

# Collaborative Return to Work Services

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Principal of MERS



Chas holds a Diploma in Management Practices, (specialising in Human Resource Management), Professional Certificate in Arbitration and Mediation Graduate Diploma in Conflict Management.

Chas provides services to a wide range of clients including WorkCover Agents, Self insured, Employers and Employees.

He's an active member of;

- Institute of Arbitrators & Mediators of Australia
- Industrial Relations Society
- ARPA
- SA Dispute Resolution Association

*Mediation & Employment  
Relations Services*

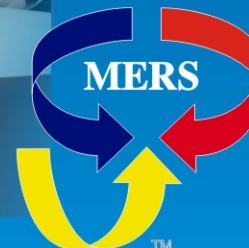
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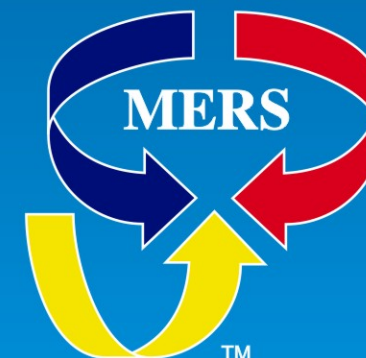
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# Collaborative Return to Work Services



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# The 8 reasons why MERS Collaborative Workplace Mediation Service is right for you are:

## 1 ✓ The process is very simple

Just one fax, or phone call with the barest case details is sent to MERS. We will organise the rest.

We organise the participants, venue, the time, and the outcomes. We complete all the paperwork necessary.

## 2 ✓ The process works

It's non-confrontational and confidential. People talk and resolve their issues in a straightforward manner. MERS, on request, can monitor the implementation to make sure it happens as agreed and works.

## 3 ✓ The process is different

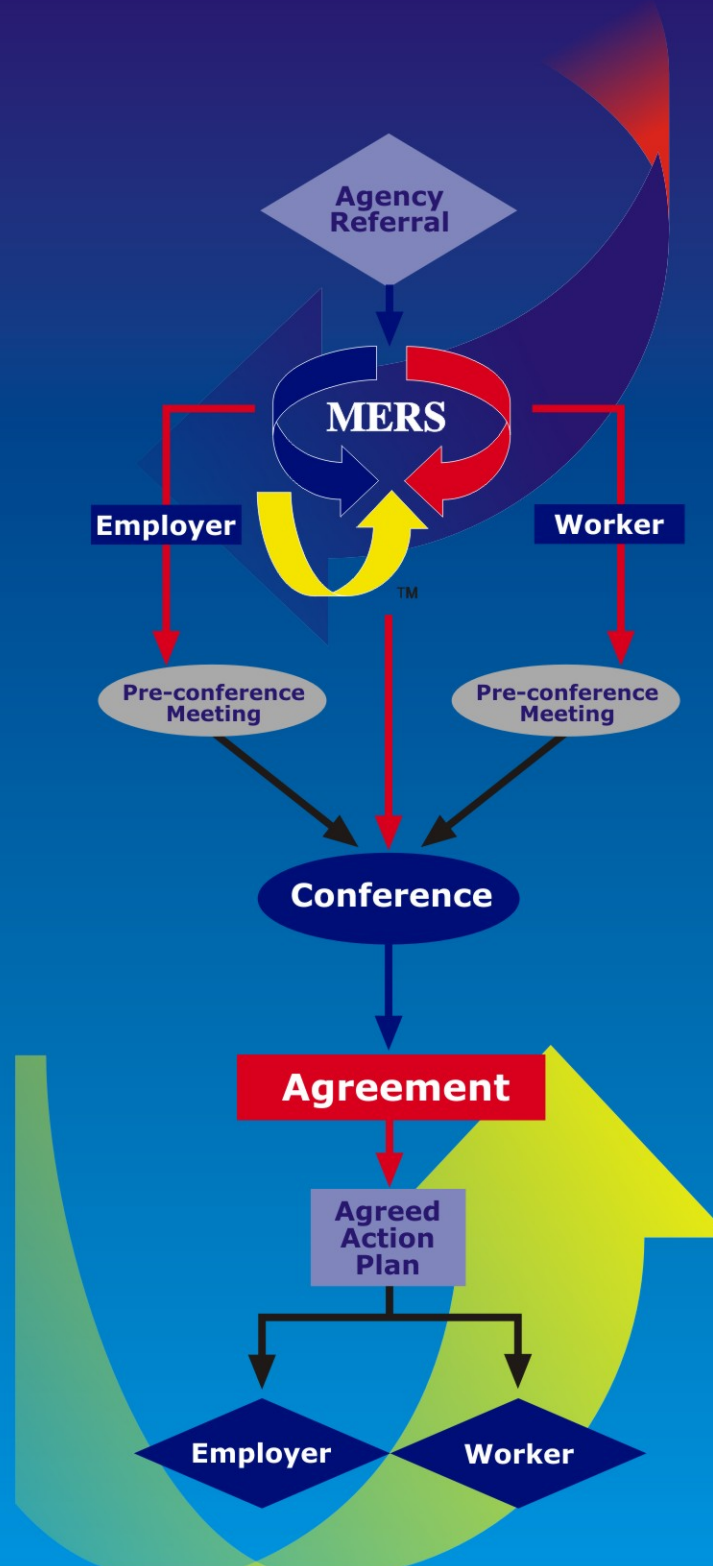
Our aim is to help people rather than them becoming involved in a "merry go round".

## 4 ✓ The process is quick

There are usually only one or two meetings needed to gain a set of agreed outcomes to help a person back to work quickly.

MERS organises the meeting within days of being briefed. They know that time is of the essence in successfully returning people to work.

The process usually starts within a week subject to the availability of the parties involved.



5 ✓ **The process is unbiased**  
MERS does not take sides. We assist the parties to resolve the problems to everybody's mutual satisfaction.

6 ✓ **The parties like it**  
Nobody wants to go to court if they can avoid it so a non-threatening way to solve problems is liked by the parties involved. Participants who have attended Court have told us that they prefer the mediation process.

7 ✓ **You can trust MERS**  
The people at MERS have a lot of experience in the areas of industrial relations, occupational health and safety, human resource management and are qualified in conflict resolution. They have also had a lot of experience around the system so they know the way it works and the hidden issues.

8 ✓ **The process stops waste**  
Helping people to return to work quickly and safely is good for all concerned. Our objective is to assist:

- Workers to return to work safely and speedily
- All parties to mutually agree and have input on the terms of returning to work
- Employers resuming their core activities
- The workplace regaining a team member

**It is potentially the cheapest long-term solution!**