

Australian Dispute Resolution Association Inc.
PO Box A2468 Sydney South
NSW 2000
AUSTRALIA

(date) December 1995

ADRA

MEMBER SURVEY

Dear ADRA Member

As you know, a new Board was elected at the recent Annual General Meeting. As their first priority the Board wish to plan a program of activities and projects for 1996.

In order to ensure that the Board's planning reflects the needs, expectations and preferences of the members of the Association, the Board is seeking your feedback and ideas.

A sub-committee of the Board has developed the enclosed Member Survey. The Survey gives you the opportunity to inform the Board on how you believe the objects of the Association, as outlined in the (*attached copy of the*) Constitution, can best be achieved.

We want to know whether you prefer to attend lunch time meetings or evening get-togethers. We seek your ideas for weekend seminar topics. Are you interested in training seminars on mediation skills and practice issues? Would you like more streamlined access to the ADRA library? What other member services would you like the Board to pursue?

We need to know what your interests and priorities are in order to ensure that ADRA continues to grow and develop as an effective professional Association for those who are engaged in or have an interest in alternative dispute resolution.

While we know you have any number of demands on your valuable time, please take a few minutes to complete the enclosed Member Survey and help us help you by ensuring your Association reflects all its members' needs.

before Xmas

**PLEASE RETURN THE SURVEY IN THE ENCLOSED REPLY PAID ENVELOPE BY
25 DECEMBER 1995**

On behalf of the Board, I thank you for participating in this survey.

Yours sincerely

David Rollinson
President

THANK YOU FOR COMPLETING THIS SURVEY

This survey is **anonymous** unless you wish to nominate for follow-up contact.

The survey is divided into several sections. The first asks for some information about you and your interests. The next sections ask for your opinions about a number of objects of the Association. And the last section includes general questions about member services.



Please follow the instructions given for each section. There is also space for your comments.

When you have completed the Survey please return it in the enclosed reply paid envelope by **25 December 1995**.



YOU AND YOUR INTERESTS

What is the post code at your home address?
(please write in)

How many years have you been interested in ADR?
(please write number)

How many years since your first training in ADR?
(please write number)

What training courses have you completed?
.....
.....

How many years have you been employed in ADR?
(please write number)

If you are employed in ADR is it: *(please tick the box/es)*

- as a private mediator?
- with a public sector/government agency?
- with a private sector organisation/business?
- with a non-profit agency?

How many years have you been a member of ADRA?
(please write number)

Are you a member of any other *dispute resol² assoc²'s* ADRA-organisations? If so which one/s?
.....
(please write in)

In what areas of ADR are you interested? (please tick the box/es)

- community/neighbourhood?
- family?
- parent/adolescent?
- commercial?
- building/development?
- workplace/employment grievance?
- health/human services?
- school?
- other?

(please write in)



YOUR VIEWS ON ACHIEVING THE OBJECTS OF THE ASSOCIATION

Encourage and provide for the exchange and dissemination of ideas, information and experience in alternative dispute resolution.

Develop, maintain and promote alternative dispute resolution standards and to achieve uniform national standards.

Provide and support education and research in the theory and practice of alternative dispute resolution.

ADRA has previously sponsored a range of activities. To what extent have these activities been of interest to you or satisfied your needs?

ACTIVITY <i>(please tick Yes or No in each column)</i>	USEFUL CONTENT		CONVENIENT TIME		CONVENIENT LOCATION		APPROPRIATE FREQUENCY	
	Yes	No	Yes	No	Yes	No	Yes	No
dinner meetings with speakers								
evening meetings with speakers								
lunch meetings with speakers								
weekend seminars (half - 1 day)								
weekend conferences								
co-sponsored conferences (eg FAMCON '95)								

How could the activities sponsored by ADRA be improved?

.....

.....

expect to be able to attend
hope " " 4 ~

In the next 1 - 2 years I would like to attend the following activities if available.....

(please rank the following options from '1' = most favoured to '7' = least favoured)

• annual picnic
day
• to attend theatre
a play or other
theatre

- quarterly dinner meetings
- early evening meetings with speakers
- bi-monthly weekday lunch time seminars
- 1/2 day weekday training seminars
- 1/2 day weekend training seminars
- annual conferences
- bi-annual conferences

are you most interested in ~~at the moment~~

What topics or issues would you be interested in?

.....
.....

I would support the following types of initiatives.....

(please tick the box/es)

- research grants for general ADR research?
- student scholarships/awards?
(eg 2 x \$250 per annum)
- assistance identifying student placements?
(for ADR training courses)
- commissioning research papers/essays?
- other?

(please write in your suggestion)

To print, publish and circulate all manner of information pertaining to the education and facilitation of alternative dispute resolution.

Enhance professional skills of mediators, conciliators and other practitioners in alternative dispute resolution and of administrators of alternative dispute resolution services.

YOUR PREFERENCES FOR MEMBER SERVICES

What additional member services would you be interested in or support?

(please tick the box/es)

- discounts on publications/journals?
- improved access to the ADRA library?
- a copy of the library catalogue?
- ? • a speakers bureau/register of interest?
- accommodation discounts?
- a register of potential hosts/billets when in Sydney/elsewhere?
- ? • reciprocal membership rights with other ADR organisations?
- other?

