



Community Justice Centre

Annual Report

2011-12

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

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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 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 2011-12

- 151 mediations delivered (up 4.8% from last reporting period).

Year to 30 June	Mediations Provided
2007-08	50
2008-09	101
2009-10	131
2010-11	144
2011-12	151

- 505 Mediation Advice (Intake) files created from Territorians seeking professional dispute resolution advice.
- 28% of the mediations conducted during the reporting period were direct Court referrals, mostly from Personal Violence Restraining Order applications referred under section 86 of the *Justices Act*. 67% of the matters mediated by the CJC reached agreement (up 9%).
- 34% of the CJC's mediations delivered during the reporting period were in non-urban communities including most of the 20 growth towns. Mediations types included victims and offenders through the Correctional Centre Conferencing program at Berrimah prison and intra-family conflict that affect extended families across a number of non-urban communities and town camps throughout the Territory.
- Whilst 15% represents the proportion of CJC's total mediation files created in Central Australia; due to the complexity of Indigenous intra-family mediations requiring culturally effective mediation practitioners, approximately 30% of the CJC's total time in delivering services was dedicated to the region.
- Delivered 12 Accredited Continuing Mediator Professional Developmental workshops.
- Delivered 3 Nationally Accredited Mediation Workshop in Darwin and Alice Springs (62 participants).
- Promotion and delivery of Correctional Centre Conferencing Mediation Program, minimising the risk of recidivism to 4% for successful participants of the program.

5. From the Director

This reporting period has been challenging for the CJC as steady demand for our mediation and dispute resolution added pressure to our service. The year also saw an increase Court referral mediations and more complex, time intensive mediations sought from diverse sectors following intra-family conflict that affected a number of non-urban communities across the Territory.

Despite such emerging challenges, the CJC strived to ensure that Territorians could access our mediation services as “a way to work it out”.

I am pleased to report that positive feedback from stakeholders and users of the CJC service remains very strong; and the evidence overwhelmingly supports the view that Territorians can expect timely, professional mediation advice, high quality training and be comfortable to recommend our service to other Territorians.

Consistent with national trends of mainstreaming ‘Alternative’ Dispute Resolution to ‘Appropriate’ Dispute Resolution, mediation skills are in increasing demand in all aspects of society and the workplace. This reporting period saw an increase in demand and attendance for CJC professional development workshops and Nationally Accredited training in both urban and non-urban communities. The CJC remains the sole organisation based in the Territory that maintains Recognised Mediation Accreditation Body status. This reporting period we proudly graduated two new trainers from our ‘train the trainer’ program in Alice Springs further enhancing our ability to deliver training.

I would like to thank all members of the Community Justice Consultative Council for their solid work and support this year; CJC staff for ensuring clients receive the best possible service whilst managing the increase in demand for our services; contract mediators, trainers and cultural consultants for their dedication for their time, energy and professionalism.

Finally, I would like to take the opportunity to thank all the individuals and organisations who continue to value and recognise of the solid work delivered by the CJC.

Ippei Okazaki
Director

From the Senior Project & Policy Officer (SPPO)

The SPPO position was filled permanently in September 2011. This reporting year saw the SPPO providing policy and project assistance to the Director of the CJC to fulfil the purpose of the CJC.

In particular, the CJC commenced discussions with key stakeholders into victim offender mediation conferences, with a particular focus on pre-sentence conferences referred under section 84 of the *Youth Justice Act* (NT). The SPPO consulted with other mediation and restorative justice services around Australia about pre-sentence and victim offender conferencing models to determine the ideal model for victim offender conferencing in the Territory. At the request of the Chief Magistrate, this research was consolidated into a submission proposing a best practice model for pre-sentence victim offender conferencing in the NT. We anticipate that this work will result in a greater number of referrals under section 84 of the *Youth Justice Act* (NT) during the next reporting period.

