL's expertise is in training and training the trainer in group leadership skills and supervision skills. IGL also has access to a pool of accredited leaders who provide training and workshops in a wide range of areas including:

- communication skills – introduction to effective communication
- conflict resolution skills
- assertiveness and self esteem
- cross cultural communication
- organisational communication
- facilitation
- managing meetings
- presentation skills and public speaking
- mediation
- negotiation skills
- group dynamics
- dealing with difficult people and behaviours
- team work and team building skills
- relationship building exercises
- feedback and debriefing skills
- train the trainer.

### Contact Details

Contact: Jan Brooks – Training Manager  
Address: 1 Sirius Avenue  
Mosman NSW 2088  
Email: [msparkle@bigpond.net.au](mailto:msparkle@bigpond.net.au)  
Web: [www.igl.org.au](http://www.igl.org.au)  
Ph: 02 9969 1699  
Fax: N/A

---

## The Learning Workshop Pty. Ltd.

### Organisational Profile

The Learning Workshop is a Registered Training Organisation that provides a range of communication services to organisations in both the public and private sector. These services include:

- Consultancy on workplace and community communication needs
- Research services
- Customised product and resource development
- Courses specifically designed for each workplace and community
- Governance, business, general education, literacy, numeracy and English as a second language (ESL) training
- Cross-cultural communication workshops
- Placement of enterprise-based teachers or workplace consultants to meet organisational needs.

### Training relevant to decision making and dispute management

The Learning Workshop can deliver the Certificate IV Business (Governance) and Certificates I - IV in Business. It is qualified to deliver personality and team building tools - Myers Briggs Type Indicator and Belbin, and can provide qualified literacy, numeracy and ESL teachers.

### Training related to key training areas

The Learning Workshop provides training relating to the majority of the key training areas:

Communication skills	Group dynamics
Mapping Indigenous decision making processes	Dealing with difficult people and behaviour
Assertiveness and self esteem	Presenting technical information to non technical audiences
Organisational communication	Team work and team building skills
Facilitation	Relationship building exercises
Managing meetings	Feedback and debriefing skills
Presentation skills and public speaking	Train the trainer
Negotiation skills	

It also offers Certificate IV in Assessment and Workplace Training, Office Administration, Business and Strategic Planning, Using Organisational Constitutions, Developing and Managing Budgets, Developing Organisational Policies and Procedures, Literacy and Numeracy.

### Contact Details

**Contact:** Director – Cathrena McRae  
**Address:** PO Box 8045  
 Cairns QLD 4870  
**Email:** [cathrena@thelearningworkshop.com.au](mailto:cathrena@thelearningworkshop.com.au)  
**Web:** [www.thelearningworkshop.com.au](http://www.thelearningworkshop.com.au)  
**Ph:** 07 4041 0299  
**Fax:** 07 4041 6820

## The Metavision Institute Pty. Ltd.

### Organisational Profile

The Metavision Institute facilities are located in the grounds of the Bundaroo Centre (a holistic health centre) in the Southern Highlands of NSW. The Institute was founded in 2003 to fill a perceived gap in health and counselling training, namely to provide practitioners with a flexible, integrated holistic approach for health and counselling which is grounded in social, conflict, community and systemic solutions. The Institute currently offers a two year diploma in applied holistic counselling and holistic supervision (known as Metavision). In the near future the Institute will be offering a three year advanced diploma in holistic psychotherapy and short courses in facilitation and group work, alternative dispute resolution, abuse, trauma and healing, biography and creativity.

The Metavision Institute is in the final stage of submission to become an RTO. The Institute is also in the process of changing incorporation status from a Pty. Ltd. to not-for-profit company.

### Training relevant to decision making and dispute management

All courses delivered by The Metavision Institute are based on developing a capacity for self awareness, self determination and leadership. Relationship skills and dispute resolution are a fundamental part of the training. By the end of the courses students are able to take personal responsibility for self awareness, recognize and work with power differentials in relationships and groups, and work at a professional level. Certificate, diploma and advanced diploma levels are offered. Recognition with VETAB and independent counselling associations is in process.

