

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 seeks to assist people in strata and community schemes resolve their disputes on terms that work for them.

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

Trading

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 can also include support people who can help clarify issues in dispute. For instance, you may want to bring a builder or other person with specialist knowledge.

In most cases mediation is compulsory. You cannot take any further steps under the Act to resolve your dispute unless an attempt at mediation has been made.

Your application will usually be completed within four weeks.

At the mediation session everybody sits around a table and talks through the issues with the help of the mediator.

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

NSW Fair Trading has qualified mediators and staff with knowledge of strata and community laws. If you prefer, you can find and pay for a mediator of your own choice.

The mediator's role is to:

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

The mediator does not determine who is right or make decisions for the parties.

All parties are encouraged to actively participate in mediation.

NSW Fair Trading may be able to help by providing information to both sides on their rights and responsibilities under the strata and community law.

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, including the current mediation application fee, please contact:

Fair Trading Information Centre NSW Fair Trading Phone: 13 32 20 www.fairtrading.nsw.gov.au

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.

LAO

ຄົນທ່ານເຮືອງການຄວາມຊ່ວງເຫຼືອກາງການແປບທານໃນເຫຼືອງນ ແຮງກະໂທຍເສັຍຫາທ້ອງການ ການບໍລິການ ແປເວກະສານແລະການທາສາ (Translation and Interpreting Service of TIS) ໃນອັດຂອງກ່ານ.

TIS ຈັກນັບເວລາອາດອະດັ່ງບໍລິການທາງໂທຍະສັບ. ມານບໍລິການນີ້ ເປີດໄວ້ແຫຼອດ 24 ຊີວໃນງ.ອາອັດ ສະ 7 ອັນ. ໂຄງໂທຍະສັບເປີ 131 450. ການບໍລິການແປະອານາະສານເປັດບໍລິການສະຫຼອດໂມງຣາຊການ.

MACEDONIAN

Ако ви треба преведување, усмено или писмено, телефонирајте во Телефонската преведувачка служба во вашата држава.

Усменото преведувањето по телефон се врши 24 часа дневно 7 дана во неделата, јавете се на 131 450. Презедувањето 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 висьменного переводчика позвоните в Переводческую службу (TIS) в Вашем штате, Перевод по телефону предоставляется круглосуточно 7 дней в неделю по номеру 131450. Служба письменного перевода работает в обычные часы работы учреждений.

SERBIAN

Ако су вам потребне усмене или писмене преводилачке услуге, обратите се телефоном Служби за усмено и писмено превођење (TiS) у својој држави. Усмене преводначка услуга ок ио рассполатањи 24 согл

превођење (TiS) у својој држави. Усмене преводилачке услуге су на располагању 24 сата, сваког дана, тел. 131 450. Писмено превођење се врши у току нормалног радног времена.

SPANISH

Si nacesila asistancia en materia de interpretación o traducción sirvase 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 Şervisi (Translating and Interpreting Service - TIS) bürosuna telefon ediniz.

Telefon aracılığıyla sözlü çeviri hizmetinden 131 450 numaralı telefonu arayarak haftanın 7 günü, günde 24 saat yararlanabilirsiniz. Yazılı çeviri servisi çalısma saatleri içerisinde faaliyet gösterir.

VIETNAMESE

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

ARABIC

إذا كنت بحاجة للمساعدة في الترجمة الشفهية أن الغطية. إتصل مع خدمة الترجمة الخطية وانشفهية (TIS) في الولاية حيث تقيم.

نتوفر الترجمة الشفهية على الهائف ٢٤ ساعة في اليوم، ٧ أيام في الاسبوع على الرقم (145 وتعمل خدمة الترجمة الغطية خلال ساعات الدوام،

CHINESE

如果您需要口詳和筆譯幫助,請打電話給您所在的翻譯服務

電話口譚每周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 usługe turnača ili prevoditelja, nazovite Službu za prevođenje i turnačenje (Translating and Interpreting Service - TIS) u Vašoj državi.

Brzoglasna 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, τηλεφωνήσετε 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 menilpon 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 jamjam kerja.

