

***Elder Mediation: Essential Knowledge, Values and Skills***  
**30 hours of Online Training from March 20 to May 22, 2024**

***A timely opportunity for mediators to learn online from a highly experienced leader and trainer in the field of Elder Mediation.***

- This tailored, professional development program is designed to expand and enhance your present knowledge and skills in this fast-emerging field. A central theme is to sensitise participants to the needs, experiences and challenges facing older people, their families and communities and the implications for mediation.
- Elder Mediation is a preventative, person-centred, respectful process – usually multi-party, multi-issue and intergenerational. The mediator facilitates discussions focusing on present strengths and assists participants in addressing their stated wishes or concerns. Elder Mediation normally involves large and more varied numbers of participants including: the older person, a support person, representative or advocate for the older person, members of their immediate or extended family, friends, neighbours and/or significant others who are involved with the care of an older person such as paid or unpaid carers, aged care or hospital staff, doctors, social workers, psychologists and other professionals, employers and/or colleagues of older people in the workplace.
- The recent pandemic and Royal Commission into Age Care have increased our awareness of the vulnerability of older people and has added to or identified the risks, stresses and conflicts faced by older people, in particular those who are experiencing cognitive or physical decline or an age-related illness, are in aged care, are dependent on their families for care, or separated from their families and significant others, and those who are at risk of abuse or neglect.
- Face-to-face programs have been successfully delivered by the presenter in most Australian States and New Zealand, for Relationships Australia, the Resolution Institute and other groups of experienced mediators. This enhanced, popular online program was introduced in 2020, 2022 & 2023 with excellent feedback from participants.
- This 30-hour training is a pre-requisite for entry into the Elder Mediation International Network (EMIN) Elder Mediator Certification program. EMIN currently has a 2-year pilot to encourage successful trainees to proceed to certification - <https://elder-mediation-international.net/emin-certification-pilot-project-australia-new-zealand/>

***Eligibility***

Prior mediation training and experience at the Family Dispute Resolution and/or Australian National Mediation Standards Board level is preferred.

***Outcomes***

At the end of the elder mediation training, participants are able to:

1. Understand problems and issues faced by older persons and their families, including the intergenerational and family dynamics involved.
2. Have knowledge of the psychosocial and physical effects of aging and how to accommodate those changes to maximize participation in the mediation process and ensure that the older person's voice is heard, directly or indirectly, and respected.
3. Be aware of ageism and other societal and participant biases, including family, generational, gendered and cultural attitudes to, and experiences of, aging and the possible effects on the older person, other participants, the mediator and the mediation process, and intersectionality with other circumstances of marginalisation.
4. Engage in a self-assessment of any aging or disability-related perceptions or biases that might impact mediator competency.

5. Understand and recognise factors affecting capacity to mediate and accommodations that may be needed for persons with cognitive or other disabilities.
6. Understand the nature and effects of elder abuse and the mediator's responsibility to provide a safe and effective process including:
  - definitions and signs of elder abuse
  - dynamics within the family or caregiver relationship
  - how to screen for abuse prior to and throughout the mediation process
  - when to rule out mediation and how to refer
  - accommodations to enhance safety and prevent abuse
  - the relationship of mediation to adult protective and other services
  - confidentiality and mandated reporting
  - EMIN's *Safeguarding Vulnerable Adults: Guidelines for Elder Mediators*.
7. Understand appropriate intake and pre-mediation procedures and factors that make thorough screening for capacity and for elder abuse essential in elder mediation.
8. Recognise and address the ethical issues, as outlined in EMIN's *Code of Ethics for Elder Mediators*, and the unique challenges of elder mediation.
9. Develop and apply specialised skills related to mediation involving older people.
10. Have knowledge of elder law, aged care provision and community resources (in your area) related to older persons.
11. Engage in multi-party mediations and understand the role and use of support persons, advocates, representatives, medical professionals and other resource persons in the mediation process.
12. Recognise when participants may benefit from consulting with or involving a support person, advocate, lawyer, geriatrician, or other expert.
13. Be aware of legal issues that may arise during elder mediation and understand that additional training may be necessary to competently intervene in certain cases, such as additional training in Eldercaring Coordination.
14. Understand the unique issues presented in identifying and writing down matters agreed upon by participants in elder mediation.