The CJC has continued its practice of designing culturally appropriate mediations with Indigenous people. The Centre has continued its close working relationship with mediators from the Tiwi Islands, in particular in coordinating and conducting Correctional Centre Conferences between Tiwi men imprisoned at Darwin Correctional Centre for serious offences and the victim's family. This program involves the SPPO visiting the prison with Tiwi mediators to meet Tiwi men that have been identified as possibly being suitable to attend a mediation conference. The SPPO works with the Tiwi mediators to determine whether the offender is suitable for mediation and whether the family members in the Tiwi Islands are willing to attend mediation. The success of this program was demonstrated by a mediation conference held during the reporting year involving an offender who had been incarcerated for over 20 years and members of the victim's family. The lead role taken by the Tiwi mediators at this mediation and throughout the program underscores the value of the CJC's work in supporting culturally appropriate mediation practices.

As well as providing an opportunity for Tiwi people to manage conflict and heal relationships in their own community, this work has further developed knowledge about culturally appropriate mediation in Tiwi culture, including how to ensure appropriate people attend mediation, that cultural protocols are respected and that the outcome of any mediation is accepted by the wider Tiwi community.

The CJC Consultative Council has welcomed several new members during the reporting year. The Council has taken an active role in providing the CJC with policy guidance and working with the CJC to develop its strategic direction. The CJC has provided secretariat support to the Council as well as working with the Council to draft operational guidelines and provide input in to the ongoing review of the CJC. The active commitment of the Consultative Council has been beneficial to the CJC in further developing a high quality mediation service and effectively delivering its programs.

Rohan Thwaites
Senior Project & Policy Officer

6. Consultative Council

Upon establishment, it was considered that the Consultative Council would provide the key role of constructing guidelines, establishing strategic 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 2012 members of the Consultative Council, were as follows:

- Ippei Okazaki
- Olga Havnen
- Justine Davis
- Michael O'Donnell
- Dr Catherine Holmes
- Darryl Saunders
- 1 x Vacant

During the reporting period the Consultative Council met on a monthly basis, dedicated time for Strategic Planning for the CJC and reported to the Minister.

No complaints were received by the Council this reporting period.

7. National Mediator Accreditation System

The National Mediator Accreditation System (NMAS) commenced on 1 January 2008. During 2011-12, the CJC maintained Recognised Mediation Accreditation Body (RMAB) status and membership to the National Mediator Standards Body (MSB) that underpins the Approvals Standards and Practice Standards (the Standards).

The CJC continues to pioneer innovative training packages for Indigenous Australians in the non-urban context and this has led to national recognition and appointment of the CJC Director to the MSB during the reporting period.

The CJC Mediation Accreditation Committee continues to conduct video assessments, review and make recommendations to improve the National Approval Standards. The CJC Accreditation Committee conducted 29 video assessments this financial year and made 2 submissions to the MSB during the reporting period in relation to the Standards.

National Dispute Resolution Network

The CJC maintains membership with counterpart State and Territory Government based or funded mediation services to form the National Dispute Resolution Network (NDRN) to:

- Improve the quality of mediation services through exchange of information, expertise and resources;
- Deliver quality training that is consistent;
- Identify emerging issues; and,
- contribute to research.

NDRN members include counterpart services in all States (except Tasmania) and the ACT and include CJC (NSW), Dispute Settlement Centre of Victoria, Dispute Resolution Centre (Qld) that are a division within the State based Attorney General's Department.

During this reporting period the NDRN produced materials for the Australian Dispute Resolution Loose-leaf service produced by Thomson Reuters that provides practical instruction on various ADR techniques used in Australia and New Zealand.

8. Regional Highlights

Top End

CJC activities, including mediations, experienced a modest increase against the backdrop of:

- 4% increase (to 34% this reporting period) for Culturally Effective Mediations (CEM) in non-urban areas.
- 28% of the mediations delivered pursuant to *Personal Violence Restraining Order* Court referrals.

