

STANDARD

To improve Bay of Plenty District Health Board (BOPDHB) employee morale and patient safety by providing an avenue for issues to be resolved before they reach the point where they affect employee / team performance.

OBJECTIVE

- Mediation is about exploring the issues and developing an outcome that is acceptable to all parties
- Parties must enter the process with an open mind and be willing to listen to what the other party is saying
- The process is totally confidential to the parties
- The Mediator's role is that of facilitator not decision maker.
- The process is totally voluntary.

PROCEDURE

1. Mediators Panel

- 1.1. BOPDHB will establish a panel of mediators from which employees can select a mediator for their mediation.
- 1.2. Secretariat services for the Mediators Panel will be provided by the Quality and Patient Safety Team.
- 1.3. Membership on the Mediators Panel shall be voluntary and BOPDHB will offer no additional remuneration to Mediators for participation in this program.
- 1.4. Each Mediator must make individual arrangements with their Manager in relation to their participation in the program.
- 1.5. A list of panel members will be maintained on OnePlace by the Manager, Quality and Patient Safety.

2. Appointment of Mediators

- 2.1 Mediators will be appointed to the Mediators Panel by the Manager, Quality and Patient Safety and GM, Governance and Quality.
- 2.2 Mediators will need to have completed an approved mediation training program or demonstrate equivalent experience.

3. Role of the Mediator

- 3.1 Mediators are impartial
- 3.2 They manage the process
- 3.3 Facilitate communication
- 3.4 Assist with the development of options
- 3.5 Assist with the drafting of the final agreement, if one is reached

4. Mediation Process

If mediation is to involve a manager, union members may wish to consult with their union representative prior to commencing the process.

- 4.1 The parties must mutually agree to submit their issue to mediation.
- 4.2 The parties will select a mediator from the Panel List who is acceptable to them both.
- 4.3 The parties will approach the Mediator of their choice and arrange a suitable time for the mediation.

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PEER MEDIATION
PROTOCOL

4.4 The parties will sign a mediation agreement which will include a confidentiality clause.

5. Reporting

5.1 The only record of mediation will be a copy of the agreement to mediate and final agreement, if one is reached. Copies of these will be provided to the parties. The Mediator will destroy all their documentation once the mediation is completed.

5.2 Mediators will file a monthly report to the Manager, Quality and Patient Safety setting out only the number of mediations undertaken, the nature of the issue and whether a resolution was reached.

ASSOCIATED DOCUMENTS

- [Bay of Plenty District Health Board policy 5.4.3 Peer Mediation](#)
- [Bay of Plenty District Health Board Form FM.P4.1 Peer Mediation - Agreement to Mediate](#)
- [Bay of Plenty District Health Board Form FM.P4.2 Peer Mediation - Mediation Agreement](#)

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