How much does Mediation Cost?

If eligible, mediation is provided **FREE** of charge. To find out if you are eligible, complete an Enquiry Form by:

- Scanning the QR Code (next page).
- Visiting **Law Access WA** website and completing the online form.
- Calling Law Access WA on (08) 6488 8725, Monday to Friday between 9:00am and 4:30pm.
- Emailing Law Access WA at **lawaccess@lawaccess.org.au** to request information about applying for free mediation.

How do I proceed to Mediation?

- If you are eligible to proceed, Law Access will contact the other party or parties involved to offer mediation.
- Mediation is voluntary; we cannot force another party to participate, however it can be a highly effective way to resolve disputes.
- If all parties agree to participate, Law Access will refer the matter to the Citizens Advice Bureau of WA (CABWA) to arrange the mediation process.

Citizens Advice Bureau of WA Inc.
25 Barrack Street
PERTH WA 6000

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WA Law Access

citizens advice bureau



NEIGHBOUR AND COMMUNITY DISPUTE RESOLUTION SERVICE

FREE SUPPORT

What is Mediation?

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

CABWA's mediation service is based at our Perth CBD Head Office. This service uses a 'co-mediation' model where two mediators are present. Throughout the process, the mediators maintain neutrality and ensure that the process is fair and equitable for both parties.

What types of issues can be Mediated?

- Dividing fences
- Encroaching roots and branches
- Dog containment and noise
- Car bay disputes and verge damage/blockage
- Strata Disputes



What is the role of Mediators?

Mediators are neutral third parties who help you talk through your concerns, understand what is at the heart of the conflict, and work together to find a solution that works for everyone.

Is Mediation compulsory for parties in dispute?

No, undertaking mediation is completely voluntary, but it is strongly encouraged due to its success in achieving positive outcomes and avoiding further disputes or court proceedings, which are costly and time-consuming.

How does Mediation work?

Mediators are trained to ensure that the mediation provides assistance to parties to:

- State their case without interruption and define the issues in dispute.
- Understand others' perspectives, consider options, and use problem-solving techniques.
- Identify areas of agreement.
- Formulate a written agreement in their own words.

What are the stages of Mediation?

If all parties agree to mediation, each person will receive a letter and email from the Citizens Advice Bureau of WA outlining the mediation process.

1. Pre-Mediation Appointments

Separate pre-mediation appointments will be arranged for each party. These are held at the CABWA Perth Branch, providing an opportunity to discuss your concerns without the other party present.

During this stage, you may:

- Ask questions about the process.
- Raise any concerns or uncertainties.
- Learn how mediation works and what to expect.

2. Mediation Session

Following the pre-mediation appointments, a mediation session will be scheduled at the CABWA Perth Branch.

At this meeting:

- All parties attend together.
- Two impartial mediators facilitate the discussion.
- Everyone is given an opportunity to be heard respectfully.

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