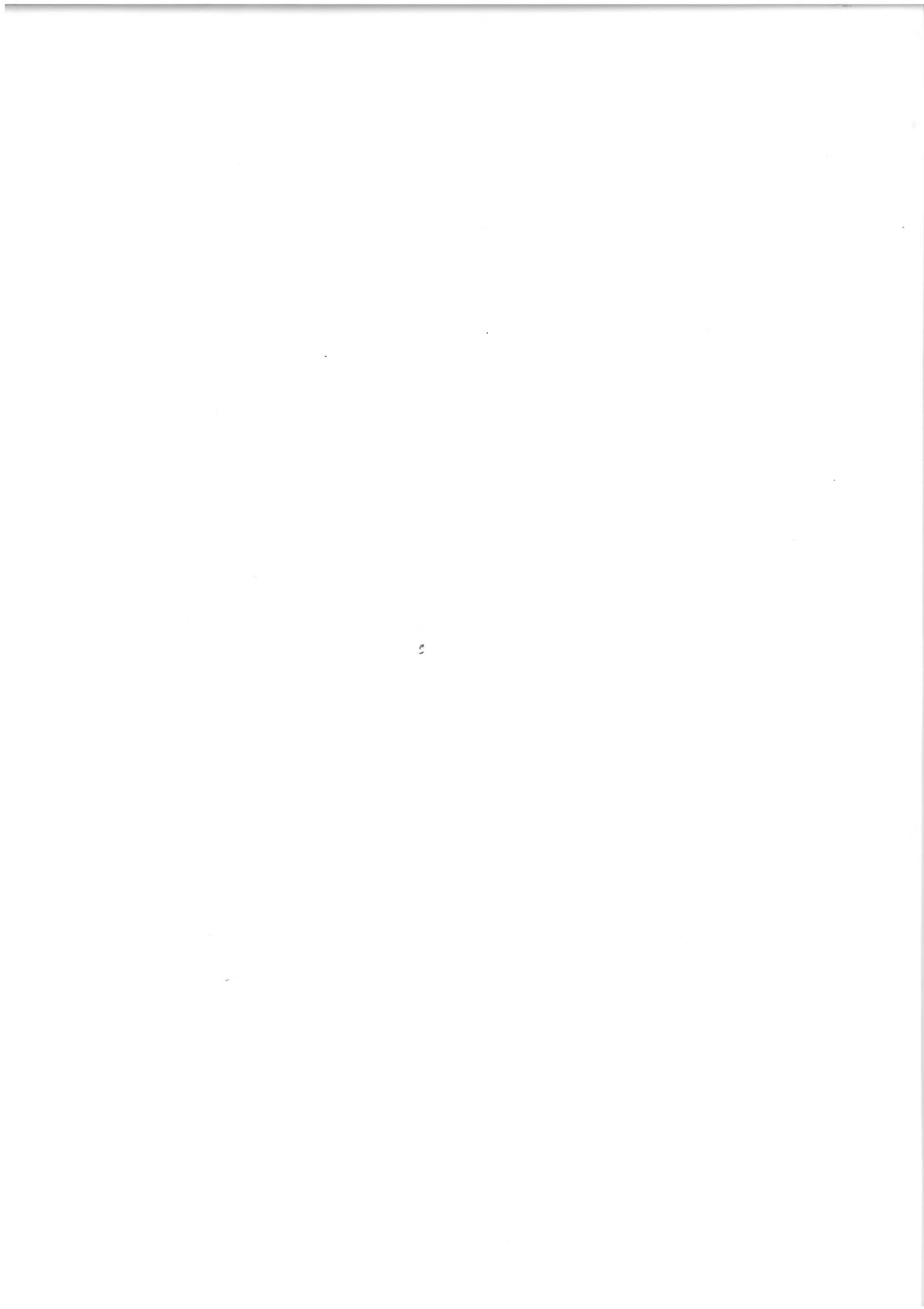
(please write in)



ANY OTHER COMMENTS?

.....

.....



ADRA SURVEY OF MEMBERS

Suggested demographic information

- postcode
- number of years since first training in ADR
- number of years working in ADR
- age
- number of years a member of ADRA

Suggested topics to be covered

- members expectations of membership of ADRA
- needs and whether they are are/are not met
- perceptions about value for money from membership
- preferences/expectations regarding how Board will spend money
- members priorities for issues to be addressed by the Board (ie list of issues we think important to be prioritised)
- members comments on issues which should be priorities
- members response to the newsletters
- amount read
- topics most interested in (give a selection to prioritise ie book reviews, reports of events/speakers, course information, articles, reports on other activities of specific services, etc.) plus whether too much/not enough
- what they would like to see in future newsletters
- degree of interest in various areas of mediation (ie family, community, building/development, commercial, employment grievance, etc.)
- degree of interest in activities of previous divisions
- interest in maintaining divisions
- preferences for types of activities in future
- likelihood of attending different types of activities
- preferred time, geographic location, price prepared to pay etc.
- expectations regarding catering for activities
- degree of interest in attending training sessions/workshops
- types of training needs where gap perceived which ADRA could address
- preferred delivery (ie day, half day, evening) and frequency
- expectations in terms of presenters (ie only interested if a visiting expert or interested in issues being addressed and not so much about who provided skilled)
- preferences regarding location
- section for members based outside Sydney Metropolitan area (make part of survey or attach additional pages and explanation for members with postcodes other than Metropolitan Sydney)
- members preferences regarding value for money
- needs in terms of professional networking, development etc to be available in local/regional area
- likelihood of participation in any local/regional activity
- interest in assisting to organise local/regional activity
- sources of new members
- expectations/preferences regarding future relationship with other mediation associations (ie merger, competition, co-operative but independant, closely aligned)

ADRA MEMBER SURVEY

SURVEY PROCESS SUMMARY

At a Planning/Directions Meeting held by the Board of the Alternative Dispute Resolution Association Inc (ADRA) on 16 September 1995 the suggestion was raised that ADRA survey its membership in order to establish members' needs and views and thus assist in planning future activities and directions.

Following the election of a new Board at the Annual General Meeting in October the issue was discussed further at the Board meeting of 7 November 1995 and a Working Party was established to develop the survey. The Working Party met on 18 and 28 November to develop a concept and questions for the survey.

The draft survey form developed by the Working Party was submitted to the full Board and was considered at the Board Meeting of 6 December 1995.

