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ADR: a better way to do business

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Forthcoming conference on ADR

ADR: a better way to do business

David Syme

The National Alternative Dispute Resolution Advisory Council (NADRAC) will be holding a conference on the use of ADR in business at the Sheraton on the Park Hotel in Sydney on 4-5 September 2003.

Why this conference?

NADRAC's charter includes the function of enhancing business awareness of the availability and benefits of ADR services, and one of NADRAC's key priorities is to promote the appropriate use of ADR. The conference is an important means of addressing this need and fulfilling NADRAC's charter.

Who is it for?

Unlike many previous ADR events, this conference will focus on the 'demand' side rather than the 'supply' side of the ADR equation. The target audience for the conference is therefore business users of ADR and their advisers, including:

- individual businesses;
- insurers;
- government agencies;
- managers;

provide an opportunity for ADR practitioners and service providers to promote their services, hear about the concerns of business groups and contribute their views about what works and doesn't work in business ADR.

The conference is officially supported by several key industry groups:

- Australian Banking Industry Ombudsman;
- Australian Chamber of Commerce and Industry (ACCI);
- Australian Competition and Consumer Commission (ACCC);
- Australian Constructors Association;
- Australian Dispute Resolution Association (ADRA);
- Energy and Water Ombudsman (Victoria);
- Insurance Council of Australia;
- National Electricity Codes Administrator (NECA); and
- Professions Australia.

These supporters will actively promote the conference among their members and networks.

Providers of ADR services, including LEADR, IAMA and Engineers Australia, have been actively involved

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- employer and employee associations;
- professional advisers, including lawyers, accountants and management consultants;
- small business advisers;
- professional bodies;
- industry bodies; and
- industry ADR/ombudsman schemes.

Although not directly targeted at ADR practitioners, the conference will

in helping NADRAC to develop the conference program.

About the conference

The objectives of the conference are to demonstrate the benefits of ADR, to show how ADR can be implemented successfully in business and to enable participants to develop practical dispute resolution strategies.

This conference will show how people in the business community have put in place systems and processes that minimise disputes and overcome potential problems arising out of business relationships.

The conference will work towards best practice in the avoidance, management and resolution of business disputes.

The best teachers are those who have done the job before. The conference will hear how different businesses have developed effective approaches to

disputes, including:

- what issues they have faced;
- how they have handled these issues; and
- the success of these solutions.

At the end of each conference session, participants will be provided with strategies to help them develop, implement or improve systems and processes for dealing with disputes. This in turn will assist businesses to improve relationships with staff, suppliers and customers, and reduce the costs and risks of business dealings.

Further information

A conference flier and program will be distributed in March and April. In the meantime, conference bookings can be made by calling Strategic, the conference organiser, on (02) 9234 3888. ●

David Syme is the director of the NADRAC secretariat and can be contacted on (02) 6250 6897 or at <nadrac@ag.gov.au> for more information about the conference.