

# Shiv Martin

LAWYER, MEDIATOR, TRAINER AND DISPUTE RESOLUTION CONSULTANT

I am an accredited mediator, lawyer, statutory decision maker and certified trainer. I have engaged in complex dispute resolution, stakeholder engagement and team building, primarily in the public sector, for over 14 years.

I currently contract for various organisations as an independent decision maker, conciliator or dispute resolution consultant to provide dispute resolution services, process design, policy advice and customised training and coaching.

Relevantly I am currently also a Conciliator for the Fair Work Commission, a panel Mediator and Coach for the Department of Justice and Attorney General (QLD) and an Independent Examiner with the Australian National Contact Point for OECD complaints. I also work as a dispute resolution skills Trainer for the Resolution Institute, Department of Justice and Attorney General (QLD) and Newcastle University. I have over 10 years post admission experience as a lawyer and over 5 years experiences as an Assistant information Commissioner.

I offer a broad range of mediation, consulting and training services in dispute resolution, complaints handling and building team resilience in conflict management work.



## SERVICES I OFFER

Based in Brisbane, I provide the following services focused on best practices in dispute resolution, regulatory oversight and stakeholder management:

- Training/ Speaking (content relevant to dispute resolution, mediation, negotiation and communication)
- Mediation/Conciliation/ Facilitation Services
- Coaching for Leaders and Teams, Peer Assessment and Professional review
- Investigations and Reporting
- Policy and Procedure Advice including dispute resolution process design.
- Public Service Consulting (Dispute Resolution Bodies)

## QUALIFICATIONS

Bachelor of Laws (Hon), Grad Dip Legal Practice,  
NMAS Accredited Mediator  
CertIV Training and Assessment (Adult Vocational Education)  
Mental Health First Aid

## HOW I CAN ASSIST YOUR TEAM

I work with organisations to transform their conflict resolution processes to achieve positive outcomes and build stronger relationships both within the workplace and with external stakeholders. Rather than providing off the shelf training, I provide strategic bespoke, consultant services targeted to the needs of each organisation.

Primarily my work involves providing communication and process design advice and dispute resolution services. I co-design dispute resolution processes and customise training for teams in different contexts.

As a mediator, conciliator, lawyer and trainer I bring a diverse set of technical legal and people skills to the table that allow me to adapt to the needs of each organization.

Having worked primarily in public service contexts, I have extensive experience in dispute resolution process design, policy advice, and training creation and delivery for regulatory and justice organisations. In delivering services to these organisations, I am able to leverage my expertise as a lawyer and executive decision maker to not only provide training and dispute resolution services, but also to provide advice and support in policy and procedure updates and implementation.

I openly share my experiences and knowledge in the area of dispute resolution and you can read more of my work here: <https://www.shivmartin.com/blog>.

## TESTIMONIALS

"Shiv's depth of knowledge across a range of areas, her collaborative style as a trainer and engaging manner was well received and ensured that our needs were met in the training and facilitation sessions, in terms of both content and process. In particular, Shiv's discussions around power and vulnerability in conflict resolution encouraged greater discussion and reflection amongst our Conciliation team. I look forward to further PD opportunities with Shiv as they present themselves."

**PD Manager, Conciliator  
Accident Compensation and Conciliation Service (Victoria)**

"The course content was in depth and comprehensive. Shiv Martin was a fantastic trainer and the coaches were patient, knowledgeable and provided constructive feedback. An excellent course to learn mediation skills or enhance existing skills."

**Regional Manager, Master Builders (QLD)**

"Thanks again for facilitating the workshop yesterday. We found it very useful and thought provoking. We'll be seeking you out for further training in the future! "

**Deputy Manager, ADR,  
Children's Court (Victoria)**

"Dear Shiv, I'd just like to say how useful I found the masterclasses. You have been so generous in the information and references you have provided and your enthusiasm has been a great source of motivation for me. Thanks so much for sharing your knowledge and expertise in an excellent package."

**Senior Project Officer / Registration Delegate  
National Native Title Tribunal**

"Thank you for passing on these resources – they will be great for our ongoing refinement of process and engagement, we will be sure to keep them on file for reference. The two sessions provided by you were extremely helpful for providing context on best practice of other tribunals, and we really valued your efforts in tailoring the information to match our current needs. "

**National Sports Tribunal**

"Shiv Martin is an engaging, confident online trainer who utilises the models available to engage her participants. Her materials are well-paced, easily understood and well-resourced."

**Professional Development Manager  
Resolution Institute**

# My Portfolio of Work

## THE FOLLOWING LIST IS A HIGHLIGHT OF MY KEY CURRENT AND RECENT ENGAGEMENTS

### Energy and Water Ombudsman Queensland

Consultation with leadership over dispute resolution process. Customising and delivering negotiation skills and conflict resolution skills training. Ongoing wellbeing workshop. Pre and post training evaluation, team and leadership support.

### Office of the Information Commissioner Queensland

As an Assistant Information Commissioner for five years and as an Acting Right to Information Commissioner for short periods, I led the external review function of a statutory, regulatory body. I issued decisions and managed and coached teams in dispute resolution. My role included policy leadership in staff wellbeing and professional development.

### Department Treasury, OECD National Contact Point

As an independent examiner I manage complaints under the OECD guidelines in relation to Responsible Business Conduct. I also provide training, dispute resolution process advice and policy support to the Responsible Business Conduct team.

### Department of Justice and Attorney general Queensland

As a Panel Mediation, Mediation trainer and coach, Group Facilitator and training officer with the Department for over 10 years, I have conducted Mediations, redesigned training content, coached and assessed Queensland state government officers seeking accreditation as mediators.

### Aged Care Quality and Safety Commission

I designed and delivered an in-house five day conciliation workshop and provided post-workshop process design advice and coaching to staff of the Commission seeking to incorporate conciliation and conferencing into their complaints handling and regulatory enforcement activities.

### National Disability Insurance Agency

I delivered a series of negotiation skills workshops tailored specifically for NDIA officers representing the agency in proceedings before the Administrative Appeals Tribunal. The training covered both conciliation and legal areas of training. We developed practical activities, take away worksheets and resources to support the team to negotiate with NDIA participants.

## I have also provided dispute resolution services, training or advice to the following organisations:

- Administrative Appeals Tribunal – Lunchbox webinars, Contracted Conciliation Practitioner
- Telecommunications Industry Ombudsman – Online training on key dispute resolution skills
- Australian Financial Complaints Authority – mediation and high conflict training
- Ombudsman South Australia – training design and delivery for FOI team, reflective practice workshop
- Fair Work Commission – Contracted Conciliator, CPD training delivery
- Crownlands NSW – Customised conflict resolution skills workshop and coaching for Crownlands officers
- National Sports Tribunal – two-day leadership workshop on dispute resolution skills and process design
- Central West Hospital and Health Service and Metro North Hospital and Health Service – confidential dispute resolution processes
- Local Government NSW, Department of Planning, Innovation and Environment (NSW) – dispute resolution training and process design advice, policy support for planning panel members and local government stakeholders.
- Department of Child Safety (Qld) and Children’s Court NSW – reflective practice workshops to promote staff wellbeing.