The final version of the survey, along with a covering letter and reply-paid envelope, was forwarded to financial members of ADRA in late December/early January. Members were requested to return the survey by 2 February 1996. The majority of the 81 responses received were returned by 2 February 1996, however, forms continued to be returned up to the beginning of June 1996.

The returned survey forms were distributed to seven members of the Board, who summarised the results, using a standard proforma developed for the purpose. The summary proforma's were then collated and the preliminary tabulation of results forwarded to all members of the Board. Volunteer contact details were collated by area of expertise and recorded.

Eight members of the Board met on 13 April 1996 to consider the preliminary tabulation of results. Corrections and amendments were made to the results and categorisation of responses. A Working Party was assigned responsibility for development of a report on the results.

The final results of the ADRA Member Survey follow:

<i>postcode</i>	<i>total</i>	<i>code</i>	<i>postcode</i>	<i>total</i>	<i>code</i>
2257	1	Nc	2620	1	Nc
2260	1	Nc	2710	1	Nc
2304	1	Nc	2773	1	Nc
2358	1	Nc	2777	1	Nc
2390	1	Nc	2782	1	Nc
2500	1	Nc	4005	1	QLD
2502	1	Nc	4059	1	QLD
2508	1	Nc	4163	1	QLD
2515	2	Nc	4218	1	QLD
2576	1	Nc	6000	1	WA
2579	1	Nc	6156	1	WA
2602	1	ACT	6239	1	WA
2615	1	ACT	7004	1	TAS

NSW total responses	=	70
NSW metropolitan Sydney	=	53
NSW country	=	17
Queensland total responses	=	4
Western Australia total responses	=	3
Australian Capital Territory total responses	=	2
Tasmania total responses	=	1
Northern Territory total responses	=	1
Total responses	=	81

How many years have you been interested in ADR?

<i>years</i>	<i>total</i>	<i>%</i>
1	3	3.7
2	2	2.5
3	5	6.2
4	4	4.9
5	13	16.0
6	8	9.9
7	6	7.4
8	10	12.3
9	2	2.5
10	12	14.8
11-15	11	13.6

What training courses have you completed?

<i>training course</i>	<i>total</i>	<i>%</i>
<i>mediation services' courses</i>	73	38.8
Community Justice Centres NSW Training Course	25	13.3
Unifam Mediation Training Course	20	10.6
Relationships Australia NSW Mediation Training Course	17	9.0
Family Court Training Course	5	2.7
CJP Training Course	4	2.1
Citizens Advice Bureau Mediation Service	1	
Conflict Resolution Service ACT Training Course	1	
<i>ADR organisations' courses</i>	41	21.8
Conflict Resolution Network Professional Skills Course	15	8.0
ACDC Training Course (various)	14	7.4
LEADR Mediation Training Course	11	5.9
ACCORD Training Course	1	
<i>university/TAFE based courses</i>	29	15.4
Bond University Mediation Training Course	9	4.8
UTS Training Course	7	3.7
Macquarie University Graduate Diploma Conflict Resolution	4	2.1
Centre For Dispute Resolution Training Course	3	1.6
SA University Courses	3	1.6
LLM majoring in Dispute Resolution	1	
TAFE NSW Course	1	
University of Western Sydney Course	1	
<i>USA/Canada origin/based courses</i>	25	13.3
CDR Associates Training Course (Australia and USA)	14	7.4
Harvard University Course	5	2.7
Divorce Mediation Institute USA	1	
EPA USA	1	
Graphic Guides USA	1	
John Haynes Divorce Mediation Training Course	1	
Judith Ryan Training Course	1	
Justice Institute of British Columbia	1	
<i>public sector agencies (non-ADR specific) courses</i>	6	3.2
Legal Aid Commission of NSW Training Course	4	2.1
Human Rights Commission Training Course	1	
NSW Police Service Course	1	
<i>legal organisations' courses</i>	5	2.7
Law Society NSW Training Course	5	2.7

<i>other miscellaneous courses</i>	5	2.7
Workplace Skills Course	2	1.1
Henderson and Power WA	1	
Juvenile Justice Conferencing Course	1	
M Ashford Course	1	
<i>other responses</i>	4	2.1
not applicable	2	1.1
numerous	2	1.1
<i>no response</i>	1	0.5
<i>total responses</i>	188	

How many years have you been engaged in ADR?

<i>years</i>	<i>total</i>	<i>%</i>
0 years	3	3.7
1	6	7.4
2	1	1.2
3	10	12.3
4	4	4.9
5	15	18.5
6	6	7.4
7	8	9.9
8	6	7.4
9	2	2.5
10	6	7.4
11-15	6	7.4
15-20	4	4.9
>20	0	
no response	4	4.9
<i>total</i>	<i>81</i>	

If you are engaged in ADR is it:

<i>method of practice</i>	<i>total</i>
as a private practitioner	32
with a public sector/government agency	41
with a private sector organisation/business	15
with a non-profit agency	29
<i>no response</i>	9

Total valid responses = 117

Of 72 respondents [81 - 9 'no response']

- 56.9% are engaged with a public sector/government agency
- 44.4% are engaged as a private practitioner
- 40.3% are engaged with a non-profit agency
- 20.8% are engaged with a private sector organisation/business

117 responses provided by 72 respondents indicates average of 1.6 types of employment nominated per respondent.

