

DISPUTE RESOLUTION SERVICE

RICS DRS Dispute Resolution Service

Dispute Resolution Service for the Built Environment

Oceania

Introduction



Alternative Dispute Resolution (ADR) is playing a growing role in property and construction.

Throughout the entire real estate lifecycle — from planning and development to construction and asset management—more professionals are turning to ADR to resolve disputes efficiently.

RICS Dispute Resolution Service (DRS) offers a cost-effective and professional approach to dispute resolution, including adjudication, expert witness services, expert determination, and mediation. Our services help resolve disputes in a timely and structured manner, often in line with strict regulatory and legal standards. With DRS, you can have confidence knowing that our adjudicators, mediators, and experts are recognised specialists in their fields.

Professionals today need the right skills to help their businesses and clients prevent disputes or resolve them quickly and cost-effectively.

- **Adjudicators** require a strong understanding of specialised law and the ability to manage the process effectively.
- **Mediators** must be authoritative, excellent communicators who guide parties toward practical and fair settlements.
- **Expert witnesses** need deep subject knowledge and an understanding of their duties to the tribunals they serve.

RICS experts adhere to professional standards and codes of conduct recognised globally. As Chartered Surveyors™, they are trusted for their independence and expertise, ensuring fair and impartial outcomes for all parties.

RICS DRS operates internationally, providing:

- High-quality training, qualifications, and accreditation in dispute resolution, representation, and management
- Accredited panels of leading dispute resolution practitioners in the built environment, offering an independent and quality-assured appointment system
- Expert advice and support for governments, judiciaries, property professionals, and consumers on ADR services in land, property, and construction.

If you're looking for trusted professionals to support dispute resolution in your sector, RICS DRS is here to help.



Why use RICS for Dispute Resolution Services?

Alternative dispute resolution is quicker and less expensive than going to court.

Alternative dispute resolution is a collective description for methods of resolving disputes without the need to go to court. RICS appoints professionals to deal with these disputes across a wide range of areas within the property and construction industry, including:

- Security of payment disputes, through adjudication
- Property valuation and measurement disputes
- Construction and contractual disputes
- Infrastructure and resources
- Retail tenancy disputes.

RICS DRS provides:

- A cost effective service, backed by high ethical standards and training
- Qualified, independent, experts across all areas of property and construction
- Multi-tiered offering catering to individual and market needs.



How does RICS assure the quality of the Panel?

RICS upholds internationally recognised professional standards to ensure that all Dispute Resolution Service (DRS) panel members have the necessary expertise, skills, and impartiality to provide a high-quality service.

To maintain these standards:

- **Rigorous training** – All RICS panellists undergo comprehensive training in dispute resolution techniques.
- **Professionalism modules** – Panellists must complete mandatory professionalism, ethics and diversity training to reinforce professional integrity.
- **Ongoing professional development** – Panellists are required to maintain extensive Continuing Professional Development (CPD).
- **Quality assurance and oversight** – RICS panellists are subject to international quality assurance processes and a formal complaints mechanism.
- **Commitment to professional standards** – All panellists sign an agreement to adhere to the RICS Code of Conduct, demonstrating their dedication to ethical and professional excellence.

Adjudication Panel

All RICS Adjudicators have recently undergone a robust assessment process led by independent international and local construction and legal professionals. This ensures that our adjudicators meet the high standards required by RICS and continue to deliver fair, impartial, and expert decisions.

We have a strong panel of more than 20 adjudicators actively engaged in delivering our adjudication services, providing parties with access to experienced professionals who are recognised leaders in their field.

For more information on our appointment services, training and fees please refer to rics.org/drsoceania or contact us by:

E: drsaus@rics.org

T: +61 1300 419 823



RICS Alternative Dispute Resolution Training

Our diverse programme of training courses, seminars, and workshops is designed to help professionals navigate the complexities of alternative dispute resolution (ADR) and to enhance the skills of our panellists.

We also offer tailored, in-house training at your workplace, customised to meet your specific needs.

Introduction to security of payment legislation, the process of Adjudication

This intensive one-day course provides an overview of security of payment legislation, tailored to the specific requirements of each state or country. It offers an in-depth analysis of the legislation's objectives, application, and adjudication procedures.

Adjudication, established under security of payment legislation, enables the swift resolution of disputed payment claims, ensuring cash continues to flow through construction contracts.

Our training provides participants with a detailed understanding of the adjudication process and the legal framework in their jurisdiction. Upon completion, participants receive a Certificate in Adjudication.

Expert Witness Training and Accreditation

RICS DRS trains and accredits property and construction professionals as expert witnesses. This programme covers:

- Legal principles and best practices
- Advanced report writing
- Expert witness meetings
- Courtroom skills and cross-examination techniques

Accredited Mediator Training

This intensive five-day course equips professionals with the skills to mediate complex disputes to the highest standards. It provides practical training in negotiation techniques and dispute resolution strategies.

Continuing Professional Development (CPD)

All CPD opportunities are tailored to the specific needs of professionals working in Australia and New Zealand.

RICS is an appointing body for adjudicators across Australia and New Zealand, and our training aligns with regional legal frameworks. While some training is based on international best practices, including elements of UK legislation, we ensure that candidates understand the specific requirements of their jurisdiction when they enrol.

For more information on training, accreditation, and CPD, visit rics.org/drsoceania.

Delivering confidence

We are RICS. As a member-led chartered professional body working in the public interest, we uphold the highest technical and ethical standards. We inspire professionalism, advance knowledge and support our members across global markets to make an effective contribution for the benefit of society. We independently regulate our members in the management of land, real estate, construction and infrastructure. Our work with others supports their professional practice and pioneers a natural and built environment that is sustainable, resilient and inclusive for all.

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