### ***Your Elder Mediation Certification or CPD Hours***

This course provides thirty (30) hours for Elder Mediation International Network (EMIN) Elder Mediation Certification and/or CPD purposes. To be eligible to participate in the EMIN Elder Mediation Certification Pilot Project please register within 6 weeks from the end of this course.

### ***Your Specialist Trainer***

**Professor Dr Dale Bagshaw, Dip Soc Stud, M Soc Admin, PhD, Cert EM (Advanced):** Adjunct Professor, Justice and Society, University of South Australia; founder and Chair of the Elder Mediation Australasian Network (EMAN) – [www.elder-mediation.com.au](http://www.elder-mediation.com.au); Chair of the Resolution Institute (RI) Elder Mediation Sub-Committee, RI Fellow, Board member of the Elder Mediation International Network (EMIN), member of the EMIN Certification Committee; EMIN Certified Elder Mediator (Advanced), and Australasia's most experienced Elder Mediation trainer. Since the 1980's, Dale has trained hundreds of mediators in Australia and 11 other countries and more recently has trained elder mediators and counsellors in most Australian States and New Zealand. For Dale's CV go to: <https://people.unisa.edu.au/dale.bagshaw>

### ***Your attendance***

- There will be a preliminary one-hour Zoom meeting prior to the start of this course for introductions (to each other and the program), and to practice using Zoom.
- This will be followed by 10 x 3 hour Zoom meetings per week over 10 weeks.

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- Active participation for 10 x 3-hour sessions is required. However, each session will be recorded and the recording will be made available to any individual who, for a valid reason, is unable to attend (for a maximum of two sessions). A reflective journal for each missed session will be required addressing your learning, or reflections, on aspects of the topic covered in the recording.

## **Additional resources**

- Readings will be provided in a Drop-box and via email in advance of each session.
- Copies of power point content, and sometimes a recording, will be available to participants prior to each session.
- If there are enough interested participants, additional roleplay sessions with others in your group can be organised with other participants who complete this online training and who want to enhance their experience for CPD or certification purposes.

## **Key Dates and times**

The preliminary one-hour session will be arranged with successful applicants. Online classes will be held from March 20 on consecutive Wednesdays from 11am to 2pm (ADELAIDE TIME) to allow for time differences across States and between Australia and NZ.

## **Your Registration**

**Due date: No later than MARCH 13, 2024.**

- To apply please email Dale Bagshaw with your name, organisation, contact details (email address and mobile phone number) and a short CV or BIO with details of your mediation accreditation, training and experience and your experience in the field of ageing - [dale.bagshaw@unisa.edu.au](mailto:dale.bagshaw@unisa.edu.au)
- A maximum of 20 participants will be accepted into this online program so please register as soon as possible to ensure that you have a place. You will be notified of your acceptance as soon as your application is received and processed.
- Phone Dale on +61 (0) 408 805 641 if you require more information.

**Registration Fee:** AUS \$1200.

Instructions for online payments, invoices and tax receipts will be provided by Rhonda Whitfield when you are accepted into the program. Payments can be made by Bank Transfer or via PayPal if from NZ.

## **Your Certification as an Elder Mediator**

An EMAN and Resolution Institute working group are developing a proposal for the National Mediation Standards Board for Elder Mediation to be a new specialisation in the revised standards. This 30-hour Elder Mediation training program forms part of that proposal and is recognised by EMAN and the Resolution Institute. It is also a prerequisite for entry into the 'gold standard' Elder Mediator Certification program run by the Elder Mediation International Network's (EMIN) - <https://elder-mediation-international.net/become-elder-mediator/> which we are proposing to be the required certification for Elder Mediators in Australia and NZ. Participants in this course will be eligible to participate in the EMIN Pilot Project if they apply within 6 weeks of the course ending - <https://elder-mediation-international.net/emin-certification-pilot-project-australia-new-zealand/>

- The EMIN two-level elder mediator certification requirements (Basic and Advanced) have been developed in partnership with the Elder Mediation Australasian Network (EMAN) Board to suit Australasian and NZ conditions.
- This course provides 30 hours towards EMIN certification or CPD purposes. You will be provided with a Certificate of Participation as evidence that you have completed the program.