The CJC continued to provide professional development to NT Police through presentations at induction training to auxiliary personnel and regular information visits to Police Stations. The NT Police remains the largest referrer to the CJC, with the majority of matters relating to nuisance related matters between neighbours.

This reporting year the CJC continued to experience an increase in referrals from Legal Practitioners gaining better understanding of what the CJC offers as an alternative to legal proceedings through:

- 7 additional legal practitioners, paralegal and legal support staff completing the 5 day CJC accredited mediation training.
- Increase in Legal Practitioners attending CJC Continuing Mediation Development (CMD) workshops.

Despite the challenges of delivering CEM's for mediations involving intra-family dispute among Indigenous families due to the number of people who are often dispersed over a wide area; a high resolution rate (82%) was recorded in that category as CJC protocols, processes and trained/employed local Indigenous mediators and cultural advisors worked together to overcome those challenges.

The CJC was able to accept 100% of the referrals under Part 6 of the *Justices Act* where parties are provided an opportunity to attend mediation to resolve issues. 67% of the matters where both parties progressed to mediation resulted in a report advising the Court of an agreement.

Overview of Top End programs

- Delivery of 4 Nationally Accredited Mediation workshops in Darwin and Tiwi Islands to increase the capacity of the CJC to deliver mediation.
 - ~ 27 participants including Night Patrol, Legal Practitioners, Educators, CDU Staff, Council, Refugee Advocates, Australian Defence Force and Psychologists attended the 2 workshops delivered in Darwin.
 - ~ Ongoing professional development for the 15 Tiwi 'Ponki' Mediators from Nguiu and Milikapiti who completed initial training in November 2009 and 15 new participants commencing this reporting period.
 - ~ Satisfaction rate for the workshops averaged 96% Satisfied or Extremely Satisfied with the content, delivery and materials provided.
- The CJC conducted a review of participants who have completed the Correctional Centre Conferencing Mediation program (CCC) in partnership with Larrakia Nation and NT Correctional Services (NTCS) as part of the prisoner reintegration program over the last 2 years and found that 94% former prisoners have not been re-incarcerated or re-offended.
- The CJC in partnership with NAAJA commenced a joint training program for training mediations to Indigenous people following funding from the Healing Foundation. Communities that were identified by the Foundation for training based on established relationships in the community and elders included Lajamanu, Tiwi Island, Katherine (and surrounding areas) and Gunbalanya. The CJC and NAAJA completed community engagement in Gunbalanya, Katherine & Lajamanu and has received a formal invitation to conduct the training to commence in the next reporting period.
- Implementation of WebEx software, an internet based video conferencing application providing better access to CJC services and professional development.

Central Australia

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

During the reporting period, referrals tended to be more complex and have higher intensity in violence in Central Australia often requiring more resources to gather reliable intelligence including historical and background checks, possible legal matters that may impact the mediation, outcomes from past negotiations, cultural advice on kinship structure and ceremonial issues, incarceration status of prisoners, current effects of lateral violence such as social media, identifying appropriate mediators, educating parties and stakeholders about what they could expect through mediation and mapping out the logistics to create a safe environment for parties to be able to attend mediation.

Overview of Central Australian Programs

CJC welcomed 2 new trainers to Alice Springs after completing the train the trainer program in Darwin. The new trainers delivered their first 5 Day Nationally Accredited Mediation Workshop in Alice Springs in May graduating 21 participants including NT Correctional Services staff, FAHCSIA, Legal Practitioners, Educators, Shire workshops. Some of the key indicators include:

- 4 Indigenous participants;
- 2 participants from Tennant Creek;
- Satisfaction rate for the workshop averaged 91% Satisfied or Extremely Satisfied with the content, delivery and materials provided for the workshop

Intra-family conflict

The CJC broadly assists the extended family members affected by ongoing conflict involving extended Warlpiri families from Yuendumu who are dispersed over a large area including Alice Springs Town Camps, Lajamanu, Tennant Creek, Nyirippi, Katherine and Alice Springs Correctional Centre.