How many years have you been a member of ADRA?

years	total	%
1	13	16.0
2	5	6.2
3	9	11.1
4	16	19.8
5	9	11.1
6	6	7.4
7	5	6.2
8	5	6.2
9	4	4.9
10	8	9.9
no response	1	1.2
total	81	

Are you a member of any other dispute resolution organisations? If so which one/s?

organisation name	total
LEADR	15
Conflict Resolution Network	8
AIFLAM	6
Academy of Family Mediators USA	4
Institute of Arbitrators Australia	3
ACDC	2
Law Society	2

Mediate Today	2
SPIDR USA	2
ADR Queensland	1
Australian Institute of Training and Development	1
Bar Association	1
Conflict Resolution Centre Int. USA	1
Family and Community Forum of WA	1
Mediation Association of Victoria	1
Mediation Association for Tasmania	1
Mediation Association of Northern Territory	1
Mediation Society of Queensland	1
Medical Association for the Prevention of War	1
Relationships Australia	1
Tenancy Tribunal	1
Unifam	1
WADRS WA	1
no	18
<i>no response</i>	24

Total responses = 100

Total organisations nominated = 58

Total respondents nominating organisations = 39
[81 - (18 'no' responses + 24 'no response']

% respondents nominating organisation/s = 48.1%

% respondents who answered 'no' = 22.2%

% respondents who did not respond = 29.6%

Total % 'no' and 'no response' = 51.8%

39 respondents belong to average of 1.5 organisations in addition to ADRA

In what areas of ADR are you interested?

areas of ADR	total	%/79
family	62	78.5
workplace/employment grievance	57	72.2
community/neighbourhood	54	68.4
parent/adolescent	42	53.2
commercial	38	35.4

health/human services	36	45.6
building/development	32	40.5
school	27	34.2
environment	4	5.1
victim/offender	3	3.8
all areas/general	2	2.5
cultural/arts	2	2.5
farm debt	2	2.5
public sector/public policy	2	2.5
training	2	2.5
complaints against public authorities	1	
cross-cultural	1	
goal inmates	1	
international	1	
legal	1	
multi-party	1	
organisational planning	1	
retail leases	1	
small civil matters	1	
wills/estates	1	
<i>no response/not specified</i>	2	
<i>total responses</i>	377	

% calculated based on percentage of 79 respondents who indicated an area or areas of interest and does not add up to 100 due to multiple responses



YOUR VIEWS ON ACHIEVING THE OBJECTS OF THE ASSOCIATION

Develop, maintain and promote alternative dispute resolution standards and to achieve uniform national standards.

Which of the following activities or projects should ADRA undertake?

activities	total	%
<i>professional support activities</i>	203	42.6
member support meetings	59	
mentoring system for new ADR practitioners	57	
co-mediation for new mediators	48	
professional supervision	38	
directory of practicing mediators (willing to be observed for a fee)	1	
<i>communication/publicity activities</i>	106	22.3
development of a consumers guide	54	
telephone advice/assistance service	46	
brochure on available services	2	
newsletter/keep newsletter going	2	
information interchange	1	
consumer responsibility guide (eg 'good faith' participation, conciliatory approach etc)	1	
<i>standards</i>	103	21.6
development of professional standards	54	
development of professional competencies	47	
accreditation re: training and practice	1	
VETAB recognition	1	
<i>professional development/research</i>	61	12.8
ADR consultants register	58	
recognition of profession by lobbying for funding	1	
research post ADR follow-up	1	
sponsor research	1	
<i>other</i>	3	0.6
assist country area mediators	1	
encourage agencies offering mediation to work together on projects for the common good (eg a committee to liaise with Family Courts on promoting mediation/advertising all agencies providing service)	1	
more training efforts means greater efficiency	1	
<i>no response</i>	-	
total responses	476	

Provide and support education and research in the theory and practice of alternative dispute resolution.

To what extent have these activities been of interest to you or satisfied your needs?

useful content	# yes	%yes	# no	% no	total	%
dinner meetings with speakers	32	39.5	5	6.2	37	45.7
evening meetings with speakers	31	38.3	5	6.2	36	44.4
lunch meetings with speakers	35	43.2	4	4.9	39	48.1
weekend seminars (½ - 1 day)	25	30.9	1	1.2	26	32.0
weekend conferences	30	37.0	1	1.2	31	38.3
co-sponsored conferences	44	54.3	1	1.2	45	55.6
total	197		17			

% calculated on the basis of percentage of responses out of total of 81 respondents

convenient time	# yes	%yes	# no	% no	other	total	%
dinner meetings with speakers	23	28.4	11	13.6	1	35	43.2
evening meetings with speakers	26	32.0	9	11.1	1	36	44.4
lunch meetings with speakers	29	35.8	15	18.5		44	54.3
weekend seminars (½ - 1 day)	25	30.9	7	8.6	2	34	42.0
weekend conferences	23	28.4	7	8.6	1	31	38.3
co-sponsored conferences	39	48.1	4	4.9	1	44	54.3
total	165		53				

% calculated on the basis of percentage of responses out of total of 81 respondents

convenient location	# yes	%yes	# no	% no	other	total	%
dinner meetings with speakers	23	28.4	13	16.0		36	44.4
evening meetings with speakers	24	29.6	13	16.0	1	38	46.9
lunch meetings with speakers	28	34.6	14	17.3	1	43	53.1
weekend seminars (½ - 1 day)	21	25.9	10	12.3		31	38.3
weekend conferences	24	29.6	6	7.4		30	37.0
co-sponsored conferences	38	46.9	7	8.6		45	55.6
total	158		63				

% calculated on the basis of percentage of responses out of total of 81 respondents

'other' responses included "sometimes", "not easy" and "only if in city"

How could the activities sponsored by ADRA be improved?

