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Citizens Advice Bureau



Mediation Service

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Citizens Advice Bureau

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**citizens
advice
bureau**

About Mediation

Mediation is a form of primary dispute resolution where parties in dispute can meet in the presence of a mediator who is both neutral and independent. Mediators are professionally trained to guide the discussion towards finding a solution agreeable to both parties.

The Co-mediation Model

The Citizens Advice Bureau Mediation Service uses a co-mediation model, where two mediators are present. Co-mediation helps to ensure that a gender balance is achieved where possible, that the mediators maintain neutrality and that the process is equitable.

Time Given to the Mediation

The Citizens Advice Bureau Mediation Service believes clients should not feel rushed to reach agreement on important issues. Thus, clients may attend more than one mediation session at no further cost.

Types of Mediation

The three main areas of mediation are:

Family and Child Mediation

- residence and contact
- parenting plans
- child support
- property
- financial matters

Community Mediation

- dividing fences
- nuisance
- encroaching roots and branches

Commercial Mediation

- workplace disputes
- small business disputes

Qualifications

We have professionally qualified and experienced mediators who receive ongoing training and professional development. Our Family and Child Mediators are accredited under the Family Law Act 1975.

How Mediation Works

Mediators are trained to ensure that the mediation process assists clients to:

- **State their case without interruption**
- **Define the specific issues in dispute**
- **Work through key issues by:**
 - gaining an understanding of the other's point of view
 - considering options
 - using problem-solving techniques
- **Explore areas of agreement**
- **Formulate a written agreement in their own words.**

Privacy and Confidentiality

The mediation process is confidential, and all personal information is protected and managed in accordance with the Privacy Act 1988.

For further information on Mediation, contact the Mediation Co-ordinator on 9221 5711