



Northern
Territory
Government

Community Justice Centre

Annual Report

2010-11

**Report to the Attorney-General under section 39 of the
*Community Justice Centre Act***

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*Community Justice Centre Act***

2010-11

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1. Access to CJC services

General inquiries freecall:	1800 000 473
Email:	cjc.doj@nt.gov.au
Web:	www.cjc.nt.gov.au
Facsimile:	08 8999 6226
Visit in person at:	1st floor, Zone B Darwin Magistrates Court Nichols Place, Darwin
Postal address:	GPO Box 1722, Darwin NT 0801

2. Vision and mission statement

The CJC's vision

The CJC envisages a community that embraces it as an accepted avenue for dispute resolution.

The CJC's mission

To provide a fair, accessible, accountable, informed and effective dispute resolution service that meets the diverse needs of Territorians.

3. Key objectives

The following are the CJC's key objectives:

- a. provide an efficient, accountable, impartial, accessible and confidential alternative dispute resolution service that meets the diverse needs of Territorians;
- b. assist and empower Territorians to be responsible for the resolution and outcome of their own disputes;
- c. provide a speedy, informal and effective dispute resolution service as an alternative to legal action;
- d. promote and inform the community about alternative dispute resolution practices and services available through the CJC; and
- e. provide a flexible and responsive alternative dispute resolution service that meets the changing needs of the community and is consistent with, and meets, industry standards.

4. Community Justice Centre Highlights 2010-11

The reporting period saw modest growth in the delivery of CJC services.

Some of our most notable achievements are highlighted below and discussed in further detail later in this report.

- 144 mediations delivered (up 10% from last reporting period).
- 530 Intakes conducted (up 1 from last reporting period).
- 25% mediations delivered in non urban areas (up 5% from last reporting period).
- Delivered 16 Accredited Continuing Mediator Developmental workshops.
- 85% mediations achieved agreement; 58% agreement achieved for Court referred matters under the Personal Violence Restraining Orders regime.
- Delivered 5 Nationally Accredited Mediation Workshop in Darwin and Alice Springs (105 participants).
- Contributed to *Working Future/Territory Growth Towns* through delivery of Nationally Accredited training and employment to 29 Indigenous mediators across Territory Growth Towns.
- Contributed to the *Territory 2030 Strategic Plan* in areas of Public Safety, Keeping Families Safe and Indigenous engagement.
- Promotion and delivery of Correctional Centre Conferencing Mediation Program, minimising the risk of recidivism to 4% for participants of the program.
- Contribution to the *Closing the Gap initiatives* through participation in Family Group Mediation Conferencing (FGMC) Pilot Program with Department of Children and Families in Alice Springs.

5. From the Director

The CJC continues to assist Territorians to resolve a range of disputes and take the pressure off justice, law enforcement and Government and non-Government bodies by providing a fast, cost effective and proven process for resolving disputes by efficiently providing parties a safe space to negotiate their issues by qualified mediators as an effective alternative to costly litigation.

The strength of mediation is that it does not focus solely on the differences that contribute to the dispute, but also builds upon the common ground inherent between the parties to find a workable local solution to a local problem and; where appropriate, adopt a culturally effective mediation model (CEM) for delivering CJC services across non urban communities.

This financial year, the CJC continued to facilitate a range of matters involving neighbourhood issues, civil and small claims matters, Court referred matters, business disputes, associations, restorative matters with prisoners and Family Group Conferencing involving families and children under protection.

CJC provides contributions to the following objectives:

- Develop safer communities by promoting accessible mediation services as a way of preventing disputes from escalation.
- Promoting early intervention of disputes to take pressure off various government agencies such as Police, Courts and community legal service providers.
- Facilitate delivery of culturally appropriate services in non-urban communities
- Reduction in recidivism by delivering community focused Restorative Justice Mediation programs that provide improved prospects for offenders to reintegrate back into their communities.
- Increase employment opportunities of Indigenous Mediators to deliver culturally effective mediations (CEM).

This reporting also year saw the CJC completion of the mediator panel transition to the National Mediator Accreditation System to comply with National Mediation Standards.

Of particular note this reporting period, the CJC yet again experienced an increase in the demand for mediation services in non-urban communities especially following violent outbreaks that affect the whole community. The increase was attributed to the development of a strong, positive profile with the Police, the community and Indigenous Elders who completed Nationally Accredited training with the CJC.

The strength of CJC mediation services is in its ability to provide an accessible and responsive mediation service and provide clients with an opportunity to solve their disputes in a supportive, flexible and culturally effective environment.