suggestion	total	%
regional events/regional rather than Sydney based/consider needs of country members to participate/outside of Sydney speakers and meetings eg ACT/schedule workshops in non-NSW states/nothing in WA	7	16.3
encourage membership to attend/promote higher participation/more active support by members	3	7.0
report on activities supplied to non-Sydney members/provide information to outside states eg tapes	3	7.0
co-sponsored conference/agency co-sponsoring of conferences (with streams)	2	4.7
extend geographic reach	2	4.7
inform/invite other than ADRA members	2	4.7
more careful selection of relevant and experienced speakers in some cases (not generally a problem) eg Law Week 1995 one of the speakers had no credibility and the engagement of this speaker caused at least one former ADRA member to decline to renew membership as a 'protest'/check presentation of keynote speakers eg Folberg workshop at FAMCON '95 extremely poor	2	4.7
more lunch time meetings with speakers/lunch time activity	2	4.7
advanced skills work	1	
begin Brisbane/South East Queensland branch	1	
cost factor important to part-time mediators	1	
extend focus to international	1	
forum for future of ADRA	1	
group the talks (eg number of speakers on an afternoon/evening)	1	
higher standard of speakers	1	
increase frequency of conferences in all areas of ADR	1	
in-depth content/focus	1	
invite topics from members	1	
liaise with state forums to provide and support lectures etc for remote areas	1	
marketing members services	1	
more communication	1	
more regular calendar of events	1	
newsletter to exchange information with other practitioners on common problems and solutions	1	
referral service	1	
since joining ADRA I have not been advised of any ADRA activities	1	

telephone recorded service	1	
weekend activities difficult for working parents	1	
widen the general appeal of ADRA (at present its too closely linked with family law)	1	
<i>no response</i>	6	
<i>total comments</i>	43	

In the next 1 - 2 years I would like to attend...

activity	# 1	% 1	# 2	% 2	# 3	% 3	# 4+	% 4+
quarterly dinner meetings	7	12.7	6	10.9	6	10.9	36	65.5
early evening meetings	18	31.0	7	12.1	9	15.5	24	41.4
bi-monthly weekday lunch seminars	14	25.9	6	11.1	6	11.1	28	51.9
½ day weekday training seminars	3	5.5	7	12.7	11	20.0	34	61.8
½ day weekend training seminars	13	23.2	9	16.1	12	21.4	22	39.3
annual conferences	22	31.4	13	18.6	8	11.4	27	38.6
bi-annual conferences	10	17.9	12	21.4	7	12.5	27	48.2
annual picnic	1	2.3	1	2.3	1	2.3	38	92.6
<i>no response</i>					6			

% calculated based on percentage of total votes cast for each activity eg 12.7% of total votes for quarterly dinner meetings were first preferences, 10.9% were second preference votes etc.

activity	# 1-3	% /75	# total	% /75
quarterly dinner meetings	19	25.3	55	73.3
early evening meetings	34	45.3	58	77.3
bi-monthly weekday lunch seminars	26	34.6	54	72.0
½ day weekday training seminars	21	28.0	55	73.3
½ day weekend training seminars	34	45.3	56	74.7
annual conferences	43	57.3	70	93.3
bi-annual conferences	29	38.7	56	74.7
annual picnic	3	4.0	41	54.6

% calculated based on percentage of total of 75 respondents [81 - 6 'no response'] who indicated a first, second or third preference for an activity and who voted for an activity regardless of preference

What topics or issues are you most interested in?

suggestions	total	%
training and skill development	21	21.2
skills/skills development/training workshops/opportunities for enhanced training	10	
coal face experience of speakers and how problems arising are handled/'war story' presentations	2	
attitudinal change, creative thinking and learning approaches to ADR	1	
dealing with people who are selfish and greedy	1	
discounts for attending training courses	1	
facilitation	1	
financial issues	1	
help to determine underlying issues	1	
shuttle mediation methods	1	
supervised practice mediation skills	1	
supervisor training	1	
theory and practice	14	14.1
ethics/mediator ethics	4	
models of practice	2	
what ADR groups are doing/trends	2	
ADR practice and philosophy	1	
conflict analyses	1	
dispute system design	1	
information on ongoing development and activities	1	
new types of process	1	
research paper on paradoxical situations and ADR	1	
cultural issues	6	6.1
cultural diversity/cultural diversity and ADR	3	
cultural factors in mediation/mediation within different cultures	2	
discrimination	1	
applications	39	39.4
family/interpersonal	22	22.2
family mediation/family and divorce mediation/property	11	
interpersonal relationships	2	
parent-adolescent conflict	2	
changes in Family Law Act	1	
child related issues especially youth issues	1	
de-facto, prenuptial and co-habitation	1	
divorce mediation effects on children, mothers and fathers and the role of mediation	1	
mediation with same sex couples	1	
use of mediation to prevent family breakdown	1	

youth conferencing	1	
<i>workplace</i>	7	7.1
workplace mediation/disputes/workplace conflict resolution	7	
<i>commercial/building</i>	3	3.0
commercial and construction disputes/planning and development disputes/planning	3	
<i>environment</i>	3	3.0
environment/environmental	3	
<i>multi-party/public sector</i>	3	3.0
multi-party disputes/mediation	2	
mediation in public sector organisations	1	
<i>community</i>	1	1.0
community disputes	1	
<i>promotion and education</i>	7	7.1
promoting use of ADR/education of society and legal professionals of validity and efficacy of conflict resolution methods/increasing awareness of mediation	4	
advocacy	1	
CR spread to traditional institutions	1	
education	1	
<i>general</i>	6	6.1
general topics/wide range	5	
people in mediation	1	
<i>accreditation</i>	3	3.0
accreditation/accreditation of mediators	3	
<i>administration/legal issues</i>	3	3.0
intake and administration	1	
insurance	1	
law for non-lawyer mediators	1	
<i>no response</i>	4	
<i>total responses</i>	99	

I would support the following types of initiatives...

initiatives	total	%
research grants for general ADR research	49	26.3
commissioning research papers/essays	43	23.1
student scholarships/awards	30	16.1
assistance identifying student placements	28	15.1
awards recognising excellence in ADR	27	14.5
accreditation by ADRA	1	
focus on community work	1	
information on recent research	1	
initiatives to promote ADR	1	
programs to reduce competitiveness between practitioners	1	
promotion of members	1	
mainstreaming ADR in tertiary courses	1	
mediation practice	1	
practice to develop special skills	1	
<i>no response</i>	7	
<i>total comments</i>	186	

To print, publish and circulate all manner of information pertaining to the education and facilitation of alternative dispute resolution.