Metavision's trainers are:

- Christina Nielsen – BSW Uni Qld; M. App Sci Social Ecology (major psychology) UWS; Process Oriented Psychology Phase 1, Portland Oregon, USA; BA, UK; Certificate of advanced acupuncture and Chinese medicine, Hangzhou, China; Cert. IV in workplace training, NSW.
- Julia Wolfson – M. App Sci Social Ecology (major organizational development), UWS; LEADR accredited mediator, Syd. NSW; certified EMDR practitioner, Pa, USA.

### Training related to key training areas

The Metavision Institute offers training that covers ALL of the 20 key training areas. In addition, it delivers a course entitled: 'Transforming ourselves, empowering each other'.

### Contact Details

Contact: Director – Christina Nielsen  
Address: 16 Bundaroo Street  
Bowral NSW 2576  
Email: [cnielsen@acenet.com.au](mailto:cnielsen@acenet.com.au)  
Web: [www.metavisioninstitute.com](http://www.metavisioninstitute.com)  
Ph: 02 4862 2559  
Fax: 02 4862 2459

---

## The Solutionist Group Pty. Ltd.

### Organisational Profile

The Solutionist Group (TSG) develops uniquely skilful solutions for most types of problem or challenge, dispute or conflict.

TSG has three main activities:

- Conflict Management and Dispute Resolution - for most types of dispute and conflict
- Problem Solving - for almost any other type of problem involving two or more people that is not classified as a dispute or conflict
- Training - a comprehensive suite of programs to improve practical performance and management skills in communication, negotiation, problem solving, conflict management and dispute resolution.

### Training relevant to decision making and dispute management

TSG offers the following training programs:

- Mediation (5 day)
- Persuasive Negotiation (3 day)
- Problem Solving, Decision Making & Balance Communication (1 day)
- Meeting Facilitation (½ day)
- Developing a Serious Dispute Resolution Business (1 day)
- Facilitation Skills (1 day)

### Training related to key training areas

TSG can also deliver training in the following:

- Communication and "Balance" Communication (1 day program)
- Complaint Handling (½ and 1 day programs)
- Complaint Handling Systems (1 day program)
- Conflict Management Systems Design (1 day program)
- Facilitation Skills for Business (1 day program)
- Mediation (Professional Skills) (5 day program)
- Mediation Skills for Managers (2 day program)
- Meeting Management (½ day program)
- Persuasive Negotiation (3 day program)
- Problem solving (½ and 1 day programs)

### Contact Details

Contact: Marketing Coordinator – Kate Telfer  
Address: 3/459 Little Collins Street  
Melbourne Vic 3000  
Email: [info@solutionist.com.au](mailto:info@solutionist.com.au)  
Web: [www.solutionist.com.au](http://www.solutionist.com.au)  
Ph: 03 9600 4921  
Fax: 03 9600 3074

---

## The Trillium Group

### Organisational Profile

The Trillium Group is a skilled international alliance of practitioners and teachers in the field of Conflict Management, Communication, Negotiation, Mediation and Dispute Resolution. Its members are devoted to teaching, practising, conducting research, and publishing in these areas on a global scale. The Group conducts public and customised training workshops, provides negotiation and mediation services, develops dispute resolution systems for organisations and offers coaching and mentoring to clients faced with difficult communication issues. With offices in Australia and Canada, Trillium offers genuinely global expertise in helping companies and individuals apply the benefits of open dialogue. Its instructors have extensive experience with over 16,000 people trained in Australia, Canada, the Caribbean, the United States, Asia, Europe and Africa. Trillium has gained a reputation as world leaders in Conflict Management Training.

### Training relevant to decision making and dispute management

The Trillium Group's Negotiation and Mediation, Advanced Mediation and Applied Negotiation Workshops involve a combination of real world cases, thought-provoking discussions, group exercises, lectures, demonstrations and videos. An interactive approach is used that focuses on practical communication skills. Workshops are designed to provide participants with the expertise to resolve conflict efficiently and effectively, without causing unnecessary damage to relationships. At the end of each workshop, participants leave with a binder of reference materials, a Certificate of Completion from Trillium's affiliate University and a host of new skills that will help them negotiate better and resolve conflict with confidence. Completion of the Negotiation and Mediation Workshop and the Advanced Mediation Workshop will benefit participants seeking formal accreditation as mediators.