I am pleased to report that the work outlined continues to bear fruit with positive feedback from clients, improved working relationships with referrers and proactive staff and CJC mediators. Thankyou to all the individuals and organisations that continue to value and recognise the importance of the work carried out by the CJC.

Finally, I would like to acknowledge the legacy of Ms Karen Dey - the founding CJC Director who sadly passed away this year – may she rest in peace.

Ippei Okazaki
Director

6. Consultative Council

Upon establishment, it was considered that the Consultative Council would provide the key role of constructing guidelines, establishing principals and regulating the provision of mediation services by the Director. Furthermore, it would be responsible for dealing with any complaints made about the provision of services.

Section 25 of the CJC Act sets out functions of the Consultative Council including:

- a. developing guidelines under section 26;
- b. dealing with complaints made under section 27;
- c. revising policies and procedures; and
- d. reporting to, and making recommendations on, any matters the Consultative Council considers appropriate, to the Minister.

On 30 June 2011 members of the Consultative Council, were as follows:

- Ippei Okazaki, CJC Director
- Patricia Raymond, Indigenous Mediator
- Justine Davis, Mediator
- Rosemary O'Reilly-Martinez, Psychologist
- 3 x vacant

The Consultative Council holds quarterly meetings or as required. Furthermore, if issues are of an urgent nature, members of the Council liaise via both phone and email. The role of Chairperson is shared by all Council members.

7. National Mediator Accreditation

The National Mediator Accreditation System (NMAS) commenced on 1 January 2008. As one of the founding members of the National Mediator Accreditation Committee (NMAC), the CJC has adopted standards that comfortably meet the new benchmarks as a Recognised Mediation Accreditation Body (RMAB) and has been active member of the National Mediator Standards Body (MSB) established this reporting period.

The MSB is underpinned by the Approvals Standards and Practice Standards (the Standards) released in 2007. The responsibilities of the MSB include developing, reviewing and maintaining the master copy of the Standards, developing a national register of accredited mediators, monitoring, auditing and supporting complaints handling processes and promoting mediation.

The CJC Director sits on the MSB and ensures that the CJC continues to be involved in the ongoing enhancement and review of the Standards.

The CJC established an Accreditation Committee to conduct video assessments, review and make recommendations against the benchmark set out in the National Approval Standards. The Accreditation Committee conducted 37 video assessments this financial year and made 2 submissions to the MSB during the reporting period in relation to the Standards with a focus on quality assurance for mediations involving Indigenous people and delivering mediations in non-urban communities.

National Dispute Resolution Network

In 2005, the CJC joined with other state and territory government based mediation and conflict management services to form the National Dispute Resolution Network (NDRN).

The objective of NDRN is to:

- Improve the quality of services through exchange of information, expertise and resources;
- Deliver quality training on a national basis; and
- Improve delivery of services to communities on state borders.

Members of the NDRN include counter part services in all states and territories except Tasmania and provide a wide range of innovative mediation and conflict management services and share assessment resources.

NDRN also coordinated reports to the MSB and research materials for the Australasian Dispute Resolution Service.

8. Regional Highlights

Top End

Mediations delivered by the CJC saw a modest increase this financial year consistent with:

- Personal Violence Restraining Order applications referred by Magistrates to mediation before a matter is set for hearing reaching a peak last financial year;
- increase of referrals from the NT Police in non urban communities resulting in a 15% increase in demand for mediations that required more than 5 hours due to complexity, distance and the number of people involved.
- 5% increase (to 25% this reporting period) for Culturally Effective Mediations (CEM) in non-urban areas.

The NT Police remains the largest referrers to the CJC services, with the majority of matters relating to nuisance related matters between neighbours. The CJC also continues to assist with the NT Police induction training throughout the year and conduct regular visits to Police Stations.

This financial year saw a sharp increase in referrals from Legal Practitioners especially from the NT Legal Aid Commission and NAAJA (up 36%) due to the higher level of awareness about the CJC services attributed to 2 factors:

- 11 legal practitioners, paralegal and legal support staff attended the 5 day CJC accredited mediation training this financial year;
- Increase in Legal Practitioners attending CJC Continuing Mediation Development (CMD) workshops following endorsement by the Law Society NT of CJC CMD as an approved PD activity.

This financial year saw 5% increase in CEM delivered in Arnhem Land, Tiwi Island, Daly River Region, Batchelor and Borroloola involving a range of matters, including funeral arrangements, committee disputes and Court referred matters and general referrals from community based police reporting on tensions experienced between family groups in the community.

Despite the challenges of delivering CEM's a high resolution rate (88%) was recorded in such matters as CJC adopted protocols, processes and trained/employed local Indigenous mediators to assist in designing and identifying parties to attend mediations.