To what extent have you read the newsletter?

amount of newsletter read	total	%
read all or nearly all of the articles	38	42.3
read most of the articles	23	25.8
read a couple of the articles	13	14.6
rarely read the newsletter	1	1.1
put it aside and refer back to it later	14	15.7
no response	4	
total responses	89	

% calculated based on percentage of total responses but does not add up to 100 due to some respondents selecting more than one choice

What do you think of the newsletter?

comments	total	%	code
useful information/useful content/useful for information on activities, current thinking and issues	16	19.2	+
very good information/very informative/very good for current information	12	14.5	+
good national coverage/good reference on activities in other states/very helpful in keeping up with ADR in other states/open to broad community beyond central Sydney/useful to keep up to date with developments throughout Australia	9	10.8	+
good	8	9.6	+
layout squashed/presentation poor/print too small/layout is appalling and contributes to my lack of drive to read it/lacks presentation quality to be considered as a serious publication	7	8.4	-
fantastic/excellent	4	4.8	+
well presented and informative/informative/good value, interesting and informative	4	4.8	+
boring	2	2.4	-
produce more regularly	2	2.4	c
essential for maintaining contact with members/useful contact point	2	2.4	+
enjoy reading it/enjoy content and simple format	2	2.4	+
arrives too late to attend listings (postcode 2071)	1		-
good summaries of seminar topics	1		+
insular and cliquish	1		-
longer articles are verbose	1		-
more 'human' content	1		c
more 'topicality'	1		c
need input from wider sources and broader topics	1		c
never received a copy in 1 year as member	1		-
not always relevant	1		-
not scholarly enough and also more practice wisdom	1		-
sometimes good and sometimes bad	1		+/-
tiresome advertisements for RA training courses (free) and bulky fliers	1		-
WA excluded	1		-
would like to see wider participation by private agencies	1		c
want articles on why ADR works and how ordinary people practice and benefit from ADR	1		c
<i>no response</i>	7		
total comments	83		

positive comments (+)	=	58	(69.9%)
negative comments (-)	=	16	(19.4%)
positive and negative comments (+/-)	=	1	(1.2%)
constructive comments (c)	=	8	(9.6%)

Which of the following newsletter features would you like to see?

features	# 1	# 2	# 3	# 4+
cover story	53	15	6	1
letters to the editor	17	6	20	18
a note from overseas	16	31	12	8
profile	6	15	19	18
communication research	1			
information on new members	1			
newsletter on disk	1			
NSW issue as well	1			
research reports	1			
spread of use of ADR	1			
training information/information on upcoming seminars	1	1		
book review		2		
updates from agency providers		2		
developments in Australia		1		
trends		1		
case histories/interesting unusual cases/successful mediations			1	3
farm debt mediation			1	
<i>no response</i>			1	

;

Would you tolerate a small amount of advertising in the newsletter?

response	total	%
yes	61	75.3
no	18	22.2
no response	2	2.5
<i>total</i>	<i>81</i>	

Additional Comment

“especially low rates so not only lawyers advertise”

I would welcome the following publishing and promotion initiatives...

suggestions	total	%
a consumer guide to mediation	67	24.7
occasional papers	60	22.1
a 'what is mediation' pamphlet to educate the community	60	22.1
a membership pamphlet to attract new members	48	17.7
an annual report	33	12.2
information to general community	1	
schools education kit	1	
updates	1	
<i>no response</i>	5	
<i>total responses</i>	271	

% calculated based on percentage of total responses recorded

In what other ways should ADRA expand its role through the publication and circulation of "all manner of information pertaining to the education and facilitation of alternative dispute resolution"?

comments	total
ethnic and other media/pamphlets in community languages	3
information packages eg 'what is mediation'/'	2
speakers bureau (experienced ADR practitioners to give free public talks to community groups)/to schools and TAFE's	2
accreditation of courses and trainers	1
ADRA note taking pad which could be used at a mediation session	1
annual report (comprehensive)	1
appoint a PR Co-ordinator and locate funds to target high risk area	1
circulate case studies	1
circulate outside ADR community	1
develop a lending library (by funding a holding within an existing facility)	1
directory of members with category of membership (eg Academy of Family Mediators)	1
documents available electronically	1
educate referral sources	1
education and participative research programs suitable for ADR needs of diverse communities	1
inexpensive practical annual training course	1
information on funding sources for ADR	1
information to public libraries, umbrella associations eg Community Activity Centres Network, Local Government Association	1
list of educators/courses	1

lobby tertiary institutions under/post graduate studies in all aspects of ADR	1
material on very simple ADR processes	1
publish a 'what's on' list like Mediation UK which is interesting and avidly read by me	1
quarterly journal	1
training material produced	1
updated bibliography of books and articles on ADR	1
video	1
wider range of sources and topics	
<i>no response</i>	<i>11</i>
<i>total comments</i>	<i>31</i>

Do you think the present ADRA logo is distinctive enough?

response	total	%
yes	59	72.8
no	10	12.3
no response	12	14.8
<i>total</i>	<i>81</i>	

Additional Comment

"misleading as ADRA not national umbrella organisation"

Should ADRA Inc. have a new logo or symbol?

response	total	%
yes	12	14.8
no	47	58.0
don't care	1	1.2
would depend on form	1	1.2
no response	20	24.7
<i>total</i>	<i>81</i>	

Additional Comments

"ask for suggestions"

"make this better known"

"perhaps in small print have what ADRA stands for"

"questioned whether ADRA Australia wide and suggested NSW DRA and new logo"

