

## Fact sheet

# Information for mediation service providers

From 1 May 2025, Community Justice Centres will only be providing mediation services for:

- Court ordered disputes
- Incorporated Associations

This fact sheet includes information on alternative mediation services and pathways.

Please note this document is for information purposes only:

- Community Justice Centre does not promote or advocate use of specific providers.
- Please contact the agencies listed in this factsheet to discuss your individual circumstances and the assistance they may be able to provide.

## 1. List of nationally accredited mediators

For a list of nationally accredited mediators click on the following link [Register of Nationally Accredited Mediators](#).

## 2. Internet search

To search for a provider in your local area, include suggested key search terms such as

- Alternative dispute resolution
- Location
- Dispute type
- Mediation

## 3. Tenancy

**Agency:** NSW Fair Trading

**Web:** <https://www.fairtrading.nsw.gov.au/housing-and-property/renting>

**Service Details:**

<a href="#">Starting a residential tenancy</a> →	<a href="#">During a residential tenancy</a> →
<a href="#">Ending a residential tenancy</a> →	<a href="#">Landlords' rights and responsibilities</a> →
<a href="#">Residential rental bonds</a> →	<a href="#">Agricultural tenancies</a> →
<a href="#">Retail rental bonds</a> →	<a href="#">Resolving residential tenancy disputes</a> →

## 4. Tenancy and Social Housing

**Agency:** NSW Civil and Administrative Tribunal (NCAT)

**Web:** <https://ncat.nsw.gov.au/case-types/housing-and-property/tenancy.html>

**Service Details:**

Disputes between tenants and landlords about repairs, unpaid rent, rental bond or ending tenancy

NCAT can make orders in tenancy and social housing cases including:

- Termination – ending the tenancy agreement
- Rental bond payment
- Payment of money
- Repair work to be completed
- Access and privacy

## 5. Strata and Community Living

**Agency:** NSW Civil and Administrative Tribunal (NCAT)

**Web:** <https://ncat.nsw.gov.au/case-types/housing-and-property/strata-and-community-living.html>

### Service Details:










<b>Strata and community schemes</b>  Disputes or complaints about living in a strata, community or neighbourhood scheme  →	<b>Residential communities</b>  Disputes about living in a residential land lease community  →	<b>Retirement villages</b>  Disputes between retirement village residents and operators  →
<b>Holiday parks</b>  Disputes about keeping a van in a caravan park for occasional recreational use  →	<b>Boarding houses</b>  Disputes between boarding house residents and proprietors  →	

**Agency:** Fair Trading

**Web:** <https://www.fairtrading.nsw.gov.au/help-centre/online-tools/apply-for-strata-mediation>

### Service Details:

Fair Trading's free strata mediation service may assist you when a disagreement occurs in your strata scheme. If you are unable to resolve a dispute through discussion or the governance and decision making powers of the owners corporation, you can apply for a mediator to help resolve the dispute.

 <b>Pets</b> Understanding the rules around pets in strata and what to do if there's a problem. <a href="#">Read more</a>	 <b>Strata by-laws</b> Understand the strata by-laws where you live, how to view them, how to change them, and what to do if there's a breach. <a href="#">Read more</a>	 <b>Renovations</b> Steps if you are planning a renovation to your home or common property. <a href="#">Read more</a>
 <b>Repairs and maintenance</b> Learn who is responsible for repairs and who to contact to get things done. <a href="#">Read more</a>	 <b>Strata meetings</b> Learn about different strata meetings, including annual general meetings (AGM). <a href="#">Read more</a>	 <b>Parking</b> Understand the rules around who can park where in strata. <a href="#">Read more</a>
 <b>Strata levies, finances and insurance</b> Know the rules about managing strata finances including levies, funds and planning. <a href="#">Read more</a>	 <b>Noise</b> How to resolve noise related issues when living in strata. <a href="#">Read more</a>	 <b>Abandoned goods</b> What to do if something has been left behind or dumped. <a href="#">Read more</a>

## 6. Consumer and Business

**Agency:** NSW Civil and Administrative Tribunal (NCAT)

**Web:** <https://ncat.nsw.gov.au/case-types/consumers-and-businesses.html>

### Service Details:

<b>Consumer claims</b> Consumer complaints up to the value of \$100,000 about the supply of goods or services in NSW →	<b>Motor vehicles</b> Complaints about motor dealers or repairers, and motor dealer contract disputes with a manufacturer →	<b>Retail leases</b> Retail lease disputes between a landlord and a tenant of a retail shop in NSW →
<b>Agent commissions and fees</b> Disputes about commissions and fees charged by a licenced agent. →	<b>Conveyancing costs</b> Disputes about conveyancing costs charged by a licensed conveyancer →	<b>Uncollected goods</b> Disputes about uncollected or abandoned goods →
<b>Pawnbrokers and second-hand dealers</b> Disputes about claimed stolen goods in possession of a pawnbroker and second-hand dealer. →		

