

APPLICATION FOR MEDIATION

*under the Strata Schemes Management Act 1996
or the Community Land Management Act 1989*

Please read this information before completing the form.

Strata and Community living often brings people of diverse interests and backgrounds close together. Disagreements and disputes can sometimes arise. Mediation is the main method by which disputes in strata and community schemes are now resolved.

WHAT IS MEDIATION?

Mediation is a structured negotiation process in which a neutral and independent mediator assists parties in dispute to achieve their own resolution.

IS MEDIATION COMPULSORY?

Yes, to a certain extent mediation is compulsory. You cannot take any further steps under the Act to resolve your dispute unless an attempt at mediation has been made.

WHAT ARE THE BENEFITS OF MEDIATION?

Mediation is a quick, inexpensive and informal way of resolving disputes. It gives all parties the opportunity to explain their situation.

Flexibility is another advantage of mediation. Arrangements can be made to suit each case.

Mediation also does not need to involve other people connected with the strata or community scheme who are not a party to the dispute.

HOW LONG DOES IT TAKE?

Your application will usually be completed within 2-4 weeks.

WHAT IS THE COST?

A fee must be paid by the applicant for mediation. There are no other charges involved.

NO JURISDICTION

Claims for compensation cannot be mediated.

WHO MEDIATES?

The Office of Fair Trading has qualified mediators with a knowledge of the strata and community laws. An outside mediator may be appointed in a small number of cases. If you prefer, you can find and pay for a mediator of your own choice.

WHAT IS THE ROLE OF THE MEDIATOR?

The mediator's role is to:

- help identify the issues in dispute;
- assist the parties to raise and consider options and strategies by which the issues may be addressed.
- assist the parties to discuss the issues and options with a view to negotiating a settlement they can all live with.

The mediator does not judge who is right or tell the parties what to do.

HOW DOES MEDIATION WORK?

All parties are encouraged to actively participate in mediation. The Office of Fair Trading may be able to help by providing information to both sides on their rights and responsibilities under the strata and community law.

If the dispute is more complex, a time and place agreeable to all parties is set for a meeting. Here, everybody sits around a table and talks through the problem with the help of the mediator.

Any agreement reached through the mediation process may be put in writing and signed by all parties. These agreements can be ratified by an Adjudicator or the Consumer, Trader & Tenancy Tribunal.


FURTHER INFORMATION

For general information, or assistance with completing this form, please contact:

**Fair Trading Information Centre
Office of Fair Trading**

Phone: 13 32 20
www.fairtrading.nsw.gov.au

Steps to resolving disputes in Strata & Community Schemes:

-  **1** MEDIATION
- 2** ADJUDICATION

**ASSISTANCE FOR PERSONS OF
NON-ENGLISH SPEAKING BACKGROUNDS**

If you need interpreting or translating help, telephone the Translating and Interpreting Service (TIS) office in your State. Telephone interpreting is available 24 hours a day, 7 days a week on 131 450. The translation service operates during business hours.

ARABIC

إذا كنت بحاجة للمساعدة في الترجمة الشفهية أو الخطية. إتصل مع خدمة الترجمة الخطية والشفوية (TIS) في الولاية حيث تقيم.
تتوفر الترجمة الشفهية على الهاتف ٢٤ ساعة في اليوم، ٧ أيام في الأسبوع على الرقم 131 450 وتعمل خدمة الترجمة الخطية خلال ساعات النوام.

CHINESE

如果您需要口譯和筆譯幫助，請打電話給您所在的翻譯服務處(Translating and Interpreting Service (TIS))。電話口譯每周7天、每天24小時提供服務，電話號碼131 450。筆譯服務僅在辦公時間內提供。

CROATIAN

Ako su Vam potrebne usluge tumača ili prevoditelja, nazovite Službu za prevodjenje i tumačenje (Translating and Interpreting Service - TIS) u Vašoj državi.
Brzoga i pouzdana prevodilačka služba stoji Vam na usluzi 24 sata dnevno, 7 dana u tjednu ako nazovete 131 450. Služba pismenog prevodenja na usluzi Vam je za vrijeme redovnog radnog vremena.

GREEK

Εάν χρειάζεστε εξυπηρέτηση από διερμηνέα ή μεταφραστή, τηλεφωνήστε στο γραφείο της Υπηρεσίας Μεταφράσεων και Διερμηνέων (TIS) στην Πολιτεία σας.
Η υπηρεσία διερμηνέων μέσω τηλεφώνου διατίθεται 24 ώρες την ημέρα, 7 μέρες την εβδομάδα στον αριθμό 131 450. Η υπηρεσία μεταφράσεων λειτουργεί κατά τις κανονικές ώρες εργασίας.

INDONESIAN

Sekiranya anda memerlukan bantuan dalam menterjemahkan atau mengalih basakan, silahkan menipon Kantor TIS (Translating and Interpreting Service) di Negara bagian anda.
Penterjemahan melalui tilpon tersedia selama 24 jam, 7 hari seminggu pada nomor 131 450. Pelayanan mengalihbasakan tersedia selama jam-jam kerja.

ITALIAN

Per ottenere l'aiuto di un interprete o di un traduttore telefona al servizio traduzioni e interpreti (TIS - Translating and Interpreting Service) nel tuo stato di residenza.
Per avvalerti di un interprete puoi telefonare al numero 131 450, 24 ore al giorno, 7 giorni la settimana. Il servizio traduzioni opera durante il normale orario di ufficio.

