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| **Transcript for ‘Conciliation at the Officer of the Commissioner for Equal Opportunity’** |
| **Graphics** | **Text on screen** |
| Words on screen  | What to expect at conciliation conferences  |
| An image of the number one.  | What is conciliation?A form of dispute resolution. Parties come together to try to resolve an equal opportunity complaint.  |
| A video of a person sitting looking away.  | Conciliation conferences can help people who have been discriminated against or experienced sexual harassment.  |
| A video of balance scales moving from side to side.  | The aim is to try to resolve a matter so it doesn’t go to court or a tribunal. This can be costly and time consuming.  |
| A video of the Commissioner in an office space walking toward a door, and then opening it and entering the room.  |  A conciliator chairs the conference, guiding the parties toward an agreed outcome.  |
| A picture of three people sitting at a table, with one person taking notes.  | Conciliators are impartial – they don’t act for either party. |
| A video of the Commissioner having a conversation with another person in a conciliation conference.  | Their role is to ensure the parties listen to each other and explore options to resolve the matter.  |
| Words on screen  | It’s designed to be simple and informal. But support people such as a lawyer or advocate maybe able to attend with you, with the Commissioner’s approval.  |
| An image of the number two.  | How are they run? Firstly, you must attend. Conciliation conferences last about two hours.  |
| A video of a person, the complainant, talking to other people in the conciliation conference.  | The person who is making the complaint speaks first. They explain what happened, how it affected them and how they would like it resolved.   |
| Words on screen.  | It could be: An apologyChanges to workplace policy Training A payment  |
| A video of a person, the respondent, talking in the conciliation conference.  | The person who is responding to the complaint can accept or reject the proposed outcomes. They may suggest another way to resolve it. |
| Words on screen  | If there’s no agreement, the conciliator may speak to the parties individually. This is to help them make a decision.  |
| An image of the number three.  | OutcomesIf an agreement is reached, the conciliator can help to formalise this into a written agreement. This is then signed by both parties.  |
| An image of a person writing on a notebook.  | Sometimes legal representatives prepare written agreements.  |
| Words on screen | Matters that are not resolved are often referred to the South Australian Civil and Administrative Tribunal. Or the South Australian Employment Tribunal. |
| Words on screen  | How to PrepareThink about the outcomes you want. Talk with a lawyer, advocate or support person to see if they think what you are asking is reasonable… |
| Words on screen  | Think about bringing a support person along with youTalk to us if you have more questions or no longer want to go ahead with the complaint.  |
| Words on screen  | Equal Opportunity SA Phone: (08) 7322 7070Email: equal@sa.gov.au    Website: [www.equalopportunity.sa.gov.au](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.equalopportunity.sa.gov.au%2F&data=05%7C01%7CMikayla.Venning%40sa.gov.au%7Cf27aaf91b67c4a5125ed08db87587098%7Cbda528f7fca9432fbc98bd7e90d40906%7C1%7C0%7C638252586132533769%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Al%2BpnmqZzbnTOAX4SK7NnTsTI%2BiP6kfqbAuw2DDS%2Fg0%3D&reserved=0) |