

ADRA MEMBER'S SURVEY :- WHAT YOU SAID!

In 1997 ADRA will be 10 years old. It is important for any organisation to be responsive to the needs and interests of its members. Not before time the ADRA Board decided in late 1995 to carry out a formal survey of its membership (195 in all), with the survey developed and forwarded in January. While the majority had been returned by the end of February, the final total of 81 responses was not reached till the end of May; this represents 50% of individual members.

The Board has analysed the results and is prioritising suitable actions across the category areas identified. The full summary report of the survey is available upon request; an overview giving majority responses to key questions follows below.

With 70 of the 81 surveys coming from NSW members (of which 53 live in metropolitan Sydney), ADRA reflects its centre of origin. However, our membership records show 20 plus in Queensland and more than 10 in Western Australia and the ACT. Over 80% have been interested in this area for 5 or more years, with 40% first trained in ADR six or more years ago. A similar % received training through a mediation agency, with 15% via university/TAFE courses; 13% have received USA/Canadian training. Of the 72 members working in ADR, 41 are with public sector agencies, 29 with a non-profit agency and 32 as a private practitioner. Many are employed in more than one category. Thirty-nine members indicated they were members of at least one other D/R organisation (LEADR -15).

What areas of ADR application are you interested in? Over 78% nominated family and 53% parent/adolescent, with workplace/employment grievance (72%), community/neighbourhood (68%) with health/human services and building/development/environmental both at 45%. Other significant %'s were school (34%) and commercial (35%).

The survey took each of the objects of ADRA as specified in its articles of association and asked members to give their views on how these objects might be achieved. In summary - 42% made suggestions for enhanced support to members- more members meetings, provision of experienced co-mediators as mentors, provision of professional supervision.

22% made suggestions re publicity and advice to members and Consumers, with 11% supporting a register of ADR consultants.

21% felt either professional standards or competencies of practice should be developed.

Critical comment on the content, location and timing (weekday, evenings, one day per weekend) of conferences or seminars has directed the Board to the need to "ensure" quality speakers for focussed in-depth treatment, with some events outside Sydney and the provision of papers and tapes of talks for those who want them. Preferences were expressed for annual/bi-annual conferences, with some evening meetings and ½ day weekend training,

particularly for skills development, with advanced mediation and workshops in facilitation. There was some support for ADRA commissioning research in relevant areas and assisting ADR students with practicum placements.

Thirty-six % of responses identified accreditation and standards of practice as issues for ADRA to make representations on over the next year or two. Other member interests identified included general and specific promotion of ADR, funding of services and government legislative initiatives.

All responses included specific comments on 'MediationNews'- the Associations will need to take them on board.

Thank you to those who took the time and trouble - the ADRA Board intends making it worth your while and I don't mean by sending you an item from our products catalogue, with or without logo! Pity, I was looking forward to the ADRA tie!

DAVID ROLLINSON

'quickies' must do's

SUGGESTED PRIORITY ACTIONS ARISING FROM SURVEY

Suggest an individual or a small group (eg 2-4) take responsibility for each item to be progressed, with an agreed time frame to report back to the Board.

Following suggestions are in priority and/or chronological order.

Member Services

1. Catalogue and document the "library" so a database can be developed, a catalogue circulated to members and a borrowing system introduced.
2. Research/locate founding members and have certificates made to acknowledge this and present (to as many as attend) a 10th anniversary function in 1997 (whether a conference, meeting or dinner)
3. Institute Life Membership for members of 10 consecutive years standing (may need to be put to the AGM in October) and present first Life Memberships at 1997 AGM.

Membership Support/Training

1. Research and produce a directory of organisations offering education or training in the area of mediation/conflict resolution (not by way of an endorsement but rather to provide a source of information for members/others on what is out there and to help identify gaps that ADRA might fill). Potential to sell for a small fee to non-members and/or circulate free to libraries, schools etc (possibly as part of a larger information pack)
2. Institute quarterly 'discussion forums', chaired by skilled practitioner/facilitators, for mediators and, subject to interest, for administrators/managers of ADR services to discuss practice issues, techniques, ideas etc in a 'peer' environment.

