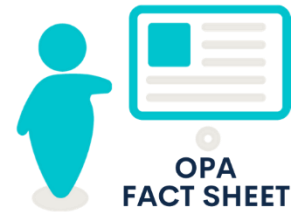


# What is Mediation?



Mediation is a type of meeting designed for everyone who is involved in a disagreement to share their views and talk about the issues.

A mediator is someone who is trained to help people communicate about decision-making, without taking sides with anyone.

At the Office of the Public Advocate, we have a Dispute Resolution Service (DRS) which provides mediation if:

- A person has made an Advance Care Directive (ACD).
- There is a dispute about consent to medical treatment.
- There is a disagreement about decisions or decision-makers.

For more information about the DRS, please see our “Dispute Resolution Service” Fact Sheet.

Before a mediation takes place, a mediator will:

- Speak individually with everyone who is involved.
- Make sure that it is safe and appropriate to mediate.
- Give information to help people understand their rights and obligations under Advance Care Directives.
- Help people to identify the issues that are in dispute.
- Help people to think about the situation from different perspectives.

During a mediation, a mediator won't make any decisions themselves, but they can make sure that everyone:

- Can be listened to.
- Can hear and understand what others have to say.
- Can talk about their ideas and how they would like things to be.
- Can focus on the wishes *and* needs of the person they are making decisions about.
- Can work out a good plan for the future.

The mediator will not:

- Take sides.
- Decide who is right or wrong.
- Make a decision for you.
- Force you to agree to anything.

## What is Mediation? (continued)

Mediation is:

- Voluntary
- Confidential
- Future-focused

You can apply for Mediation by:

- Calling the OPA Information Service on 8342 8200
- Downloading an application form from the OPA website:  
[www.opa.sa.gov.au/resources/applications](http://www.opa.sa.gov.au/resources/applications)