

# Neighbourhood Disputes

2012

# The role of the Dispute Resolution Branch

Dispute Resolution Branch  
Department of Justice and  
Attorney-General



# Services

The Dispute Resolution Branch (DRB) provides mediation for disputing neighbours through its six Disputes Resolution Centres (DRCs), which are located throughout Queensland.

(contact details can be found at the end of this presentation)

# Services

- Mediation is an opportunity to discuss your concerns directly with your neighbour, outside of the court system.
- An accredited mediator will assist each party to discuss their concerns and work towards a solution that suits them.

# Mediation

- Neighbours are required to try and “self resolve” before making application to QCAT.
- Attempting mediation satisfies the “self resolution” requirements of the new tree and dividing fence legislation.

# Mediation

Before making an application to QCAT neighbours should:

- find out their rights and responsibilities
- seek advice from their lawyer or community legal service
- talk to their neighbour about their concerns
- **use mediation** if concerns are unresolved.

# Mediation - benefits

- Mediation is voluntary and those parties attending mediation are seeking resolution to the dispute.
- Those persons affected by the dispute are the ones making the decisions – no one else is telling you what to do.

# Mediation - benefits

- There is no application to complete to attend mediation.
- Staff will assist you to prepare for the mediation.
- Mediation is confidential – no court documents.



# Mediation - benefits

- Mediation keeps both parties in control of the outcome.
- Mediation is free for neighbourhood disputes.

# Mediation - agreements

- Mediation agreements will only reflect what parties want.
- Mediators will not tell the parties what to do or how to resolve their dispute.
- Agreements can include details about when, where and how something might be done.

# Before mediation

- Be aware that the other party may not agree to attend.
- Prepare – know your rights and responsibilities.
- Think about what you want and what the other party might want.
- Be prepared to talk and listen.

# Is it always suitable?

At mediation both parties:

- must be prepared to negotiate
- must be able to negotiate
- must be prepared to be guided by mediators.



# Organising mediation

- Contact your nearest Dispute Resolution Centre by phone or email.
- Staff will organise the mediation at a time suitable for both parties.

# Contacts

- **Brisbane**  
(07) 3239 6007 or 1800 017 288
- **Hervey Bay**  
(07) 4125 9225 or 1800 681 109
- **Rockhampton**  
(07) 4938 4249 or 1800 817 927
- **Mackay**  
(07) 4967 4404 or 1800 809 605
- **Townsville**  
(07) 4799 7870 or 1800 09 605
- **Cairns**  
(07) 4039 8742 or 1800 671 680

# Contacts

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## Dispute Resolution

- Mediation
- Justice mediation
- Facilitation
- Legal enforcement of agreements
- Training calendar
- Making a referral
- Become an appointed mediator
- Tips for managing conflict
- Forms and publications

### I want to find out about

- ▶ [Sorting out problems with neighbours](#)
- ▶ [How mediation can help in workplace conflict](#)
- ▶ [What to do about workplace bullying](#)
- ▶ [Managing conflict at work](#)
- ▶ [Mediation and other conflict resolution training](#)
- ▶ [National Mediator Accreditation](#)


### Dispute resolution training



"...I wish I did this training 2 years ago..."

"...interesting interactive training - I learnt a lot..."


### Latest news



- ▶ [Dispute Resolution Branch awarded for innovative Indigenous mediation service](#)

\* Ministerial Media Statement

### Neighbourhood mediation kit



Containing tips on how you can talk with your neighbour and information about how mediation may help you, the Neighbourhood Mediation kit is a valuable resource for resolving disputes.

### Resources

- ▶ [Neighbourhood mediation kit \(PDF File, 450.0 KB\)](#)
- ▶ [Tips on how to manage conflict \(Fact sheet D10\) \(PDF File, 51.5 KB\)](#)
- ▶ [Training registration \(form 1\) \(PDF File, 74.0 KB\)](#)

### Contact us

Call your nearest [Dispute Resolution Centre](#)

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### See also

- ▶ [Resolving tree and fence disputes](#)
- ▶ [Neighbourhood Disputes Resolution Bill consultation](#)

### Training enquiries

For enquiries about **mediation training** contact the Dispute Resolution Branch Training Unit.

Phone: 1800 7 3330 6377

[www.justice.qld.gov.au/drb](http://www.justice.qld.gov.au/drb)