Publications/Newsletters

1. Prepare a summary report of the survey results relating to the newsletter as a background to contacting MAV and SADRA about jointly reviewing the content, design and production of the newsletter. Seek to implement

significant feedback from survey eg changing layout and design, introducing new columns eg cover story and revamping old ones (eg several people each taking responsibility for a specific column each issue). Seek to build stronger communication with other associations on ongoing production eg regular teleconferences.

2. Follow-up volunteers from survey who indicated willingness to write articles. Identify alternative sources of material and follow up possible articles eg contact relevant Universities and offer to publish outstanding student research papers on ADR (possibly combine with a student award).
3. Produce an Annual Report, in time for the Annual General Meeting if possible, outlining the activities of the Board in the preceding year. Could be in the form of a 'mini newsletter' (eg 1 x A4 or A3 sheet folded) and produced very cheaply. Could then be posted to all members unable to attend AGM thus addressing the 'tyranny of distance' for country members. Emphasis should be brief and positive rather than 'corporate', but would also include financial status, membership numbers and other relevant statistics.

Standards and Accreditation

1. Hold or co-sponsor a conference on the issue of current and future development in this area. Could encompass speakers on Family Law Regulations, qualifications for mediators in various state funded services, development in accreditation of training/trainees, both internal (eg Relationships Australia QLD, CJC NSW, ACDC) and external (eg ACT). Objective of conference could just be to involve all the stakeholders in discussion or to achieve some consensus on/impetus for future development.
2. Contact other associations eg MAV, SADRA etc. about developing common professional ethics/standards and seek to establish a joint working party to progress.

Promotion/Community Education

1. Have the ADRA logo professionally re-designed (using the same basic concept) and have bomides produced for use on all future materials.
2. Have letterhead paper, with compliments slips (if needed) and membership cards re-printed using re-designed logo.
3. Re-design the membership application into a professionally produced brochure about the organisation and what its objectives are, with a tear-off page that is the application form. Circulate to relevant universities, training organisations, agencies, law practices etc. and include in information packs.
4. Develop two brochures to educate the community about ADR (using the same design style as the membership brochure): one which explains 'what is

mediation/ADR' and the other which covers what services are out there for various types of disputes, how much and how to access, and include in information packs.

5. Have a folder printed, with ADRA logo, to enclose the three brochures (see above) and other relevant information eg Attorney-General's Family Mediation brochure, brochures about training courses, sources of information etc, and send information packs to libraries, schools, community centres, welfare services etc.
6. Assign a sub-committee to plan activities/event to celebrate 10 years of ADRA in 1997 eg a conference, meeting with special keynote speaker, dinner, initiation of a student prize etc.

SURVEY ANALYSIS PROFORMA



ADRA MEMBER SURVEY

YOU AND YOUR INTERESTS

What is the post code at your home address?

2112 1

post code	#	total
2010		
2027	1	
2074	1	
2170	1	
2576	1	
2615	1	
2196	1	
4218	1	
2515	1	
no response		

How many years have you been interested in ADR?

years	#	total
1		
2		
3	11	
4		
5	1	
6	1	
7		
8		
9		
10	11	
11 - 15	111	
15 - 20		
>20	1	
no response		

How many years since your first training in ADR?

years	#	total
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11 - 15		
15 - 20		
>20		
no response		

No training formal 1

What training courses have you completed?

training course	#	total
Bond University Mediation Training Course		
Conflict Resolution Network Professional Skills Course		
Community Justice Centres NSW Training Course		
LEADR Mediation Training Course		
Relationships Australia Mediation Training Course		
Unifam Mediation Training Course		
Legal Aid Commission		
CDR		
ACDC		
TAFE (NSW)		
Conflict Resolution Service (AET)		
Not applicable		
"Harvard"		
no response		