### Training related to key training areas

The Trillium Group also has a 'Workshop on Dealing with Difficult People and Difficult Issues'. At this Workshop, participants learn techniques and strategies that will allow them to handle difficult situations with skill and confidence. Trillium has also conducted sessions on how to run and prepare for effective meetings.

All workshops can be delivered in-house and customised for a specific group or organisation.

### Contact Details

Contact: General Manager – Wayne Wallace  
Address: Unit 29, 89-97 Jones Street  
Ultimo NSW 2007  
Email: [enquiries@thetrilliumgroup.com.au](mailto:enquiries@thetrilliumgroup.com.au)  
Web: [www.thetrilliumgroup.com.au](http://www.thetrilliumgroup.com.au)  
Ph: 02 9036 0333  
Fax: 02 9036 0334

---

## Tom Kirk Indigenous Consultant

### Organisational Profile

Tom Kirk is an Indigenous consultant who has been an accredited Cultural Mediator & Cultural Awareness Provider since 1993. Two major services are provided by Tom:

#### Indigenous Cultural Awareness Raising Programs:

- Program Target Groups: Non-Indigenous Participants - Indigenous Participants - Combined Indigenous & Non-Indigenous Participation
- Program Options: 1/2 Day, 1 Day & 2 Day programs
- Participant Numbers: Minimum 10 persons – Maximum 20 persons.

#### Indigenous Cultural Awareness "Train the Trainer" Programs:

- Program Target Group: Indigenous Participants
- Program Duration: 5 Days
- Participant Numbers: Minimum 6 persons - Maximum 10 persons.

### Training relevant to decision making and dispute management

Tom Kirk's 1/2 Day & 1 Day Programs cover three major areas:

- Self Awareness - Exploring Attitudes Towards Non-Indigenous People & Systems. The program target group is Indigenous participants.
- Aboriginal Kinship Systems & Patterns - The Structure of Kinship Systems, Why There Are Overlapping Interests & Finding a Way Forward. The program target groups are non-Indigenous, Indigenous and combined Indigenous & non-Indigenous participants.
- The Role of Culture in Communication - Identifying Barriers, Resolving What Type of Skills Are Required for Overcoming Barriers in Cross Cultural Communication. The program target groups are non-Indigenous, Indigenous and combined Indigenous & non-Indigenous participants.

### Training related to key training areas

The training provided by Tom Kirk covers the following of the 20 key training areas:

- Communication skills – introduction to effective communication
- Cross cultural communication
- Facilitation
- Presentation skills and public speaking
- Feedback and debriefing skills.

### Contact Details

Contact: Consultant – Tom Kirk  
Address: PO Box 3022  
Norman Park QLD 4170  
Email: [tomk@powerup.com.au](mailto:tomk@powerup.com.au)  
Web: N/A  
Ph: 07 3395 1054 OR 0419 717 292  
Fax: N/A

---

## UnitingCare Unifam Training and Education

### Organisational Profile

UnitingCare Unifam is approved by the Federal Attorney-General's Department to provide mediation programs in the Sydney region. It has specialised in mediation training since 1987 and its training programs are informed by the agency's strong practice base ensuring the participants receive a current program of the highest quality. Unifam has been a Registered Training Organisation with the NSW Vocational Education Training and Accreditation Board (VETAB) since 1997.

UnitingCare Unifam's mediation courses will be of interest to mediators, lawyers, psychologists, social workers, counsellors, behavioural science graduates, and other human services professionals. The course is designed to provide participants with a theoretical understanding of mediation and to provide opportunities to develop the practical skills required when conducting mediations in the workplace and professional practice.

### Training relevant to decision making and dispute management

UnitingCare Unifam offers a 5 day course entitled 'Framework for Mediation' for those who want a concise introduction to Primary Dispute Resolution, including how to plan and conduct mediation and the skills required. This course meets the requirement for Regulation 60 of the Family Law Regulations.