As a direct result of CEM's delivered in non urban communities and receiving positive feed back, the CJC saw a 10% increase of inquiries from non-urban communities about the possibility of partnerships to enhance awareness of, and access to, mediation services and training.

Overview of Top End programs

- Delivery of 5 Nationally Accredited Mediation workshops in Darwin and Tiwi Island to increase the capacity of the CJC to deliver mediation.
 - ~ 83 participants including Night Patrol, NT Correctional Services staff, Legal Practitioners, Educators, CDU Staff, NT Police, Electorate Officers and Psychologists attended the 4 workshops delivered in Darwin.
 - ~ Ongoing professional development for the 15 Tiwi 'Ponki' Mediators from Nguuu and Milikapiti who attended training in November 2009.
 - ~ Satisfaction rate for the workshops averaged 92% Satisfied or Extremely Satisfied with the content, delivery and materials provided.
- Ongoing promotion and delivery of Correctional Centre Conferencing Mediation program (CCC) in partnership with Larrakia Nation and NT Correctional Services (NTCS) as part of the prisoner reintegration program.
- Delivery of 26 hours of Continuing Mediation Development and approved Continuing Professional Development for the Law Society in Darwin, Katherine and Alice Springs.
- Implementation of WebEx software, an internet based video conferencing application providing better access to CJC services.

Central Australia

The CJC experienced an 18% increase in demand for culturally effective mediation (CEM) services in non urban Central Australian communities experiencing community tensions following referrals from police, the community and legal practitioners.

These complex referrals often require a large amount of resources in terms of investment of time in collecting reliable intelligence that may include historical, long term or systemic cultural and ceremonial issues that have led to conflict, identifying appropriate mediators, educating parties about mediation and logistics to create a safe environment for parties to be able to attend mediation.

As CJC mediators have no pecuniary or other conflicting interest in the outcome of dispute; the parties involved, their extended families, Government and non-government service providers seek CJC to provide a reliable and impartial source of accurate information and look at collaborative ways of developing sustainable outcomes in such communities.

As part of the capacity building of CJC services, CJC has invested in training Indigenous mediators from Yuendumu, Lajamanu and Tennant Creek at Alice Springs. This has resulted in a number of successful mediations.

Overview of Central Australian Programs

Completion of the Family Group Mediation Conference (FGMC) pilot project. Originally set for a 30 month pilot funded by the Alice Springs Transformation Plan as part of a MOU with Department of Children and Families (DCF), with the aim to ensure that *'parents and other interested parties are involved in making plans to safeguard the wellbeing of the child'* (under s.48 *Care and Protection of Children Act*).

- CJC developed a FGMC practice manual based on CEM practices specific to the needs of Aboriginal families in Alice Springs.
- The pilot was wound down and completed this financial year for evaluation through Menzies School of Health Research.

5 Day Nationally Accredited Mediation Workshop, in part to ensure that there is capacity in Alice Springs to deliver FGMC program with nationally accredited mediators in Alice Springs.

- 22 participants including Night Patrol, NT Correctional Services staff, Legal Practitioners, Educators, CDU Staff, NT Police, Electorate Officers and Psychologists attended 4 workshops.
 - 8 Indigenous participants
 - 5 participants from Tennant Creek
 - 4 participants from Lajamanu
 - Satisfaction rate for the workshop averaged 95% Satisfied or Extremely Satisfied with the content, delivery and materials provided for the workshop

9. Summary of CJC activities

a. Marketing

1. Presentations

CJC maintained an active role in promoting mediation services to stakeholders and whilst NT Police continued to remain the largest referrer to the service.

CJC marketing materials were refreshed, highlighting the role of the Centre in delivering 'Safer Territory' initiatives. The CJC Home page was enhanced with information now available in 19 languages.

2. Mail outs

The CJC continued to send letters and emails to various stakeholders, community groups and organisations. Items enclosed within that letter may include the following:

- (1) CJC brochures
- (2) Posters
- (3) "Preparing for Mediation"; resource for parties to better prepare parties to resolve disputes
- (4) CJC Fact Sheets which outline:
 - (i) the mediation process;
 - (ii) what to expect when attending a mediation;
 - (iii) the CJC's process in organising mediations; and
 - (iv) case studies.

The mail out also invited services to contact CJC and arrange for CJC to deliver presentations and workshops about CJC services, mediation training and associated skill sets.