How many years have you been engaged in ADR?

years	#	total
1		
2		
3	//	
4		
5	//	
6		
7	//	
8	//	
9		
10	/	
11 - 15	/	
15 - 20		
>20		
no response		

If you are engaged in ADR is it:

method of practice	#	total
as a private practitioner	///	
with a public sector/government agency	/// //	
with a private sector organisation/business	/	
with a non-profit agency	///	
other:		
no response		

How many years have you been a member of ADRA?

years	#	total
1		
2	/	
3	//	
4	/	
5	//	
6	/	
7	/	
8	/	
9		
10	/	
no response		

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

organisation name	#	total
MAV	1	
SADRA		
leader	11	
Inst. of Arbitrators, Aust.	1	
"No"	111	
no response	1	
Conflict Resolution Network	1	

In what areas of ADR are you interested?

areas of ADR	#	total
community/neighbourhood	111 11	
family	111 11	
parent/adolescent	111	
commercial	111 1	
building/development	111	
workplace/employment grievance	111 11	
health/human services	111	
school	111	
other: international	1	
other: Farm debt	1	
other: retail leases	1	
other:		
other:		
other:		
no response		



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
member support meetings	### - ###	
professional supervision	### /	
mentoring system for new ADR practitioners	### / ###	
co-mediation for new mediators	### / /	
ADR consultants <i>register</i>	### / /	
telephone assistance/advice service	### / /	
development of a consumers guide	### / /	
development of professional competencies	### / /	
development of professional standards	### / /	
other: <i>accreditation re-training practice</i>		
other:		
other: :		
other:		
other:		
other:		
other:		
no response		

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

activity	# yes	total	# no	total	# no resp.	total
dinner meetings with speakers	###				///	
evening meetings with speakers	###				///	
lunch meetings with speakers	###					
weekend seminars (half - 1 day)	###				///	
weekend conferences	###				###	
co-sponsored conferences	###				///	
<i>total</i>						

CONVENIENT TIME

activity	# yes	total	# no	total	# no resp.	total
dinner meetings with speakers	///				///	
evening meetings with speakers	///		///		///	
lunch meetings with speakers	###		///			
weekend seminars (half - 1 day)	///		///		///	
weekend conferences	###				///	
co-sponsored conferences	###					
<i>total</i>						

CONVENIENT LOCATION

activity	# yes	total	# no	total	# no resp.	total
dinner meetings with speakers	///		///		///	
evening meetings with speakers	///		///		///	
lunch meetings with speakers	###		///			
weekend seminars (half - 1 day)	///		///		///	
weekend conferences	///				###	
co-sponsored conferences	###				///	
<i>total</i>						

How could the activities sponsored by ADRA be improved?

suggestion	#	total
extend focus to international	/	
schedule workshops in non-US states	/	
extend geographic reach	//	
↑ promote higher participation	/	

No response

~~///~~ //

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

(4 or 5 only)

activity	# 1	total	# 2	total	# 3	total	# other	total
quarterly dinner meetings	7		//					
early evening meetings	///				/		///	
bi-monthly weekday lunch seminars	/		//				///	
half day weekday training seminars			/		///		/	
half day weekend training seminars	///				//		/	
annual conferences	//		//		/		///	
bi-annual conferences			//				///	
annual picnic								

no response	# /	total
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What topics or issues are you most interested in?

suggestion	#	total
Family & Diverse mediation	1	
general topics	11	
Education of society & legal professions of validity / efficacy of conflict resolution methods	11	
planning & development disputes	1	
multi-party mediation	1	
use of mediation to prevent family breakdown	1	
cultural factors in mediation	1	
"war story" presentations	1	
mediation in public sector organisations	1	
"dealing with people who are selfish & greedy"	1	
No response	1	

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

initiatives	#	total
research grants for general ADR research	1111	
student scholarships/awards	1111	
assistance identifying student placements	11	
commissioning research papers/essays	111	
awards recognising excellence in ADR	1	
other: mainstreaming ADR in tertiary courses	1	
other: accreditation by ADRA	1	
other:		
other:		
other:		
other:		
no response	1	

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?

