

**POLICY NO: 4.1.33**

**THIRD PARTY MEDIATION – CITIZENS ADVICE BUREAU**

**OBJECTIVE**

To outline the role of the Citizens Advice Bureau in resolving issues of a civil matter between residents and/or ratepayers of the City of Vincent.

**POLICY STATEMENT**

**1. Civil Matters**

The City of Vincent has no jurisdiction to resolve matters that are of a civil nature.

**2. Role of the Citizens Advice Bureau**

(a) The Citizens Advice Bureau provides a service that aims to assist parties who have conflicting views, come to an agreeable outcome/resolution. The Citizens Advice Bureau can provide mediation for a range of neighbourhood disputes including;

- Dividing fences;
- Encroaching roots and branches;
- Dog barking;
- Nuisance;
- Noise;
- Harassment; and
- Alleged property damage.

(b) The Citizens Advice Bureau's mediation process is;

- Informal;
- Confidential;
- Neutral; and
- Free of charge, where subsidised by the Local Government.

**3. Role of the City**

The City of Vincent will subsidise the fees involved to facilitate mediation between the parties, provided by the Citizens Advice Bureau, to an amount prescribed in the Annual Budget.

<b>Date Adopted:</b>	<b>10 May 2011</b>
<b>Date Amended:</b>	
<b>Date Reviewed:</b>	<b>April 2018</b>
<b>Date of Next Review:</b>	<b>May 2016, April 2023</b>

## **GUIDELINES AND POLICY PROCEDURES FOR THIRD PARTY MEDIATION – CITIZENS ADVICE BUREAU – POLICY NO. 4.1.33**

### **1. Issue Raised by Resident or Ratepayer**

If a resident or ratepayer contacts the City and raises an issue that is considered to be of a civil nature, the Officer is to advise them that the matter is of a civil nature and not resolved by the City.

In the first instance, the Officer is to advise that resident/ratepayer, to discuss the matter with the party with the conflicting view.

### **2. Unresolved Matters**

If the persons of conflicting views cannot reach a mutual agreement, the City's Officers may wish to suggest that the persons discuss the matter with a mediator from the Citizens Advice Bureau. The Officer is to advise that the mediation process is;

- (a) Informal;
- (b) Confidential;
- (c) Neutral; and
- (d) Free of charge (subsidised by the City of Vincent).

### **3. Resident Self Referral**

The residents or ratepayers are to be provided with a Citizens Advice Bureau Mediation Service brochure and are advised to contact the Perth Office to discuss the matter.

### **4. City Referral**

In some instances, conflicting matters are referred to the Citizens Advice Bureau by the Local Government. Where this occurs, the following process is to be followed:

- (i) Provide the resident with the Citizens Advice Bureau Mediation Service brochure and outline the process involved.
- (ii) With the resident's/ratepayer's consent, complete the *Citizens Advice Bureau of WA Mediation Referral Form* with the residents/ratepayers details.
- (iii) Forward the referral to the Community Mediation Service, who will then contact the residents/ratepayers to initiate a discussion regarding the mediation.