

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:

Starting a residential tenancy →	During a residential tenancy →
Ending a residential tenancy →	Landlords' rights and responsibilities →
Residential rental bonds →	Agricultural tenancies →
Retail rental bonds →	Resolving residential tenancy disputes →

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:

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

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.

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

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:

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

Agency: Fair Trading

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

Service Details:

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

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:

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

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.](#)