

DISPUTE MANAGEMENT SERVICES

Information & Application

Who we Are	How we can Help
<p>Dispute Resolution Associates was established in 2000 as a private provider of alternative Dispute Resolution services.</p> <p>We are lawyers who have had training and experience across the range of the traditional to the latest conflict handling processes.</p> <p>We work with organisations and individuals to assist them to better manage and resolve their disputes. We do not give legal advice.</p>	<p>Whatever your dispute resolution problem, we can help you:</p> <ul style="list-style-type: none"> • Understand the dispute resolution processes available. • Learn about dispute resolution practice. • Find an accredited and experienced dispute resolver. • Administer your dispute resolution process. • Manage the dispute resolution service to deliver the result at an agreed fee.
What we do to assist You	
<ol style="list-style-type: none"> 1. On receipt of your application, we will discuss the matter with respondent parties to gain their understanding of your issue and the information provided. 2. We will devise a dispute resolution process regime and gain all parties agreement to it. 	<ol style="list-style-type: none"> 3. We determine a dispute resolution regime and review it with you for your amendment and adoption. 4. We implement the dispute resolution steps identified, engage the dispute resolvers and organise and administer the process to resolution.
Contact Us	Make an Application
<p>Dispute Resolution Associates ABN 50 090 594 451 6th Floor, 67 Castlereagh Street Sydney NSW 2000</p> <p>Telephone: 61 +2 9232 6000 Facsimile: 61 +2 9232 9999 Email: help@disputeresolution.com.au Web: www.disputeresolution.com.au</p>	<ol style="list-style-type: none"> 1. Fill out this application form 2. Attach any correspondence, agreements, or other documents 3. Send by: Email: help@disputeresolution.com.au Facsimile: 02 9232-9999 Post to: 602/67 Castlereagh Street Sydney NSW 2000, DX 99 Sydney

DISPUTE DETAILS

NB All details provided on this application form will be provided to the respondent(s)


What is the dispute about?

Nature of Dispute:

How did it occur:

When did it occur:

Who is involved and what is the history of the dispute?

A large, faint background graphic of two hands, one blue and one orange, reaching towards each other in a circular motion, similar to the logo above.

How would you like the dispute to be resolved?

(attach extra pages if necessary)

Total amount of claim (\$):

PARTY DETAILS

APPLICANT DETAILS	RESPONDENT DETAILS
Name of Party: _____	Name of Party: _____
Company: _____	Company: _____
ABN: _____ ACN: _____	ABN: _____ ACN: _____
Sole Trader <input type="checkbox"/> Pty Ltd Company <input type="checkbox"/> Partnership <input type="checkbox"/>	Sole Trader <input type="checkbox"/> Pty Ltd Company <input type="checkbox"/> Partnership <input type="checkbox"/>
Trust <input type="checkbox"/> Incorporated Assoc <input type="checkbox"/> No Liability Company <input type="checkbox"/>	Trust <input type="checkbox"/> Incorporated Assoc <input type="checkbox"/> No Liability Company <input type="checkbox"/>
Email: _____	Email: _____
Address 1: _____	Address 1: _____
Address 2: _____	Address 2: _____
City/State/PC: _____	City/State/PC: _____
Mobile: _____	Mobile: _____
Phone: _____	Phone: _____
Fax: _____	Fax: _____
Representative: _____	Representative: _____
Type: <input type="checkbox"/> Business Operator <input type="checkbox"/> Agent <input type="checkbox"/> Solicitor <input type="checkbox"/> Other	Type: <input type="checkbox"/> Business Operator <input type="checkbox"/> Agent <input type="checkbox"/> Solicitor <input type="checkbox"/> Other
Name of Firm: _____	Name of Firm: _____
Address 1: _____	Address 1: _____
Address 2: _____	Address 2: _____
City/State/PC: _____	City/State/PC: _____
Mobile: _____	Mobile: _____
Phone: _____	Phone: _____
Fax: _____	Fax: _____
Email: _____	Email: _____
Interpreter required, which language: _____	Interpreter required, which language: _____
Annual Turnover: _____	Annual Turnover: _____
No. of Employees: _____	No. of Employees: _____
Years in Business: _____	Years in Business: _____
Other: _____	Other: _____

(Additional Respondents if Required)

RESPONDENT 2 DETAILS

Name of Party:	

Company:	

ABN:	ACN:
_____	_____
Sole Trader <input type="checkbox"/> Pty Ltd Company <input type="checkbox"/> Partnership <input type="checkbox"/>	
Trust <input type="checkbox"/> Incorporated Assoc <input type="checkbox"/> No Liability Company <input type="checkbox"/>	

Email:	

Address 1:	

Address 2:	

City/State/PC:	

Mobile:	

Phone:	

Fax:	

Representative:	
Type: <input type="checkbox"/> Business Operator <input type="checkbox"/> Agent <input type="checkbox"/> Solicitor <input type="checkbox"/> Other	

Name of Firm:	

Address 1:	

Address 2:	

City/State/PC:	

Mobile:	

Phone:	

Fax:	

Email:	

Interpreter required, which language:	

Annual Turnover:	

No. of Employees:	

Years in Business:	

Other:	

RESPONDENT 3 DETAILS

Name of Party:	

Company:	

ABN:	ACN:
_____	_____
Sole Trader <input type="checkbox"/> Pty Ltd Company <input type="checkbox"/> Partnership <input type="checkbox"/>	
Trust <input type="checkbox"/> Incorporated Assoc <input type="checkbox"/> No Liability Company <input type="checkbox"/>	

