

ICDRS Conflict Resolution Support

Dispute Resolution for Surf Lifesaving QLD is being supported by Interact Support's community service organisation partnering program.

Interact Community Dispute Resolution Service (ICDRS), offers guidance, education, and dispute resolution services to community organisations through this program.

What's available for your club from the ICDRS program?

The ICDRS community service partnering program provides conflict management education and mediation services.

- **Ask a Mediator** - free phone or email support from professional mediators to get a professional perspective on the situation and options for resolution. [Ask a Mediator](#)
- **Information Sessions** - a free remote (video meeting) or in person session to explain the services and support available and answer any questions about conflict, mediation etc [Info Session Request Form](#)
- **Workshops** - schedule 3-hour Conflict Management First Aid workshop, Anger Management Workshop or other training or group facilitation session tailored to your needs. (fees apply)
- **Anger Management Course** - private, self-paced and online for only \$39 per person <https://courses.study247.online/courses/anger-management>
- **Mediation Services** - workplace or community mediation services to provide independent third-party facilitated negotiation of any type of dispute. Interact Support also has an online Family Law mediation service if needed by any members. (fees apply)
- **Facilitated Discussion or Group Facilitation** - Facilitation is less structured and not as confidential as mediation but calling in a professional facilitator can make all the difference in terms of keeping the process of dealing with more widespread conflict safe, respectful and productive.

How does it work?

Get in touch to get introduced to your local ICDRS mediator or one of our state-wide team if we don't have one of our team members in your town.

You can then find out more, schedule a free information session for your team, discuss a specific dispute or conflict-related situation or book in for a mediation or other service.



How do I contact ICDRS?

Email: icdrs@interact.support and request a call back.

Call: 1300 079 345 - leave a message for a call back if we can't pick up.

Join our partner program mailing list: for more information and updates about conflict resolution skills and strategies.

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Service Fees

Service	Cost	Comments
Brief Consultation	\$0	Available on a call back basis under the partnering program
Information Session	\$0	Free session up to 1 hour – video meeting or in some cases in person
Mediation – made up of pre-mediation and mediation		
Individual pre-mediation sessions	\$250	Per person
Mediation – if the branch is paying¹	\$750	Per three-hour mediation with additional time or sessions at \$250 per hour
Conflict Management First Aid Workshop²	\$1,000	Per three-hour workshop + travel at cost
Facilitation Sessions	TBC	Normally quoted as a fee for the service estimate after a complimentary discussion of the situation. Contingencies may apply.

Notes

Office Contacts – office@interact.support 1300 079 345

Local Contact:

Phone:

Email:

Comments:

¹ If individuals are paying the standard rate is \$250 for pre-mediation and \$375 per person for the mediation. Those on a healthcare card or experiencing hardship pay \$0 for pre-mediation and \$370 (standard discount) for mediation with larger discounts considered on a case by case basis in extreme hardship cases.

² If individuals are paying for the workshop it is \$125 per person (minimum participant numbers apply)