'Certificate IV in Community Mediation' is a nationally accredited qualification that will give participants the opportunity to develop or further enhance their skills, as well as explore specialist areas within mediation. This course is conducted in a number of workshops across a six month period. A placement with UnitingCare Unifam's clients concludes the program.

### Training related to key training areas

UnitingCare Unifam also offers a 'Certificate IV in Introductory Counselling Skills' which is designed for people where 'counselling' is an incidental part of their work role, and would certainly enhance communication skills. It is also suitable for people who are exploring the possibility of moving into the counselling field as it leads to a Diploma and Advanced Diploma of Systemic Therapy.

### Contact Details

Contact: Course Consultant – Chris Blunden  
Address: 27-29 Hassall Street  
Parramatta NSW 2150  
Email: [uute1@unifamcounselling.org](mailto:uute1@unifamcounselling.org)  
Web: [www.counselling-courses.com.au](http://www.counselling-courses.com.au)  
Ph: 02 9633 4555  
Fax: 02 9891 5675

---

## UWA Extension, University of Western Australia

### Organisational Profile

UWA Extension is the adult education arm of the University of Western Australia. UWA Extension is a leading provider of lifelong learning opportunities in a diverse range of community, workplace and professional education subject areas. The Extension's Working Life Programs offer public as well as tailored in-house training for the corporate, professional and government sectors in the areas of Leadership and Management, Computing and Business Development.

UWA Extension is the largest provider of adult and continuing education in Western Australia and has operated since the University of Western Australia's inception in 1913.

### Training relevant to decision making and dispute management

UWA Extension offers the following courses relevant to decision making and dispute management:

- **Managing Challenging Behaviour.** Topics to be covered will include: the conflict cycle; major causes of challenging behaviour and a method for negotiating effectively with emotional people
- **Introduction to Leadership Effectiveness.** For participants in charge of a working environment, this course will help them to take charge of themselves, and therefore be more effective with others
- **Making the Shift from Managing to Leading.**

### Training related to key training areas

UWA Extension offers the following training related to the 20 key training areas:

- **Self Esteem – why you need it and how you can get it**
- **Stand Up – Speak Out – public speaking and presentation skills**
- **Enhance your Interpersonal Effectiveness**
- **Communication Skills – cross cultural and business**
- **Facilitation at Work and Introduction to Facilitation and Negotiation Skills**
- **Project Management**
- **Understanding Financial Statements**
- **Business Writing – reports and submissions**
- **The Effective Leader**
- **The Art of Effective Meetings**
- **Influencing Naturally.**

### Contact Details

**Contact:** Course Coordinator – Elizabeth Tilly  
**Address:** M432, 35 Stirling Highway  
Nedlands WA 6009  
**Email:** [ltilly@cyllene.uwa.edu.au](mailto:ltilly@cyllene.uwa.edu.au)  
**Web:** [www.extension.uwa.edu.au](http://www.extension.uwa.edu.au)  
**Ph:** 08 6488 1841  
**Fax:** 08 6488 1066

---



## WA Centre for Leadership and Community Development (WACLCD)

### Organisational Profile

The WA Centre for Leadership and Community Development (WACLCD) is a Centre of Specialisation of Challenger TAFE WA. Challenger TAFE is a public Registered Training Organisation. The WACLCD has established relationships with several government agencies for whole-of-government service provision.

The WACLCD delivers qualifications for nationally accredited customised training, and assessment in Leadership, Governance, Community Development, Social Housing, Local Government, Business and Enterprise development, and a range of short courses targeted for expressed community needs. Seminars and workshops on topics related to community issues and government policy are also a focus. Training programs are conducted in the community if required; participants are not restricted to campus based training.

In addition, the Centre has established a mentoring network for Youth and Indigenous community members. Sustainable community governance with a particular focus on Indigenous governance projects is a major aspect of the Centre's programs.

### Training relevant to decision making and dispute management

Units of training in decision-making, conflict resolution and a range of interpersonal and group/team skills are included in Leadership Development Certificates I to IV, Certificate IV in Business (Governance), and Certificate IV in Community Development. Students successfully completing these units will gain a Statement of Attainment which can then be credited towards a full qualification if required.