Mail outs have been sent to police stations, sporting and social clubs, neighbourhood watch, multicultural groups and special interest organisations, law firms, real estate agents, body corporate management companies, schools, electorate offices, Shire councils, local government and child care centres.

b. CJC mediator panel

Detailed below are the number, experience and location of mediators currently on the CJC mediator panel:

	Darwin	Katherine	Alice Spring	Non Urban	Total
Experienced	29	1	8	6	44
Trained*	150	2	50	36	238

*Trained - those trained in mediation with no or limited experience.

c. Committees

The CJC continues to be involved on several committees involving mediation and alternative dispute resolution generally. They are:

- National Dispute Resolution Network;
- Indigenous Mediator network; and
- Mediator Standards Board.

d. Education and training

CJC Nationally Accredited Training

As a Recognised Mediation Accreditation Body and founding member on National Mediators Standards Board, the CJC successfully delivered 5 Nationally Accredited Training workshops in Alice Springs and Darwin this reporting period and professional development activities for the Ponki Mediators in Tiwi Islands.

The CJC Nationally Accredited training curriculum ensures compliance with the National Mediator Accreditation Approval Standards 2007, including:

- 38 Hours (5 days training);
- Requirements to conduct a number of role plays as a mediator and party;
- Requirement for a set ratio of coaches for the role play training; and
- A formal assessment.

A standard workbook and training package was developed in cooperation with Senior Mediator Trainers and the CJC Accreditation Committee to deliver the training.

Developing the Mediator Panel

The CJC continued to provide support to the LEADR training and assessment program conducted in Darwin. This has assisted the CJC to further extend mediation capacity in Darwin, Katherine, Tennant Creek and Alice Springs.

CJC continues to facilitate a professional networking forum designed to offer support and development for mediators in the Darwin and Alice Springs regions. This includes delivering Continuing Mediation Development (CMD) Workshops and Group Practice Sessions (GPS) in Darwin, Alice Springs, Katherine and Tennant Creek to enable continuing professional development for its mediators, as well as satisfying the professional development requirements for ongoing national mediator accreditation.

Tiwi 'Ponki' Mediators

A 2 day mediation workshop was delivered in Nguiu in conjunction with NAAJA in February 2011 to allow participants to enhance mediation skills, meet professional development requirements, address practical concerns of working cross culturally and partake in role plays for skills development.

A total of 15 Tiwi Island 'Ponki' mediators continue to maintain their accreditation since completing the initial training in 2009 and 8 have been involved with CJC mediations including commercial, governance and bullying disputes. In addition, 10 'Ponki' mediators have been involved in 8 complex Correctional Centre Conferencing (CCC) mediations involving violent, serious offenders seeking to mediate with the people harmed back on Tiwi Island.

Currently the Ponki mediators carry the most number of active CCC files at the CJC.

Mediator Quality Assurance

As the number of mediations and the mediator panel continues to increase CJC enhanced the practice guidelines to manage mediator quality and compliance with National Mediator Practice Standards by:

- Ensuring that the majority of mediations continue to be delivered as co-mediators, hence providing checks and balances when delivering mediation sessions.
- Enhancing peer debrief feedback forms and requiring mediators to complete the form on completion of mediation and obtain approval of the Director before payment is processed.
- Continue education campaigns and provide incentives to mediators to attend the monthly CMD sessions.
- Provide newsletters and share online information and resources available to mediators.
- Pilot independent 'moderators' to attend random mediations to provide comprehensive feedback to mediators. Moderators attend mediations with the informed consent of all parties to the mediation and do not partake as a mediator during the session.
- Ensure that all CJC personnel from intake stage through to mediation phase use consistent language/definitions.

Alice Springs workshop

The purpose of the Alice Springs workshop was to ensure that there is capacity in Alice Springs to deliver the FGMC program with Nationally Accredited convenor mediator in Alice Springs under the MOU between Department of Justice (DoJ) and DCF.

- Delivered by Justine Davis, Lynn Davie, Linx Macpherson and Margo Macregor.
 - A total of 22 participants:
 - Night Patrol, Elders and Respected People from Tennant Creek and Yuendumu, Legal Practitioners and NTCS Staff.
 - 5 Indigenous participants awarded scholarships to attend workshops
 - 5 passed the assessment to complete National Accreditation.

Darwin Workshop

The purpose of the training was to increase the capacity of the mediator panel for the CJC in Darwin .

- Delivered by Justine Davis, Linx Macpherson and Margo Macregor.
- A total of 83 participants:
 - Medical Practitioners, CDU staff, Legal Practitioners, Night Patrol, researchers and Community Visitors.
 - 16 awarded scholarships.

