Telephonic conciliation process

Where referrals are hand delivered – generally disputes about conduct

1. Employee refers dispute in person
2. Conciliator invites employee to participate in pre-conciliation attempt to resolve dispute
3. With employee’s permission, conciliator telephones employer
4. Conciliator explores settlement options with employee and employer

If the parties agree to settle the dispute:
- The conciliator will draw up a Settlement Agreement and both parties will sign
- Dispute resolved and Certificate of Outcome issued

If parties do not agree to settle dispute:
- The matter will be scheduled for a con-arb hearing (where applicable)
- In exceptional circumstances, certificate issued post pre-con and matter may be referred for arbitration