**Agency:** Fair Trading

**Web:** <https://www.nsw.gov.au/legal-and-justice/consumer-rights-and-protection>

### Service Details:

<b>Your rights as a shopper</b> From bag checks to buying a pet, know your consumer rights and what to do if a product you purchased isn't quite right. →	<b>Buying services</b> Know your rights, tips to be a savvy consumer and where to get help if things go wrong. →	<b>Travel and holiday accommodation</b> Advice on your consumer rights including flights, cruises, tours, accommodation and natural disaster-affected travel. →
<b>Vehicles</b> Your consumer rights when buying, selling and maintaining or repairing a vehicle in NSW. →	<b>Product and service safety</b> Information and advice on product recalls, food and drink labelling, toy safety, gas and electrical safety requirements, and reducing risk around the home. →	<b>Advertising, product packaging and pricing</b> Advertising must be truthful and easy to understand by law. Learn about consumer rights for advertising and product labelling, as well as how to make a complaint. →

## 7. Home Building

**Agency:** NSW Civil and Administrative Tribunal (NCAT)

**Web:** <https://ncat.nsw.gov.au/case-types/housing-and-property/home-building.html>

### Service Details:

For disputes about residential building work including construction of new home or renovation.

NCAT can make orders in home building cases including:

- Payment for home building work or services
- Incomplete or defective home building work
- Supply of specialised work (electrical, plumbing, gasfitting, air conditioning etc)
- Damage caused to other structures by home building work
- Insurance claim appeals.

## 8. Commercial Disputes

**Agency:** NSW Small Business Commissioner

**Web:** <https://www.smallbusiness.nsw.gov.au/about-us/our-work/mediation>

### Service Details:

We offer mediation on issues including:

- disputes between lessors (property owners, or landlords) and lessees (tenants) of shops, restaurants, offices, and industrial or commercial premises
- lease, license or contract disputes between small businesses and Government agencies or local government
- disagreements between contractors and subcontractors
- franchise disputes
- other business to business disputes

## 9. Guardianship

**Agency:** NSW Civil and Administrative Tribunal (NCAT)

**Web:** <https://ncat.nsw.gov.au/case-types/guardianship.html>

### Service Details:

<b>Guardianship orders</b> Appoint a guardian to make healthcare, lifestyle and medical decisions  →	<b>Financial management</b> Appoint a financial manager for someone who is not capable of managing their affairs  →	<b>Consent to medical and dental treatment</b> Consent for patients who cannot give consent to treatment for themselves  →
<b>Enduring guardianship</b> Review an enduring guardianship appointment for a person who has lost their decision-making capacity  →	<b>Enduring power of attorney</b> Review the making or operation and effect of an Enduring Power of Attorney  →	<b>Interstate recognition</b> Recognition of a guardian or financial manager appointed by an interstate court or tribunal  →
<b>Clinical trials</b> Approval of a clinical trial involving a person with a decision making disability  →	<b>Making an application about yourself</b> Apply to NCAT to appoint a guardian or financial manager appointed for yourself  →	<b>Application and hearing information</b> Learn how to prepare for the application and hearing process in the Guardianship Division  →

## 10. Family Law: Parenting and Property

### *Family Relationship Advice Line*

The Family Relationship Advice Line is a national non face-to-face service which offers information and advice; telephone and online dispute resolution; telephone legal services

Website: <https://www.familyrelationships.gov.au/talk-someone/advice-line>

Phone: 1800 050 321 (Freecall)

To find a *Family Dispute Resolution Practitioner* in your area visit:

Website: <https://www.fdr.ag.gov.au/Search.aspx>

To find a local *family relationship service* in your area visit

Website: <https://www.familyrelationships.gov.au/find-local-help>

For all other information about assisting your family to build better relationships:

Website: <https://www.familyrelationships.gov.au/>

## 11. Family Mediation

**Agency:** Anglicare

**Web:** <https://www.anglicare.org.au/contact-us/>

**Phone:** 1300 111 278

**Agency:** Catholiccare

**Web:** <https://www.catholiccare.org/family-youth-children/family-conflict-separation/family-dispute-resolution>

**Phone:** 13 18 19

**Agency:** Interrelate

**Web:** <https://interrelate.org.au/>

**Phone:** 1300 473 528

**Agency:** Relationships Australia

**Web:** <https://www.relationshipsnsw.org.au/support/services/family-mediation/>

**Phone:** 1300 364 277

**Agency:** Uniting Counselling and mediation

**Web:** <https://www.uniting.org/s?q=mediation>

**Phone:** 1800 864 846

## 12. NSW Court annexed dispute resolution

A number of courts offer court-annexed ADR, which is run by a registrar or other officer of the court at no charge. For details click on the following links:

- [Supreme Court](#)
- [District Court](#)
- [Local Court](#)
- [Land and Environment Court.](#)