Location	Date	Participants	Passed National Accreditation	Currently CJC employed
Darwin	July/August 2010	17	8	6
Darwin	October 2010	23	9	8
Darwin	November 2010	22	5	3
Alice Springs	March 2011	22	3	3
Darwin	June 2011	21	5	5
		105	30(28%)	25 (23%)

Continuing Mediator Development (CMD) Workshops

CJC successfully delivered 16 CMD's this reporting period. CJC CMD's are an approved activity for Accredited Mediators to ensure ongoing compliance with National Accreditation (20 hours per two year cycle) and are an approved activity for ongoing legal practitioner CPD requirements.

Workshops are streamed via video conferencing providing access for participants from both Alice Springs and Darwin to share their knowledge and interact with fellow practitioners across the Territory.

Date	CMD Topic	Facilitator
16 June 2010	Power Imbalances	Pamela Trotman
21 July 2010	Restorative Practice	Lynn Davie
18 August 2010	Co Mediation	Lynn Davie, Justine Davis
23 September 2010	FGC Child Advocacy	Elizabeth Flynn, Maureen Abbott
20 October 2010	Developing Ethical Practice	Lynn Davie
12 Jan 2011	Personal Violence Restraining Orders	Ippei Okazaki
23 Feb 2011	Pre mediation	Ian O'Reilly
16 March 2011	Mediation with Children	Ian O'Reilly
25 March 2011	Group Practice Session	
20 April 2011	Burial Matters	Ippei Okazaki
29 April 2011	Group Practice Sessions	
25 May 2011	Private Session	Justine Davis
15 June 2011	Group Practice Session	
29 June 2011	Intro to FGC	Maureen Abbott

e. Indigenous issues/communities

CJC continues to adopt the following Culturally Effective Mediation (CEM) strategies to develop best practice in culturally appropriate mediation services that are both effective and sensitive to Indigenous people and communities needs:

1. Researching and utilising local knowledge and building appropriate relations with the people to assist Indigenous communities in resolving disputes.
2. Researching community resources and traditional dispute resolution processes and skills.
3. Promoting and providing accredited training for Indigenous mediators in both Darwin and remote locations.
4. Ensuring input from the Indigenous communities on the operations of the CJC.
5. Ensuring mediation procedures are accessible and usable for the community.
6. Providing ongoing support to community based mediation groups
7. Ensuring a community development and capacity building focus is adopted when engaging with communities in dispute.

It is expected that the CJC will continue to be involved in an increasing number of Indigenous community disputes. Given the complexity and sensitive nature of these disputes, the CJC is developing coordinated response strategies to ensure CEM is culturally appropriate and will have ongoing relevancies for the communities.

f. Correctional Centre Conferencing Mediation Serious Offenders and their Families Mediation Project (CCC)

The CJC continues to deliver this project, based on prisoner reintegration Memorandum of Understanding between Larrakia Nation Aboriginal Corporation and Northern Territory Correctional Services (NTCS), which aims to assist people who have been incarcerated to return to their home communities.

The program provides an opportunity for mediation between the victims and/or their families and the offender. The pilot program is aimed at Indigenous clients and incorporates language, kinship and other cultural elements.

The Department of Justice approved a Larrakia Nation Aboriginal Corporation special purpose grant for the project in Darwin. Funding assists in meeting travel costs associated with bringing victims and supporting family members into NTCS facilities to participate in mediation sessions delivered by the CJC.

The program is designed for offenders who have committed serious crimes, including murder, manslaughter and dangerous act causing death, and the victim and/or family of the victim.

The program provides opportunities for the victim and/or their family to have time with the offender to question the offender in their own languages in a safe environment as well as providing access to healing and reconciliation which are usually unavailable through the court system.

On the other hand, the offender gains an acute and first hand understanding of the harm they have caused both to the families of the victim and to the community. The offender agrees to take part in the mediation which causes them to confront these realities. This process, coupled with discussions about post release destinations enables the offender to regain some surety about the future, confidence and hence the beginnings of rebuilding a life outside of incarceration which may include a successful reintegration within the broader community.

The program is targeted at Indigenous clients and incorporates Culturally Effective Mediation principles including use of appropriate language, thorough understanding of the kinship and obligations and other cultural elements as an essential part of the program.

Reduction in recidivism

The Northern Territory records the highest rate of recidivism in Australia with 45% of offenders returning to correctional centres within 2 years.¹

CJC involvement in pre-release mediations reduces the potential for disputes and violence in communities and improves the prospects for reintegrating offenders on their release.

¹ Northern Territory Department of Justice Correctional Services Annual Statistics 2008-2009

In this reporting period only one instance of recidivism by an offender who had completed the CCC program has been recorded. This equates to 4% return rate.

