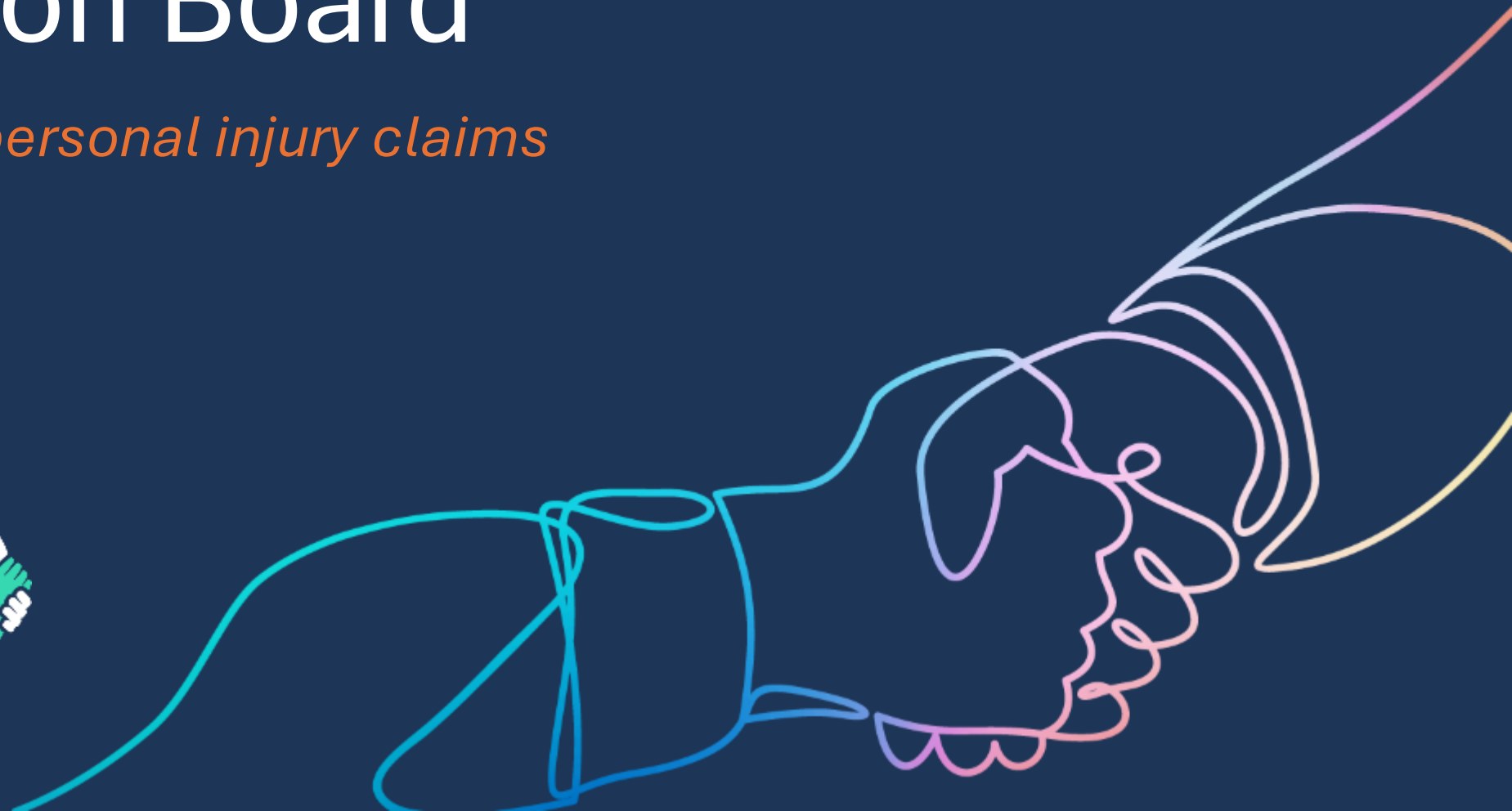


# Mediation at the Injuries Resolution Board

*A new route for personal injury claims*

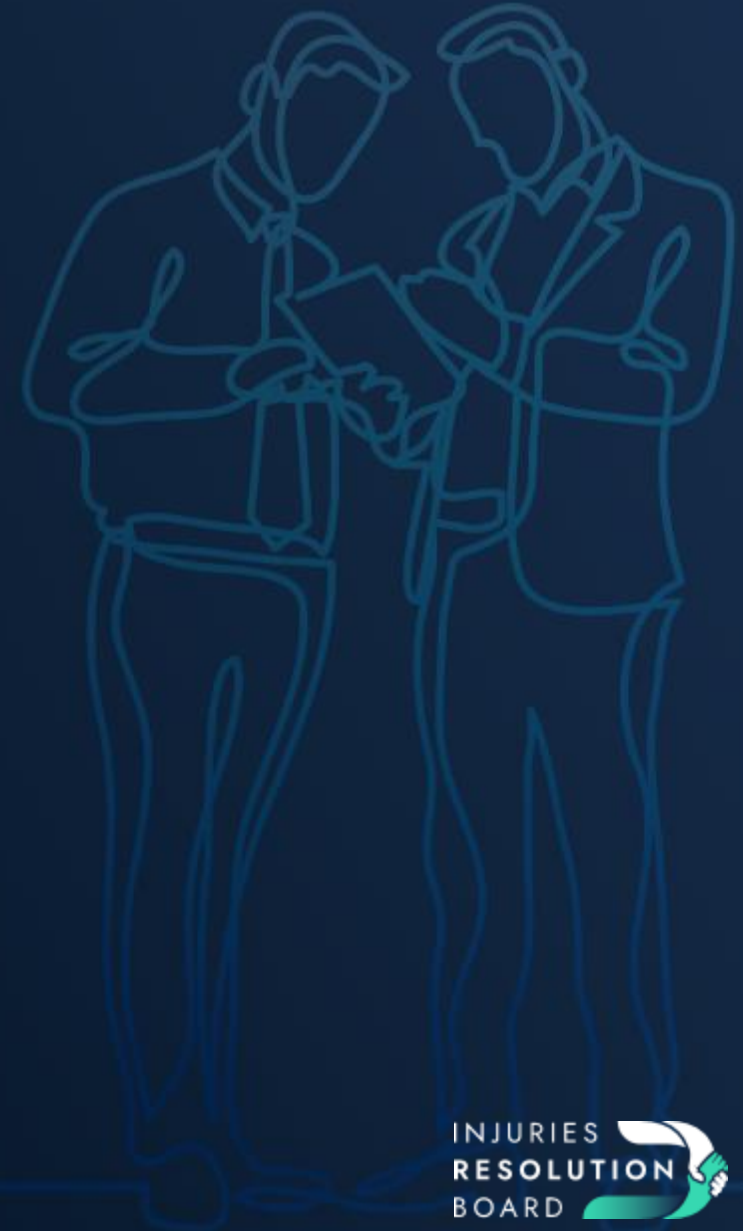
Hilary McGouran

May 9th 2024



# Mediation

- Widely acknowledged as an effective way of resolving disputes.
- An experienced neutral mediator helps the parties to seek a resolution.
- The mediator is not there to make a decision or ruling, rather to help the parties find a zone of possible agreement.
- It's voluntary.
- It's confidential.
- The parties control what's on the table



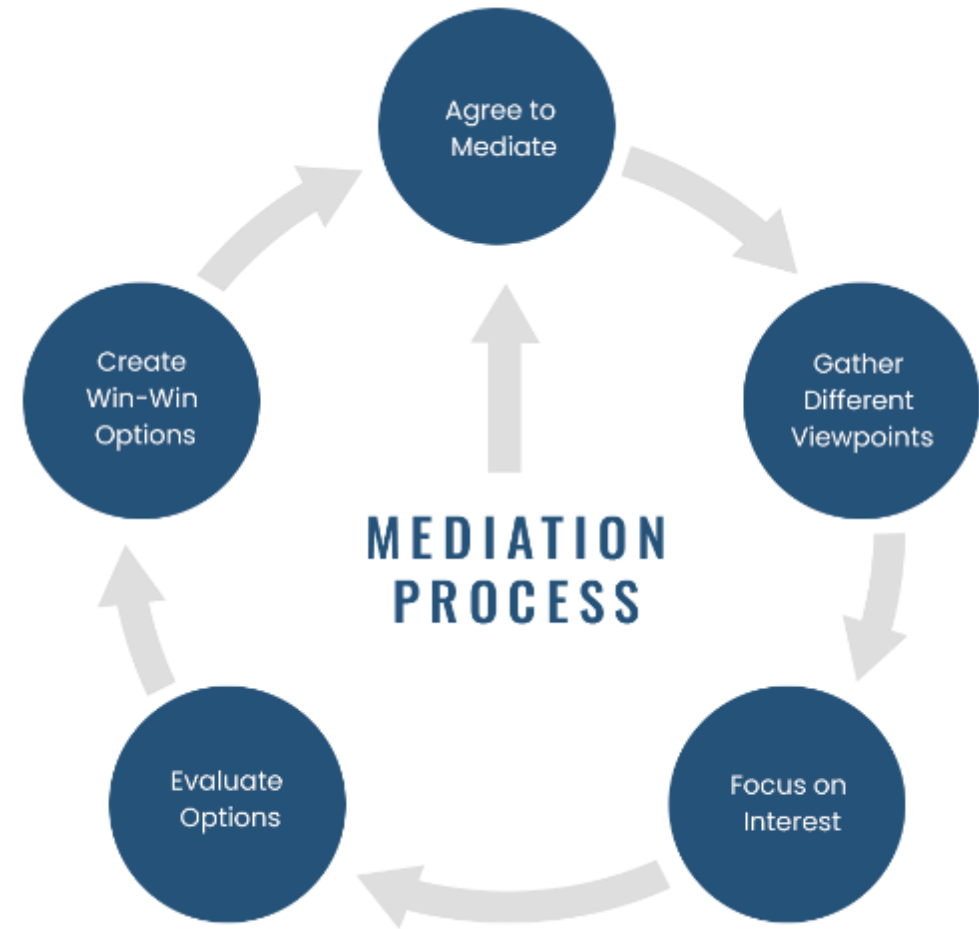
# Mediation@Injuries Resolution Board

- + Started with Employer Liability claims. Now live for Public Liability claims.
- + Quicker than assessment, a benefit claimants and respondents alike.
- + There's no extra fee for mediation.
- + Issues to be mediated can be broader than via our assessment service.
- + This might include liability, claim value, extent of injury, contributory negligence, or future treatment requirements.



# How Will it Work?

- + Mediation is **at the start of our Process**
- + **It's scheduled** – within appointment timeframe
- + Mostly **telephone based**
- + **Shuttle based** – mediator goes between parties.
- + Framed in the context of the **Personal Injuries Guidelines**.
- + An efficient and effective way of getting a **legally binding** final outcome to a claim



## Takeaways

- 1: You can't default into mediation – Tell us what you want
- 2: Assessment? – Choose mediation and assessment
- 3: No to assessment – Choose mediation only
- 4: Communicate your support to your insurance company/claims handlers
- 5: Our mediators are waiting