# **Community Justice Centres (CJC)**



## **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: <a href="https://www.fairtrading.nsw.gov.au/housing-and-property/renting">https://www.fairtrading.nsw.gov.au/housing-and-property/renting</a>

## Service Details:



#### 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

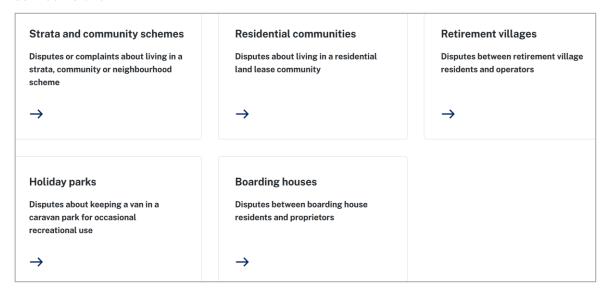
- Payment of money
- Repair work to be completed
- Access and privacy

## 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:

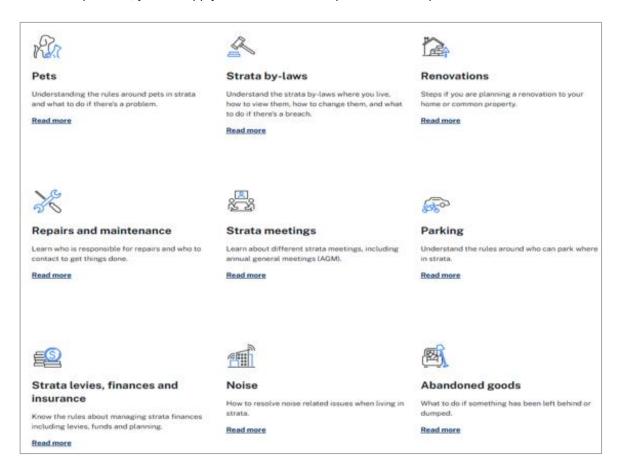


**Agency:** Fair Trading

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.



#### 6. Consumer and Business

Agency: NSW Civil and Administrative Tribunal (NCAT)

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

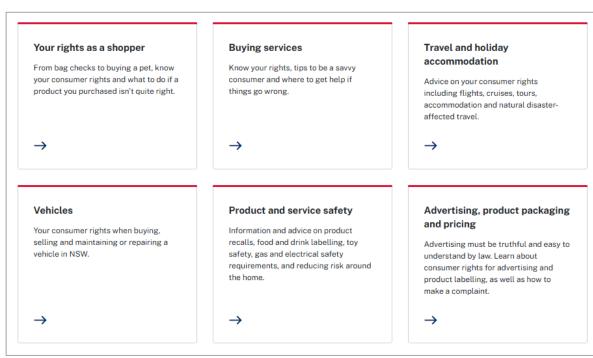
#### Service Details:

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

Agency: Fair Trading

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

#### Service Details:



#### 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:

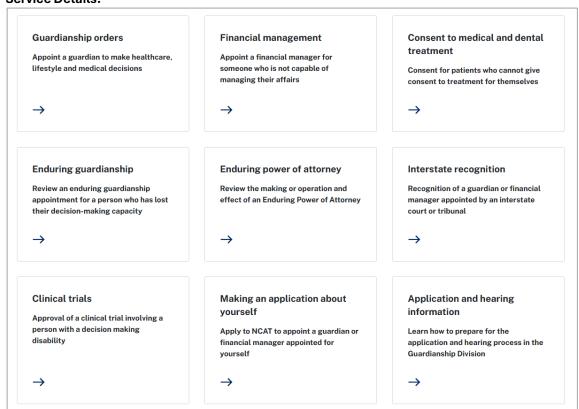
- disputes between lessors (property owners, or landlords) and lessees (tenants) of shops, restaurants, offices, and industrial or commercial premises
- lease, license or contract disputes between small businesses and Government agencies or local government
- disagreements between contractors and subcontractors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



## 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: <a href="https://www.fdrr.ag.gov.au/Search.aspx">https://www.fdrr.ag.gov.au/Search.aspx</a>

To find a local family relationship service in your area visit

Website: <a href="https://www.familyrelationships.gov.au/find-local-help">https://www.familyrelationships.gov.au/find-local-help</a>

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

Website: <a href="https://www.familyrelationships.gov.au/">https://www.familyrelationships.gov.au/</a>

## 11. Family Mediation

Agency: Anglicare

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

Phone: 1300 111 278

Agency: Catholicare

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

**Phone:** 13 18 19

Agency: Interrelate

Web: <a href="https://interrelate.org.au/">https://interrelate.org.au/</a>

**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:** <a href="https://www.uniting.org/s?q=mediation">https://www.uniting.org/s?q=mediation</a>

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.