Whilst the CJC does not have a permanent and direct presence in Yuendumu, the CJC provides mediation advice to the Yuendumu Mediation and Family Violence mediation team funded by the Central Desert Shire and works closely with community elders, police, Courts, Corrections, legal practitioners and Government and non-government organisations and attends the Senior Officers Group meetings. CJC also monitors and reports known accounts that make unwelcome threats on social media (Diva Chat) that continue to fan lateral violence in the community.

CJC facilitated several complex mediations in the Barkly region with the assistance of Council of Elders and Respected People in Tennant Creek between extended family that reached significant milestones. One of the prevalent issues causing of intra-family conflict appears to be a result of misunderstandings and identity theft occurring on social media.

9. Summary of CJC activities

a. Marketing

1. Presentations

The CJC delivered 29 presentations during this reporting period. Presentations were made to a range of different audiences including community groups, police, NGO's and law students at Charles Darwin University. Presentations are made with the aim of promoting the work of the CJC and increasing community awareness of mediation as a form of dispute resolution and establish referral pathways.

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 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 outs also invite 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 Springs	Non Urban	Total
Experienced	18	1	5	3	27
Trained*	69	4	25	33	171

*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

CJC delivered 3 Nationally Accredited Training workshops in Alice Springs and Darwin this reporting period and 2 professional development workshops for the Ponki Mediators in Tiwi Islands.

The CJC Nationally Accredited training was developed to ensure compliance with the National Mediator Accreditation Approval Standards 2007 that sets out the minimum training and assessment requirements.

Two senior CJC mediators graduated from the 'Train the trainer' program and delivered their first training in Alice Springs.

Quality Assurance

CJC continues to facilitate professional networking workshops designed to offer support, development and training hours through 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.

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
15 July	Group Practice Sessions	Ippei Okazaki
26 July	Micro Skills - Private Sessions	Ippei Okazaki
24 August	Micro Skills - PVRO	Rohan Thwaites
21 September	Micro Skills - Conflict Of Interest	Ippei Okazaki
19 Oct	Micro Skills - Preparing for mediation	Ippei Okazaki
27 Oct	Group Practice Sessions	Rohan Thwaites
30 Nov	Micro Skills - Shuttle Mediation	Ippei Okazaki
15 Feb	Exploring Confidentiality	Rohan Thwaites
8-9 Feb	Ponki Mediation Tiwi Is	Ippei Okazaki
16 May	Micro Skills - PVRO	Rohan Thwaites
25 May	Group Practice Sessions	Rohan Thwaites
20 June	Micro Skills - Co mediation	Ippei Okazaki

e. Culturally Effective Mediation (CEM)

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 through cultural advisors on the operations of the CJC.
5. Ensuring mediation procedures are accessible and usable for the community.
6. Providing ongoing professional 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.

During the reporting period Indigenous mediators from Tennant Creek, Ali Curung, Yuendumu, Alice Springs, Willowra and Lajamanu, along with 'Ponki' mediators from Tiwi Islands, attended an Indigenous mediators networking forum in Alice Springs and Darwin with a view to cross-pollinate mediation practices and ideas, discuss emerging issues and validate their work that can be isolated and at times unrecognised.

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

The CJC continues to deliver this project, based on a 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 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 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.

Recidivism rate of 4% remains the same as the last reporting period as out of 26 former prisoners who have successfully reintegrated back to their communities in the 2 year cycle only one former prisoner has been re-incarcerated.

g. Future

- a. Develop strategies for mediation delivery, mediation advice and mediation training accessible to Territorians.
- b. Promote a stronger Mediation Community in the Territory.
- c. Facilitate regular Continuing Mediation Development workshop sessions for professional development and mediators and quality assurance.
- d. Continue to deliver and promote the CCC program;
- e. Contribute to the Mediation Standards Board to develop best practice.