Mediators who have extensive training and experience in Indigenous customs and have appropriate skin relationships (where applicable) are assigned. Indigenous Elders are also engaged (as mediators and accredited interpreters). The travel component is managed by Larrakia Nation as they specialise in remote area transport and gives the participants comfort that the program has the support of the local Aboriginal council as Darwin prison is located on their land.

g. Future

- a. Further develop strategies for service delivery and training to non urban and or Indigenous communities and individuals;
- b. Facilitate regular Continuing Mediation Development workshop sessions for professional development and mediators and quality assurance;
- c. Continue to deliver and promote the CCC program;
- d. Deliver training and accredit mediators as an RMAB to national accreditation standards
- e. Contribute to the Mediation Standards Board to develop best practice
- f. Continue to build on local partnerships to deliver mediation capacity
- g. Develop a stronger Mediation Community in the Territory.

h. Staffing

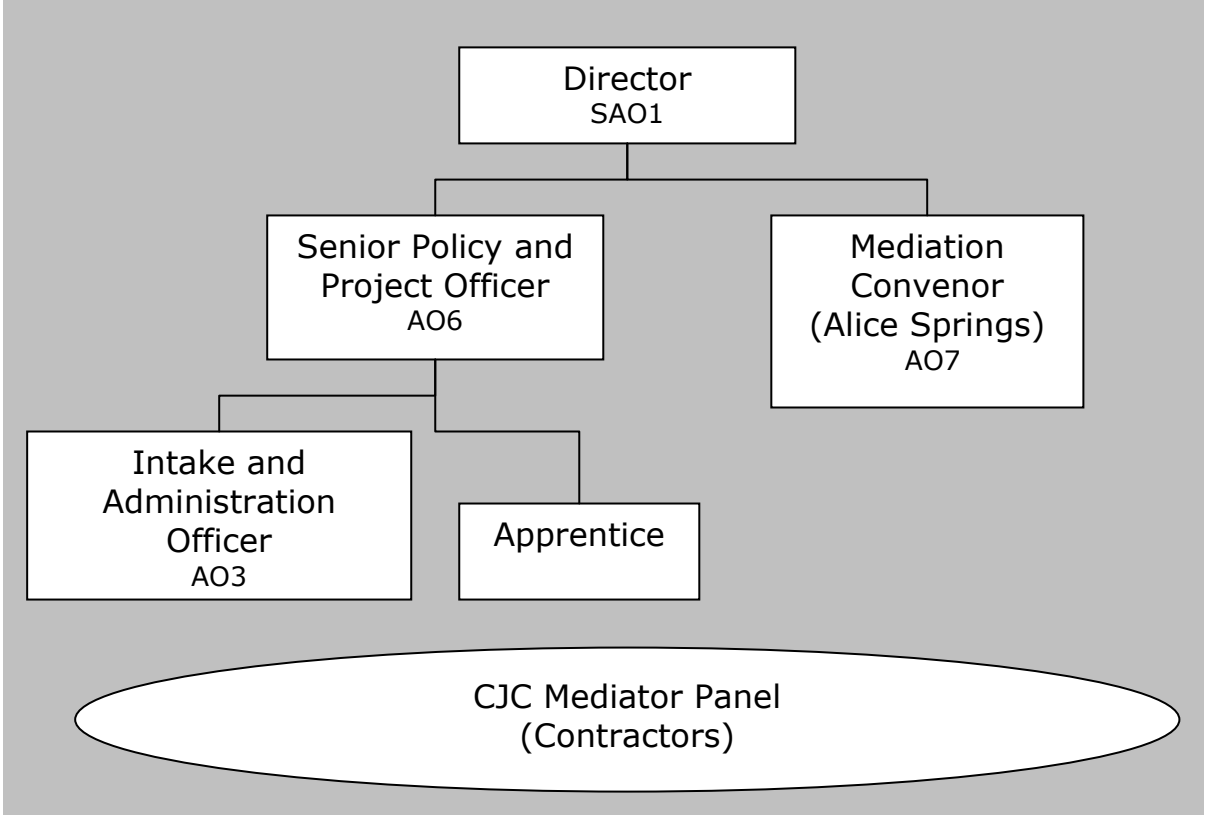
As at 30 June 2011, the CJC had a staff of four:

- Director;
- Senior Project and Policy Officer;
- Intake/Administration Officer; and
- Family Group Mediation Convenor – as part of the pilot program in Alice Springs

CJC also took part in the Department of Education and Training apprenticeship program and supported a Certificate III in Business Candidate.

Most mediations are delivered by CJC mediation panel members located across the Territory.

CJC Organisational Chart



10. Guidelines, policies and procedures

Guidelines, policies and procedures in relation to arranging and conducting mediations continue to be revisited to keep abreast of national trends and regional needs and keep in line with the CJC’s key objectives and mission statement.