"should be done professionally - could try brain-storming session of 8-10 members who can use their imaginations to come up with a selection of concepts - as a Board you cannot be imaginative - present logo chosen by default"

Which of the following items would you purchase from an ADRA catalogue?

items for purchase	total	% /81
an ADRA diary	20	24.7
an ADRA coffee mug	18	22.2
a six-pack of ADRA pens	15	18.5
an ADRA T-shirt	11	13.6
an ADRA umbrella	7	8.6
an ADRA mouse pad	6	7.4
books on ADR/reference-instructional manual	2	2.5
tie	2	2.5
ADRA cap	1	
carry-bag	1	
car sticker	1	
cup and saucer	1	
post-it pads	1	
stationery (eg A4 note pad)	1	
anything	1	
depends on price	1	
none/unlikely	6	7.4
<i>no response</i>	28	34.6

% calculated based on number of total survey respondents [81] who would purchase the item or gave the response/did not respond

Enhance professional skills of mediators, conciliators and other practitioners in alternative dispute resolution and of administrators of alternative dispute resolution services.

Which of the following options would best meet your needs for skill enhancement?

features	# 1	# 2	# 3	# 4+
advanced mediation training	19	13	7	1
workshops	13	9	14	18
facilitation training	10	16	4	17
seminars	10	9	8	25
facilitated group discussion	9	11	16	17
selected readings circulated	6	4	4	25
observing simulated mediations	5	5	9	25
coached role plays	3	3	5	30
observing real mediations	1			
skills modules class /correspondence		1		
addresses by skilled mediators				1
<i>no response</i>			2	
<i>invalid response</i>			1	

features	# 1-3	% 1-3	# total	% total
advanced mediation training	39	50.0	60	76.9
workshops	36	46.2	54	69.2
facilitation training	30	38.5	47	60.3
seminars	27	33.3	52	66.6
facilitated group discussion	36	46.2	53	67.9
selected readings circulated	14	17.9	39	50.0
observing simulated mediations	19	24.4	44	56.4
coached role plays	11	14.1	41	52.3
observing real mediations	1	1.3	1	1.3
skills modules class /correspondence	1	1.3	1	1.3
addresses by skilled mediators			1	1.3

% calculated based on percentage of total of 78 respondents [81 - 3 'no response' and 'invalid response'] who indicated a first, second or third preference for an activity and who voted for an activity regardless of preference

What time would suit you best to attend training activities?

time	# 1	# 2	# 3	# 4+
weekday evening - lasting 2 hours	31	8	8	15
weekend - lasting one day	18	23	25	3
weekend - lasting one morning	14	31	17	5
weekend - lasting two days	9	2	10	27
three days	1			
weekend - pm	1			1
working hours	1			
weekday - 2 hours		1		
weekend - one afternoon		1		
by correspondence			1	
weekday - half day			1	
weekday				1
<i>no response</i>			7	

Which of the following skills do you see as most important to administrators of ADR services?

skills	# 1	# 2	# 3	# 4+
intake skills	28	6	14	18
promotional skills	15	15	7	18
staff management skills	12	15	17	17
administration skills	11	23	10	15
clinical supervision skills	5	9	13	30
ADR practitioner		1		
policy knowledge		1		
mediation skills/ability			2	
advertising skills			1	
interpersonal skills			1	
lobbying			1	
all important			1	
don't know/can't answer			2	
<i>no response</i>			8	

Which of the following development options would enhance administrators' skills?

development option	total
experience in the field in which they operate	62
meetings with other administrators to share skills etc	56
qualifications from an academic or other institution	29
other appropriate unpaid experience	1
meeting with disputants	1
people skills	1
placements	1
workshops	1
don't know/don't really know how you can judge that	2
<i>no response</i>	3

To make representations in the interests of all members of the Association in all matters affecting or concerning the Association and the resolution of disputes by alternative dispute resolution.

On what issue/s would you like to see ADRA make representations in the next year or in the next two years?

issues	no.	total	%
<i>accreditation and standards of practice</i>		23	35.9
standards of practice/standards/professional accountability	1	7	
accreditation process	2	5	
professional standards of mediation agencies	3	2	
accreditation scheme/accreditation of mediators	4	2	
"approved mediator" status for private mediators	5	1	
ensure practitioners apply basic principles eg confident		1	
maintain creative approach to mediation		1	
national body standards of practice	6	1	
professionalism in ADR	7	1	
standards and accreditation	8	1	
standards for industry accreditation of mediators	9	1	
<i>consumer issues</i>		4	6.3
affordable cost for users		2	
consumer information and protection		1	
consumer protection		1	

<i>funding issues</i>		6	9.4
federal funding guidelines		2	
improved/increased funding	1	2	
funding for state ADR services		1	
provide financial assistance to obtain mediation service		1	
<i>industrial issues</i>		4	6.3
more work for mediator pool		2	
pay and conditions/IR for mediators	1	1	
reduce disparity in wages between court admin and commercial mediation	2	1	
<i>integrity issues</i>		5	7.8
guard against hijacking by vested interests	1	2	
keep mediation open to non-lawyer mediators/stop lawyers hijacking		2	
the need to curtail premature 'over-professionalisation'	2	1	
<i>legislation issues</i>		6	9.4
Farm Debt Mediation Acts	1	1	
greater legislative provision for mediation in areas of dispute (eg Rental Bond Board matters)	2	1	
inclusion of ADR clauses in legislation	3	1	
pre-nuptial/co-habitation agreements legislation federal Attorney-General	4	1	
regulation of Family Law Reform Bill and standards for private mediators	5	1	
restraint by legislation in attempting to practice ADR procedures	6	1	
<i>organisation alliance issues</i>		2	3.1
co-operation/affiliation with LEADR, ACDC etc	1	1	
establish national association of mediators		1	
<i>promotional issues</i>		10	15.6
general community promotion of mediation	1	3	
ADR/CR spread to institutions etc	2	2	
community education media campaign by state and federal Attorney-Generals	3	1	
funding for promotion of ADR		1	
generally promoting mediation	4	1	
improve workplace relationships through ADR		1	
promotion of ADR by government to community and target groups	5	1	
<i>miscellaneous issues</i>		4	6.3
sufficient training for solo mediators in private practice	1	2	
domestic violence		1	
embryo legal disputes referred to ombudsman, MP's, press, media etc	2	1	
<i>no response</i>		17	
<i>total responses</i>		64	