In 2004 the WACLCD gained a Premier's Award for its governance training program at Noonkanbah Pastoral Station which involved three communities in the Fitzroy. The Centre is currently conducting Indigenous governance programs for Yandeyarra Pastoral Station in Pilbara, Busselton, Manjimup, Katanning and is developing a Governance / Leadership program for communities at Exmouth.

### Training related to key training areas

The WACLCD delivers training that covers ALL 20 key training areas. In addition, it offers a Certificate IV in Assessment and Workplace Training.

### Contact Details

Contact: Director – Donna White  
Address: PO Box 124  
Applecross WA 6019  
Email: [donna.white@challengertafe.wa.edu.au](mailto:donna.white@challengertafe.wa.edu.au)  
Web: [www.leadership.challengertafe.wa.edu.au](http://www.leadership.challengertafe.wa.edu.au)  
Ph: 08 9237 4500  
Fax: 08 9237 4501

---

## Wirraal Wuungganbay “Black Duck Working”

### Organisational Profile

Wirraal Wuungganbay is a private firm offering services in conflict management, mediation, facilitation, counselling and training. Loretta Kelly and Antony Barac are the partners. Loretta is an Aboriginal woman from the north coast of NSW (Gumbaynggirr and Dungutti). She is a lawyer and mediator who specialises in Indigenous conflict management as well as a university lecturer. Antony is a solicitor and mediator who specialises in civil and family law for Indigenous people.

### Training relevant to decision making and dispute management

Wirraal Wuungganbay offers training in the following:

- Aboriginal Family Wellbeing Facilitation
- Certificate IV Aboriginal Family Mediation
- Aboriginal Family Counselling
- Aboriginal Positive Control (anger management program)

Wirraal Wuungganbay has the licence/copyright for the Certificate IV Aboriginal Family Mediation and as such can deliver this course independently or on behalf of or in partnership with Registered Training Organisations.

Loretta Kelly is a lecturer in law and teaches the following units (subjects) at a local university: Dispute Resolution and Aboriginal Communities; Mediation and Dispute Resolution; Mediation Practice and Procedure; and Mediating across Cultures.

### Training related to key training areas

Wirraal Wuungganbay also offers training related to the key training areas of:

- Communication skills – introduction to effective communication
- Assertiveness and self-esteem
- Cross cultural communication
- Dealing with difficult people and behaviours.

### Contact Details

Contact: Partner – Loretta Kelly  
Address: PO Box 130  
Corindi Beach NSW 2456  
Email: [black\\_duck\\_working@hotmail.com.au](mailto:black_duck_working@hotmail.com.au)  
Web: N/A  
Ph: 02 6649 1761  
Fax: 02 6649 1781

---

## Wis-Wei Consulting Pty. Ltd.

### Organisational Profile

Benny Hodges is the Principal Consultant of Wis-Wei Consulting Pty. Ltd., based in Canberra, ACT. Prior to taking a Voluntary Redundancy package on 30 June 2004, Benny spent the past 23 years working in Indigenous Affairs, having been employed in the Aboriginal Legal Service (ALS), Aboriginal Development Commission (ADC), Aboriginal and Torres Strait Islander Commission (ATSIC) and Aboriginal and Torres Strait Islander Services (ATSIS).

Wis-Wei Consulting Pty. Ltd. provides training and assistance in: Community-Development, Capacity-Building, Facilitation, Community/Housing Consultations, Organisation Reviews, Management, Mentoring/Coaching, Self-Esteem Discussions, and Cross Cultural Awareness Communications/Facilitation.

### Training relevant to decision making and dispute management

### Training related to key training areas

Wis-Wei Consulting Pty Ltd provides a service that can compliment the following identified training areas:

- Assertiveness and self-esteem
- Cross cultural communication
- Organisational communication
- Facilitation
- Managing meetings
- Presentation skills and public speaking
- Dealing with difficult people and behaviours

### Contact Details

Contact: Principal Consultant – Benny Hodges  
Address: PO Box 6901  
Charnwood ACT 2615  
Email: [wh420929@bigpond.net.au](mailto:wh420929@bigpond.net.au)  
Web: N/A  
Ph: 02 6259 2053 AND 0404 821 954  
Fax: 02 6259 8151

---