



When parties agree to take part in conciliation, that agreement comes with a commitment to good faith negotiations.

Negotiating in good faith

This means you must take part in genuine negotiations to resolve the complaint.

Examples of negotiating in good faith include:

- agreeing to meet at reasonable times suggested by the other party or the conciliator
- attending meetings that you have agreed to attend
- following negotiation processes agreed to by the parties
- not suddenly adding or withdrawing items for negotiation
- disclosing relevant information for the negotiations
- not taking part for the purpose of gaining some other benefit (for example, to obtain information for another purpose).

These are some examples of good faith. This is not a complete list.

Engaging in conciliation

Some of the ways in which you can negotiate in good faith are:

- be honest
- be fair
- listen to all views
- be prepared to compromise
- treat everyone involved with respect
- communicate clearly
- respond as soon as possible to telephone calls, letters or emails
- honour your agreement to attend meetings
- supply all information relevant to the conciliation
- behave professionally
- do not make false or misleading statements
- focus your negotiations on achieving agreement.

Failure to negotiate

If parties do not negotiate in good faith, the conciliation can be ended and the complaint closed. If this happens, both parties lose the chance to discuss their issues in a confidential environment.

Further information

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