Email:	

Address 1:	

Address 2:	

City/State/PC:	

Mobile:	

Phone:	

Fax:	

Representative:	
Type: <input type="checkbox"/> Business Operator <input type="checkbox"/> Agent <input type="checkbox"/> Solicitor <input type="checkbox"/> Other	

Name of Firm:	

Address 1:	

Address 2:	

City/State/PC:	

Mobile:	

Phone:	

Fax:	

Email:	

Interpreter required, which language:	

Annual Turnover:	

No. of Employees:	

Years in Business:	

Other:	

CONTACT DETAILS

Contact person authorised to initiate Dispute Management Services

Name:

Business:

Email:

Address:

City State Postcode:

Telephone:

Fax:

Role of Contact person:

What steps have you taken to resolve the dispute to date. Please list in date order

(attach extra pages if necessary)

Declaration

I hereby declare that:

- The information provided in this application form is true and accurate so far as I am aware;
- I am legally authorised to sign this application for and on behalf of the Applicant;
- I undertake to pay a half share of the costs of the dispute resolution process, or as agreed;
- I consent to my application and attached documents being provided to the other party;
- I agree to the Terms & Conditions of Application as provided and to pay the fees as per the appropriate schedule for dispute management services.

Fee Payment Arrangements

I elect to make payment of the fees for the conduct of the Dispute Resolution processes by
(choose one method):

FIXED FEE method (see below)

*Please arrange the payment of a sum equivalent to 20% of the Total estimated amount of the claim to DISPUTE RESOLUTION ASSOCIATES
Westpac Bank BSB: 032-007 Account No: 19-6575*

NON-FIXED FEE method (hourly rate)

I agree to the Terms & Conditions of Application as provided and to pay the fees as per the appropriate schedule for dispute management services.

Signed

Print name

Position / Authority

Date

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.....
.....
.....

Privacy Statement

The personal information collected on this application form is used for the purpose of contacting parties to organise, carry out, and obtain feedback on the effectiveness of the dispute resolution process.

Terms & Conditions of Application

Dispute Resolution Associates (DRA) provides Dispute Management Services (DMS) for the resolution of the Applicant's disputes according to the following fee structure.

1. FIXED FEE Dispute Management Service

- 1.1. The fees for the fixed fee regime are shown in the table (below)
- 1.2. The fixed fees shown include:
 - The fee for the Administration of the Dispute Management Services (DMS).
 - The fees and expenses of the nominated Dispute Resolver/s
 - Disbursements up to the value of \$100.00 excluding GST.
 - But exclude Goods and Services Tax (GST)
- 1.3. A fixed fee application must be accompanied by a payment of 20% of the total fixed fee specified in the table below. If payment is not included with the DMS application, the application will be deemed to be made under the non-fixed DMS rates.
- 1.4. The payment of fixed fee adjudication is non-refundable.
- 1.5. In the event of withdrawal of a DRS application, the outstanding fees will be calculated on the basis of work already completed at the nominated hourly rates, plus a \$250.00 (plus GST) Administrative withdrawal fee. The Applicant will be refunded the difference.
- 1.6. If subsequent to the lodgement of the application, DRA determines that the Payment Claim is of a higher (or lower) amount than advised, the appropriate fee specified in the table below will be applied.
- 1.7. DRA reserves the right, at its sole discretion to decide whether an application qualifies as a fixed-fee application. This decision will be based upon complexity of issues, numbers of matters in dispute and the extent of documentation submitted.
 - If DRA decide that an application which has been lodged under the fixed-fee DRS does not qualify for fixed-fee adjudication, DRA will inform the Applicant of this in writing.
 - In this situation, the Applicant may choose to withdrawn the application by notice in writing to DRA. Alternatively, the Applicant may elect to have the DMS continue under the normal non-fixed fee rates.

2. NON-FIXED FEE Dispute Management Service

- 2.1. No application fee is required with Non-Fixed Fee DMS regime.
- 2.2. Hourly rates are as follows:
 - Accredited Dispute Resolver
\$480 per hour excluding GST
 - Associate Dispute Resolver
\$240.00 per hour excluding GST
 - Administrative Support
\$120.00 per hour excluding GST
- 2.3. Withdrawal of application.
In the event of withdrawal of an DMS application, the outstanding fees will be calculated on the basis of work already completed by the Dispute Resolvers at the nominated hourly rates, plus a \$250.00 (plus GST) administrative withdrawal fee.
- 2.4. Upon completion of the DMS, DRA will provide the parties with a tax invoice indicating:
 - the hours spent in resolution of the application
 - the relevant hours charged by each Resolver
 - the Administration charges
 - the disbursement costs regarding the application
 - the GST amount charged.
- 2.5. Disbursements, such as postage, copying, faxing, courier, and other miscellaneous costs are charged at cost plus any applicable GST component.
- 2.6. Each party will be individually and severally liable for the total amount of the Dispute Management Services fees on invoice. Although the parties may agree to share those costs, as between themselves, in equal shares or on some other basis as agreed.

Payment Claim Range	Dispute Management Fee
Up to \$50,000	\$2500
\$50,000 to \$150,000	\$5000
\$150,000 to \$250,000	\$7500
\$250,000 to \$500,000	\$10000
\$500,000 to \$1,000,000	\$15000
Over \$1,000,000	On application