JAPANESE

通訳や翻訳のサービスが必要な方は、今いらっしゃる州の翻訳・通訳サービス(TIS)に電話をして下さい。
電話通訳サービスは曜日、週末を問わず、24時間いつでも利用できます。電話番号はTel:131450です。翻訳サービスはビジネス時間帯に受け付けています。

KOREAN

만약 당신이 통역이나 번역의 도움이 필요하시면 주정부의 「번역 및 통역 서비스」(TIS) 기관에 전화하십시오. 전화번호 131 450으로 거시면 하루 24시간 주 7일 전화통역이 가능하며 번역서비스는 비즈니스 시간동안 운영됩니다.

LAO

ຖ້າທ່ານຕ້ອງການອາວຸກຊີເຊີຍທາງປາກົດຫຼືຮູ້ງານ ແລະຮູ້ໂທລະສັບທາງອັງກິດ ຫຼືພາສາລາວ ທາງປາກົດ ຫຼືຮູ້ງານ (Translation and Interpreting Service ຫຼື TIS) ໃນລັດທ່ານ.
TIS ຈັດການການອາວຸກຊີເຊີຍທາງໂທລະສັບ. ການຮູ້ໂທລະສັບ ມີເປັນເວລາ 24 ຊົ່ວໂມງ. ອາວຸກຊີ ຈັດການ ຈາກ 7 ວັນ ໃນໂທລະສັບ 131 450. ການຮູ້ໂທລະສັບປາກົດຫຼືຮູ້ງານຈະຮັບການຮູ້ໂທລະສັບ.

MACEDONIAN

Ако ви треба преведување, усмено или писмено, телефонирајте во Телефонската преведувачка служба во вашата држава.
Усменото преведување по телефон се врши 24 часа дневно 7 дана во неделата, јавете се на 131 450. Преведувањето на документи и писмени текстови се врши во работно време.

PORTUGUESE

Se necessita de ajuda para interpretação ou tradução telefone ao escritório do Serviço de Intérpretes e Tradutores (TIS) no seu Estado.
Pode obter um intérprete pelo telefone 24 horas do dia, 7 dias da semana ligando para 131 450. O serviço de traduções funciona durante o horário de escritório.

RUSSIAN

Если вам требуются услуги устного или письменного переводчика позвоните в Переводческую службу (TIS) в Вашем штате.
Перевод по телефону предоставляется круглосуточно 7 дней в неделю по номеру 131 450. Служба письменного перевода работает в обычные часы работы учреждений.

SERBIAN

Ako su vam potrebne usmene ili pisмене преводилачке услуге, обратите се телефоном Служби за усмено и писмено преводeње (TIS) у својој држави.
Усмене преводилачке услуге су на располагању 24 сата, сваког дана, тел. 131 450. Писмено преводeње се врши у току нормалног радног времена.

SPANISH

Si necesita asistencia en materia de Interpretación o traducción sírvase llamar por teléfono al Servicio de Traducción e Interpretación (TIS) en su estado.
El servicio telefónico de Interpretación opera las 24 horas del día, 7 días a la semana; teléfono: 131 450. El servicio de traducción está abierto durante horas de oficina.

TURKISH

Yazılı veya sözlü çevirmenlige gerek duyuyorsanız, eyaletinizdeki Yazılı ve Sözlü Çeviri Servisi (Translating and Interpreting Service - TIS) bürosuna telefon ediniz.
Telefon aracılığıyla sözlü çeviri hizmetinden 131 450 numaralı telefonla arayarak haftanın 7 gününü, günde 24 saat yararlanabilirsiniz. Yazılı çeviri servisi çalışma saatleri içerisinde faaliyet gösterir.

VIETNAMESE

Nếu cần thông ngôn hoặc dịch thuật, xin quý vị hãy điện thoại cho văn phòng Dịch Vụ Dịch-Thuật và Thông-Ngôn (TIS) tại Tiểu Bang của quý vị. Thông Ngôn qua điện thoại có sẵn 24 giờ một ngày, 7 ngày một tuần qua số 131 450. Dịch vụ Dịch Thuật hoạt động trong giờ làm việc văn phòng.

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MEDIATION

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or the Community Land Management Act 1989

Please print within the boxes in CAPITAL LETTERS.

1 Address of Strata /
Community Scheme

Address

Postcode

2 Strata / Community
Plan No.

Number of Lots shown on the Plan

3 Applicant's Details

Mr / Mrs / Ms

Name (Individual or Corporation)

Address

Postcode

Email Address

Your Lot number in the scheme

Daytime Phone Number

Home Phone Number

Mobile Phone Number

Facsimile Number

4 Are you applying as?

 an owner an owners corporation/association - Do you have a Managing Agent? Yes No

If Yes, please provide details

 a tenant/occupier other, please specify5 Who is your dispute
with?

Mr / Mrs / Ms

Name (Individual or Corporation)

Address

Postcode

Email Address

Daytime Phone Number

Home Phone Number

Mobile Phone Number

Facsimile Number

6 Is the individual or
corporation named
in question 5? an owner the owners corporation/association - Do they have a Managing Agent? Yes No

If Yes, please provide details

 a tenant/occupier an adjoining strata complex other, please specify7 Do you need an
interpreter? Yes No

If Yes, what language?

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OFFICE USE ONLY

Amount Received \$

Date

Receipt No

Officer