Why?

no.	issues	total	%
	<i>accreditation and standards of practice</i>	14	41.2
1	what is 'agreed' minimum standard of training?/VETAB competencies national	4	
2	to maintain high standards	1	
3	accountability and quality control/concern that some mediators are practicing poor standards	2	
4	generally there is no quality control nor monitoring of whether what is occurring is classic mediation or some sort of settlement process which passes for mediation (particularly among certain lawyers and increasingly the number of judges who are cashing in)	1	
5	equality and enhance 'mediator' as profession	1	
6	national body important for cohesion and co-operation	2	
7	ensure quality of service especially in government and court supported schemes	1	
8	play a 'drawing together' role of all the groups to develop standards	1	
9	very important for professional recognition of community mediation	1	
	<i>funding issues</i>	1	2.9
1	adequacy of training	1	
	<i>industrial issues</i>	2	5.9
1	industrial recognition of mediators and improved pay conditions	1	
2	it's too big	1	
	<i>integrity issues</i>	2	5.9
1	integrity of ADR processes at risk	1	
2	too many experienced mediators would be lost and academic qualifications do not necessarily produce higher quality professionals	1	
	<i>legislation issues</i>	6	17.6
1	need for non-lawyers	1	
2	will reach more people and become mainstream	1	
3	as a prelude to litigation	1	
4	not all marry, other cultures have it, short term relationships eg gays	1	
5	to ensure quality control for consumers of mediation by private practitioners	1	
6	need for flexibility and need to adapt to fit dispute and personalities	1	
	<i>organisation alliance issues</i>	1	2.9
1	professionalism and co-ordination	1	
	<i>promotional issues</i>	6	17.6
1	remove ignorance re what is/how available	1	

2	develop initiatives/assist with CR	2	
3	to encourage use of ADR in broader sense rather than use coercive measures (legal)	1	
4	to increase acceptance	1	
5	because lack of awareness of ADR in community	1	
	<i>miscellaneous issues</i>	2	5.9
1	attitude of government funding re quality	1	
2	best resolution method to prevent 'flare-up'	1	
	<i>no response</i>	8	
	<i>total responses</i>	34	



YOUR PREFERENCES FOR MEMBER SERVICES

What additional member services would you be interested in or support?

services	total	%
a copy of the library catalogue	50	61.7
discounts on publications/journals	50	61.7
improved access to the ADRA library	40	49.4
reciprocal membership rights with other organisations	40	49.4
a speakers bureau	39	48.1
library borrowing rights at University libraries	31	38.3
accommodation discounts when attending ADRA functions	31	38.3
literature search service	25	30.9
a register of potential hosts/billets	17	21.0
life membership of ADRA	16	19.8
theatre/film evenings	10	12.3
internet	2	2.5
information on disk	1	1.2
national association	1	1.2
<i>no response</i>	5	6.2

% calculated based on number of total survey respondents [81] who would support a service or did not respond and does not add up to 100 due to respondents selecting more than one service

FEES

Would you be prepared to pay more than the current fee of \$45.00 per annum to see this happen?

<i>response</i>	<i>total</i>	<i>%</i>
yes	61	75.3
no	16	19.8
no response	4	4.9
<i>total</i>	<i>81</i>	

Additional Comment

"don't get anything out of it except newsletter because rural"

If yes, how much would you be prepared to pay?

<i>fee</i>	<i>total</i>	<i>%</i>
\$ 46 - 49	1	1.8
\$ 50 - 54	15	27.3
\$ 55 - 59	3	5.5
\$ 60 - 64	20	36.4
\$ 65 - 69	2	3.6
\$ 70 - 74	2	3.6
\$ 75 - 79	4	7.3
\$ 80 or more	8	14.5
<i>no response</i>	<i>26</i>	
<i>total responses</i>	<i>55</i>	

% calculated based on percentage of total responses [55] in each category

Additional Comment

"\$100 if services provided"

"\$100 including amount directed to a national association"

"\$100 if plans realised"

"unsure"

ANY OTHER COMMENTS?

comments	total	%
survey related comments	4	26.7
congratulations on the survey	1	
congratulations to the hard-working people who organised this survey	1	
excellent first step to adding to value of ADRA membership	1	
may have been interesting if respondents had been asked how many mediations, facilitations etc undertaken and full/part-time/regular involvement in mediation/ADR	1	
profit/cost related comments	4	26.7
has ADRA been hijacked by commercial mediators - no other organisation has increased fees annually	1	
keep subscriptions low - provide special services which members pay for	1	
try to make activities generate profit and keep membership cost low just to cover newsletter cost	1	
user pay best funding method	1	
ADRA/membership comments	3	20.0
I am very disappointed in the time taken to confirm my application for membership and that I have never received any newsletters etc from ADRA - I will only renew my subscription if there is value in being a member	1	
good to professionalise organisation - ADRA could provide leadership	1	
ADRA should not move into competition with agencies - referrals should be to agencies without any bias - perhaps a brochure	1	
training comments	2	13.3
attended workshops/seminars since 1985	1	
co-ordination of various training courses for agreed standards	1	
professional issue comment	1	6.7
standard pro-forma protocols amongst mediators to ensure follow-up and feedback to sender	1	
other states comments	1	6.7
living in another state influences survey responses	1	
total comments	15	

