

About Community Services Australia

Community Services Australia is an organisation that truly understands the intrinsic nature of dispute and can provide the mediation needed to arrive at the best possible outcome for both parties.

Our approach

Innovative, responsive and flexible in our approach, we understand that every client is unique. We work to support and advocate in a way that gives but never gives up.

Our people

If there was one word to describe our people it would undoubtedly be 'passionate.' When you have hundreds of staff collectively living and breathing our values, vision and mission; what you get is something truly special.

Our family of organisations



Community Services Australia is a part of a family of international organisations (Community Services Group) collectively committed to supporting and enhancing the quality of life of the most vulnerable.



Mediation

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Mediation

Property Settlements
Adult Disputes
Neighbourhood Disputes



What is Mediation?

Mediation is a process that assists disputing parties to negotiate with each other with the assistance of a mediator.

Mediation provides a process that will assist parties produce a mutually acceptable agreement.

The role of the Mediator

- 1 Is to remain neutral
- 2 Is not to give legal advice
- 3 Is not to advise the parties what to do
- 4 Is to provide information on the process of mediation
- 5 To charge any fees and other services/ information where appropriate
- 6 To facilitate negotiation between the parties to help them reach a mutually acceptable agreement



Benefits of Mediation

Disputes may be resolved in a shorter time period via mediation and may result in lower legal costs for both parties

Confidentiality as mediation is not open to the Public

Convenience as mediation can be arranged at relatively short notice and held at a time convenient for both parties

Flexibility as the parties exercise more control over the process during mediation

Suitable for multi-party disputes enabling all parties to be involved in the process and the solution thus avoiding the need for separate claims


More creative solutions generally result from mediations as the parties are responsible for finding and negotiating a solution to their situation

Your Rights and Responsibilities

It is each party's responsibility to cooperate with each other to :

- Discuss and isolate issues in dispute
- Develop and consider options to resolve the dispute
- Make a genuine effort towards a mutual agreement

Process



After the process is initiated by one or both parties, both parties are interviewed separately. This generally takes one hour.

A date and time is agreed upon for the mediation session. All parties make a commitment to allocate an initial three hours of their time for the mediation session.

Complaints

Complaints can be:

- a) Informal – anonymous and / or verbal
- b) Formal – in writing. In the interests of fairness and due process, complaints must be submitted in accordance with the Community Services Australia Complaints Process.

Cancellation

We ask that all appointments be made taking into consideration, family and work commitments to reduce the likelihood of having to cancel.

Failure to cancel 24 hours prior may incur a fee.