ITALIAN

Per ottenere l'aiuto di un interprete o di un traduitore teletona 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・過訳サービス(TIS)に電話をして下さい。

電話通訳サービスは連日、進末を問わず、24時間かつでも利用で きます。電話書号はTel:131450です。掲訳サービスはビジネス時 関帯に受け付けています。

KOREAN

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



MEDIATION

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

Please read this information before completing the form.

CHECKLIST BEFORE COMPLETING A MEDIATION APPLICATION FORM

• There must be jurisdiction for mediation under the Strata Schemes Management Act 1996. For an overview of strata rights and responsibilities, NSW Fair Trading's "Strata Living" booklet is available online www.fairtrading.nsw.gov.au

• Claims for compensation or costs are outside the scope of the Strata Schemes Management Act 1996, however you may be able to pursue these claims through the Local Court. For more information contact LawAccess NSW – 1300 888 529.

• There is no jurisdiction for an owners corporation to mediate with its strata managing agent – except for seeking to recover its records and other property from the agent upon termination of the agent's services.

• Owners raising issues involving a strata agent's management of the scheme need to apply for mediation against the owners corporation.

• If you have a dispute with your owners corporation about not getting approval to keep your pet, you need to check your scheme's by-laws. If there is a "no animals /no pets" by-law, this Office cannot accept your application as there is no jurisdiction for mediation about your request to keep an animal. You can mediate if the by-law allows animals subject to the owners corporation's written permission.

• Mediation is not required for an owners corporation applying for a penalty order for a breach of Notice to Comply with a By-law. The owners corporation can apply for these penalty orders (for up to \$550) against owners or occupiers who breach the by-laws after having being served with a Notice to Comply With a By-law.

• Mediation is not required if you are applying for the appointment of a strata managing agent because you believe your scheme is dysfunctional, or you are seeking an order from the Tribunal for reallocation of unit entitlements.

FURTHER INFORMATION For general information, including the current mediation application fee, please contact:

Fair Trading Information Centre NSW Fair Trading Phone: 13 32 20 www.fairtrading.nsw.gov.au



APPLICATION FOR



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

	Please print within the boxes in CAPITAL LETTERS			
Street Address of				
your Strata/ Community Scheme	Address			
community Scheme				
	Suburb Postcode			
Strata/Community Plan no.	SP/DP Number of units in the scheme			
Strata managing agent's details (if				
your scheme has	Managing Agent's name and company			
one)				
	Address			
	Suburb Postcode			
	Daytime number Mobile phone Fax number			
	email address			
Applicant's details	Mr/Mrs/Ms			
	Name (Individual or corporation)			
	Address			
	Suburb Postcode			
	Daytime number Mobile phone Fax number			
	email address Your unit number			
Are you applying				
as?	an owner owners corporation a tenant/occupier other-			
Who is your dispute	Mr/Mrs/Ms			
with?	Name (Individual or corporation)			
	Address			
	Suburb Postcode			
	Daytime number Mobile phone Fax number			
	email address Their unit number			
Are they?	an owner owners corporation a tenant/occupier other-			
Do you need an interpreter?	Yes No If Yes, what language?			
Office use only- Amount received Date Receipt Officer				

Only attach copies of documents relevant to the dispute. Please keep these to a minimum.

A copy of this back page and any attachments you provide will be given to the people taking part in the mediation. Do not include any personal details, including your contact details, that you do not want the other party to receive. A copy of the front page of this application will not be disclosed.

What issues do you want to bring to mediation?	•			
	•			
	•			
What are you hoping to achieve from mediation?				
All information, including personal information collected by this office, is treated as confidential under the Strata Schemes Management Act 1996 and the Community Land Management Act 1989 and is protected by the Privacy and Personal Information Protection Act 1998. We collect and use personal information given by you only for the purpose of properly conducting mediations. This information is securely stored and is only disclosed to authorised third parties where necessary for the purposes of properly administering these Acts or when required by law.				
	Sign here rint name		Stamp of common seal (if lodged on behalf of the owners corporation)	
Return form v	with fee to:	Mediation Services Unit, NSW Fair Trading PO Box A805 SYDNEY SOUTH NSW 1235		