11. Statistics

Measure	Figure	Target	% to Target
Enquiries*	530	500	106%
Mediations**	144	150	96%
Presentations	48	30	160%
Stakeholder Satisfaction	85%	85%	
Timeliness#	95%	95%	

* CJC has no control over the volume of calls received as Enquiry (Intake)
 **The CJC continues to experience a substantial increase in court referred mediations following amendments of the *Justices Act* that has resulted in a substantial increase in mediation numbers in the last reporting year.
 #Timeliness is measured as the percentage of mediations available to parties within seven working days of agreement to mediation from both parties.

	Matter numbers	Time Spent	Variation from previous reporting year
Total Files	722	103749	+38%
Average per month	60	8645	+38%
Non Urban matters	25.6% of total mediation	29190	+5%
Busiest Month	Intake 70 (Dec) Mediations 29 (Nov)	9770 (Jun)	+12%
Quietest month	Intake 11 (Jun) Mediations 4 (Jan)	4270 (Jan)	+30%

Chart 1 Mediation file numbers

	Jul 10 actual	Aug 10 actual	Sep 10 actual	Oct 10 actual	Nov 10 actual	Dec 10 actual	Jan 11 actual	Feb 11 actual	Mar 11 actual	Apr 11 actual	May 11 actual	Jun 11 actual	total
Intakes	42	30	53	46	55	70	39	42	71	45	26	11	530
Mediations	9	5	15	9	29	15	4	10	12	14	9	13	144
Presentations	3	3	3	3	3	4	2	7	5	4	7	48	48

CJC file numbers

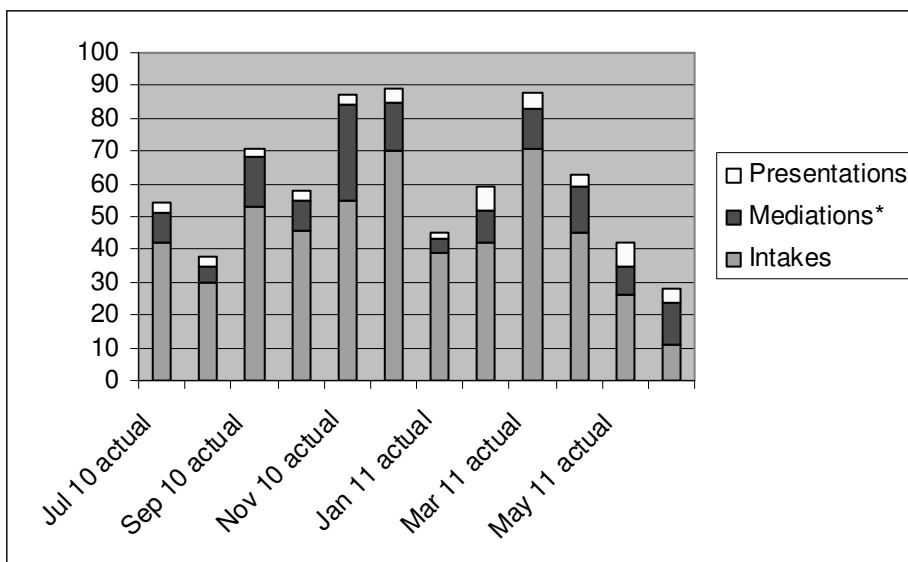
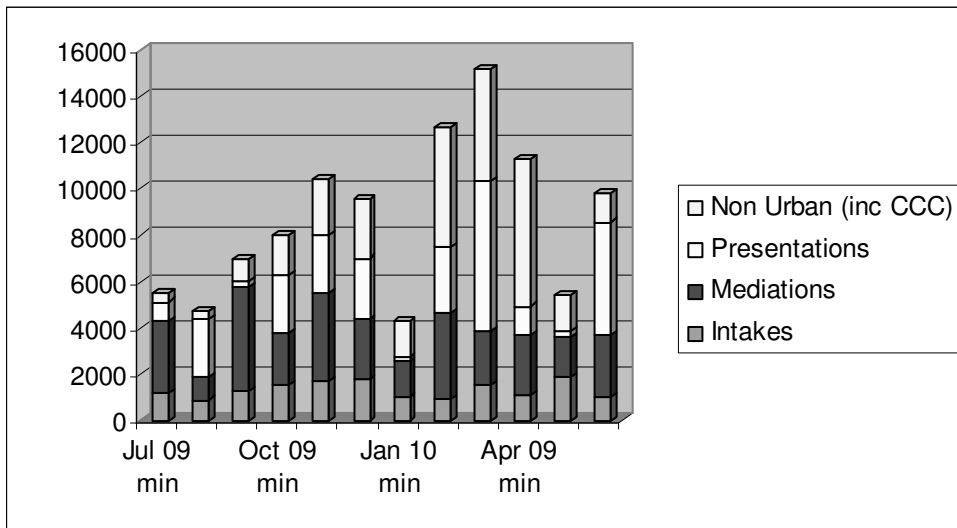


