



triage

What is Resolution Pathways?

The resolution pathways are designed to assist parties to resolve disputes or to ensure an independent determination of issues where appropriate. The pathways are available for disputes involving music creators, APRA AMCOS, OneMusic Australia, and/or music users.

The service includes:

An independent, trained Resolution Facilitator to match the pathway + The problem.

A pool of skilled, trained resolvers.

Peer assist for music Creators to access advice + assistance from their peers.

What is Triage?

Triage is the process of matching a problem with a pathway. It involves the Resolution Facilitator having a conversation with each person involved in the issue. Following those conversations the out-put from the Resolution Facilitator is a recommendation on the pathway, the person to assist with the pathway (the resolver) and the fee.

How long will it take?

The triage will take about 1 hour per person. Where there are multiple people involved allow a few days for availability. Generally this can be done in a week.

Different pathways take different amounts of time. The biggest time component is usually the time taken for the participants to finalise their materials/issue papers for the process. This takes around a week or so. The average process from triage to completion takes 6-8 weeks.

Urgent processes can be fast tracked.

For some issues and disputes there can be a process EVEN if not all the effected participants agree to participate.

What would it cost?

Triage is free for APRA members (creators) and APRA users (licence holders). The pathways have different costs depending on the time required and the number and skills needed from the resolver. That is why triage is so useful - it ensures a budget is provided before a commitment is required.

What happens next?

The Resolution facilitator is available to begin the triage by zoom.