<i>amount of newsletter read</i>	<i>#</i>	<i>total</i>
read all or nearly all of the articles	### /	
read most of the articles		
read a couple of the articles		
rarely read the newsletter		
put it aside and refer back to it later		
no response		

What do you think of the newsletter?

<i>comment</i>	<i>#</i>	<i>total</i>
v. good (for current info)	###	
print is too small :	1	
longer articles are verbose	1	

No response

||

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

features	# 1	total	# 2	total	# 3	total	# other	total
letters to the editor								
profile								
cover story	 							
a note from overseas			 					
other: <i>interesting; unusual cases</i>								
other:								
other:								
other:								
other:								
other:								
other:								

no response	#	total
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Would you tolerate a small amount of advertising in the newsletter?

response	#	total
yes	 	
no		
no response		

I would welcome the following publishing and promotion initiatives?

suggestions	#	total
occasional papers	 	
an annual report	 	
a membership pamphlet to attract new members	 	
a 'what is mediation' pamphlet to educate the community	 	
a consumer guide to mediation	 	
other:		
other:		
other:		
other:		
other:		
other:		
other:		
no response		

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"?

comment	#	total
develop a lending library (by funding a holding)		
speakers bureau - ie, experienced ADR practitioners give free public talks to community groups	1	
Information on funding sources for ADR	1	

No response

Do you think the present ADRA logo is distinctive enough?

~~###~~ //

response	#	total
yes	### ###	
no		
no response		

Should ADRA Inc. have a new logo or symbol?

response	#	total
yes		
no	### //	
no response	//	

would depend on 1 form

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

items for purchase	#	total
an ADRA diary	///	
an ADRA umbrella	/	
a six-pack of ADRA pens	//	
an ADRA mouse pad	//	
an ADRA coffee mug	//	
an ADRA T-shirt	//	
other: <i>NONE</i>	/	
other:		
other:		
other:		
other:		
no response	///	

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?

(9x5)

activity	# 1	total	# 2	total	# 3	total	# other	total
seminars	/		//		//		//	
workshops	/		//		///		//	
advanced mediation training	//		//				///	
facilitation training	/		/				///	
coached role plays			/				//	
observing simulated mediations	/		/				/	
facilitated group discussion	/		/		//		/	
selected readings circulated								
other:								
other:								
other:								
other:								
other:								

<i>invalid response</i>	/	<i>total</i>
no response	#/	<i>total</i>

What time would suit you best to attend training activities?

activity	# 1	total	# 2	total	# 3	total	# other	total
weekday evening - lasting 2 hours	///		///				///	
weekend - lasting one morning	//		///		//			
weekend - lasting one day	//		//		///			
weekend - lasting two days	/				/		///	
other: <i>weekend - one afternoon</i>			/					
other:								
other:								
other:								

no response	# /	total
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Which of the following skills do you see as most important to administrators of ADR services?

(4 or 5 only)

activity	# 1	total	# 2	total	# 3	total	# other	total
administration skills	/		///		/		//	
intake skills	//				///		//	
clinical supervision skills	/		/		/		///	
staff management skills	/		/		///		/	
promotional skills	//		//				///	
other: <i>Don't know</i> /								
other: <i>mediation skills</i>					/			
other:								
other:								
other:								
other:								

no response	#	total
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Which of the following development options would enhance administrators' skills?

development option	#	total
qualifications from an academic or other institution	///	
experience in the field in which they operate	/// ///	
meetings with other administrators to share skills etc	/// ///	
other: <i>don't know</i> 1		
other:		
other:		
other:		
other:		
other:		
no response		

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?