Chart 2 Mediation matters in time units

	Jul 10 min	Aug 10 min	Sep 10 min	Oct 10 min	Nov 10 min	Dec 10 min	Jan 11 min	Feb 11 min	Mar 11 min	Apr 11 min	May 11 min	Jun 11 min
Intakes	1198	896	1260	1575	1680	1820	1020	906	1506	1100	1920	990
Mediations	3078	960	4480	2200	3790	2540	1560	3700	2390	2590	1680	2680
Presentations	840	2500	270	2500	2500	2650	130	2880	6390	1250	240	4890
Non Urban (inc CCC)	360	360	950	1750	2460	2560	1560	5180	4900	6300	1600	1210

**Average monthly time units
spent on mediation service
delivery 8645min**

**Total time units spent on
mediation service delivery
103749 min (up 38%)**



a. Break down of source of referrals for all inquiries

The NT Police continues to be the major source of referral for clients. However, other sources of referral include the following:

- Government Agency – including Housing, Education, Justice
- Internet
- Anti-Discrimination Commission
- Phone Book
- Legal Practitioners / Judges
- Self refer
- Councils
- Posters
- Previous Clients
- Anglicare
- School principals
- Support and Equity Services
- Electorate Offices
- Melaleuca Refugee Centre

b. Dispute types

Communities experience a wide range of disputes and although not all are suitable or appropriate for mediation, they can include the following issues:

- Neighbourhood
 - ~Fences
 - ~Dogs/ Animals
 - ~Noise
 - ~Nuisance
 - ~Trees
- Associations
 - ~Special Interest Groups
 - ~Sporting Clubs
 - ~Body Corporate
 - ~Not-for-profit organisations
- Family
- Business
- Community Group Conflict
- Workplace
- Remote Indigenous Community Conflict
- Relationship
- Landlord/ Tenant
- Small Claims

c. Presentations

Presentations and workshops were delivered to the following agencies.

- Police
 - ~Auxiliary Squads
 - ~Station Managers
 - ~Neighbourhood Watch
- Batchelor Institute of Indigenous Tertiary Education
- Body Corporate Agencies
- Charles Darwin University
- Anglicare
- Territory Housing
- Territory Housing
- Royal Darwin Hospital
- Interstate Mediation Networks
- Private and public legal service providers
- School Principals
- Employment Agencies
- Ethnic Community Organisations
- Consumer Affairs
- Special Interest Groups
- Refugee Week Events
- Sporting Clubs and Associations
- Anti-Discrimination Commission
- Local Councils / Mayors
- Indigenous Councils
- Court Staff
- Department of Planning and Infrastructure
- MLA and Electorate Office Staff
- Body Corporate Agencies
- LEADR Mediation Training

d. Summary of Key Meetings / Conferences and Presentations

Date	Subject	Facilitator	Attended
July 2010	National ADR Research Forum	NADRAC	Ippei Okazaki
	Mawul Rom Cross Cultural Mediation Workshop	Mawul Rom	Lynn Davie
August	LEADR Intake Training	LEADR	Peta Koopmans
September	National Mediation Conference	NMC	Maureen Abbott /Ippei Okazaki
	Indigenous Service Delivery	Criterion	Ippei Okazaki
	Top End Indigenous ADR Forum	Family Relationships Centre	Ippei Okazaki
	Correctional Centre Conference	NAAFVLS, DVLS, NAAJA	Ippei Okazaki, Lynn Davie
	Cross-border and Transnational Crime: Risks and Responses	ANZOC	Ippei Okazaki
October	Elders Visiting Forum	NT Corrections	Ippei Okazaki
	Top End Indigenous ADR Forum	NAAJA	Ippei Okazaki
November	Tiwi Is Community Safety Group Forum	NAAJA	Ippei Okazaki
	Top End Aboriginal Mediator Network	CJC / NAAJA	Ippei Okazaki
March 2011	Restorative Justice Workshop	Real Justice	Ian O'reilly
April	Indigenous Service Delivery	Criterion	Ippei Okazaki
May	Child Protection	AIJA	Ippei Okazaki Maureen Abbott
	National Justice CEO Conference	NJCEO	Ippei Okazaki
	National Mediation Accreditation Council meeting	NMAC	Ippei Okazaki