no.	issues	category	#	total
1	<i>"restraint by legislators in attempting to formalize ADR procedures"</i>		1	
2	<i>generally promoting mediation</i>		0	
3	<i>professional standards of mediation agencies</i>		11	
4	<i>"greater legislative power for mediation in areas of dispute (eg, rental bond board matter)"</i>		1	

No response

///

YOUR PREFERENCES FOR MEMBER SERVICES

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

<i>services</i>	<i>#</i>	<i>total</i>
discounts on publications/journals	///	
improved access to the ADRA library	///	
a copy of the library catalogue	///	
library borrowing rights at University libraries	/	
Literature Search Service	/	
a speakers bureau	///	
accommodation discounts	///	
a register of potential hosts/billets	/	
theatre/film evenings		
life membership of ADRA	/	
reciprocal membership rights with other orgs.	//	
other:		
other:		
other:		
other:		
other:		
no response	//	

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>#</i>	<i>total</i>
yes	/// ///	
no	//	
no response		

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

<i>fee</i>	<i>#</i>	<i>total</i>
\$ 46 - 49		
\$ 50 - 54	/	
\$ 55 - 59	/	
\$ 60 - 64	///	
\$ 65 - 69		
\$ 70 - 74		
\$ 75 - 79	/	
\$ 80 or more		
no response	/	

unsure /

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

22 December 1995

ADRA
MEMBER
SURVEY

Paul
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 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.

**PLEASE RETURN THE SURVEY IN THE ENCLOSED REPLY PAID ENVELOPE BY
2 FEBRUARY 1996**

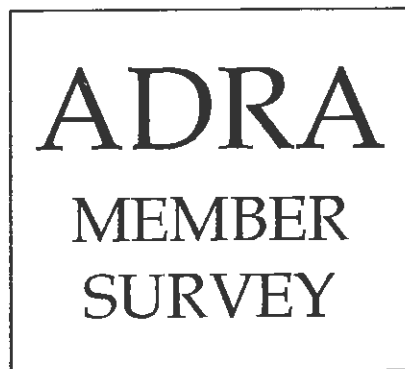
On behalf of the Board, I thank you for participating in this survey.

Yours sincerely



David Rollinson
President

SURVEY PROFORMA NOTES



The following notes explain the survey proforma:

- where there is a column marked '#' it is designed to be used to check off responses before calculating the total eg:

<i>post code</i>	#	<i>total</i>
2204	<input checked="" type="checkbox"/> II	7
2508	II	2

- for the 'years of membership' question should not get answers of more than '10'
- to save time, some possible responses have been included for open questions where it was thought likely/possible the response would be received
- in most cases you will need to write in the responses to open questions - if there is insufficient space please write on the back of the page directly behind the table in question
- in some questions respondents can choose from a selection of options or provide their own option - there is space for your to write in the options provided - if insufficient space try adding in at the bottom of the table concerned
- space is included to enable any 'no responses' to be recorded
- where respondents were required to nominate order of choice ('1', '2', '3' etc) have suggested we only record 1st, 2nd and 3rd choices and then record 4th to 'n'th choices together as 'other response' (to save time in analysis, because some respondents may not rank every option and because I'm assuming that we will only be pursuing the most popular suggestions)
- when analysing responses for 'order of choice questions', there is a section under the table to record any 'no response'
- for the questions about issues (on page 14 & 15) and why representations should be made on them, a 'no.' column has been added so that related issues and responses 'why' can be matched up - please give each new pair of 'issue' and 'why' a new number
- a 'category' column has been included in the comments tables on page 14 and it is suggested that you reframe/paraphrase comments and nominate a possible category to assist in later evaluation of trends/weight of opinion
- a separate sheet is provided to list the names and details of any respondent who has volunteered to "assist the board" - please tick the column for the assistance that has been offered
- please phone David once you have completed recording your pile of forms!

Regards Louise

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

(date) December 1995

ADRA

MEMBER SURVEY

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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.

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