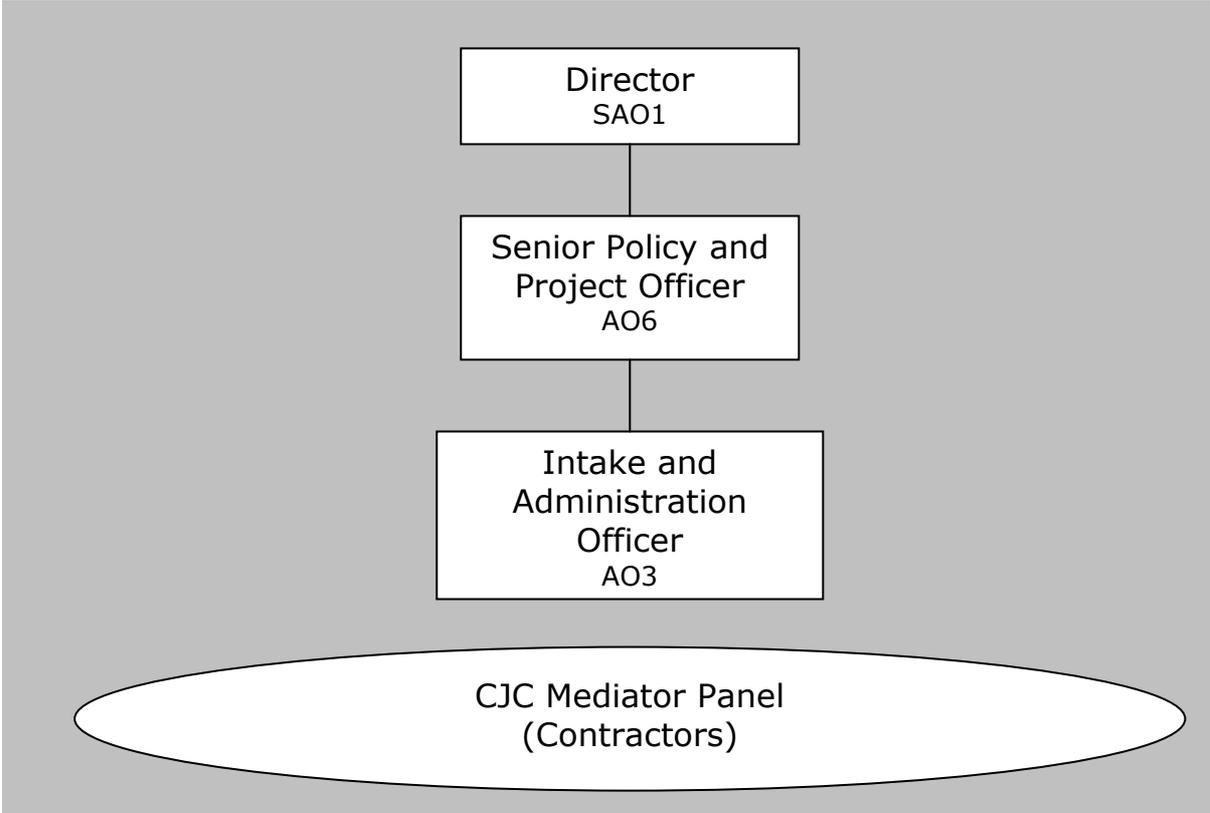
h. Staffing

As at 30 June 2012, the CJC had a staff of three full-time employees:

- Director;
- Senior Project and Policy Officer;
- Intake/Administration Officer.

CJC also supported a Certificate III in Business Candidate as part in the Department of Education and Training apprenticeship program and a work placement for a return to work staff member. Most mediation matters 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 by the Community Justice Council 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
Mediation Advice (Intake)*	505	500	101%
Mediations**	151	150	100%
Presentations	29	30	96%
Stakeholder Satisfaction	92%	85%	
Timeliness#	95%	95%	

* CJC has no control over the volume of calls received as Mediation advice (formerly Intake)

**The CJC continues to experience a substantial increase in court referred mediations following amendments to the *Justices Act* that 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.

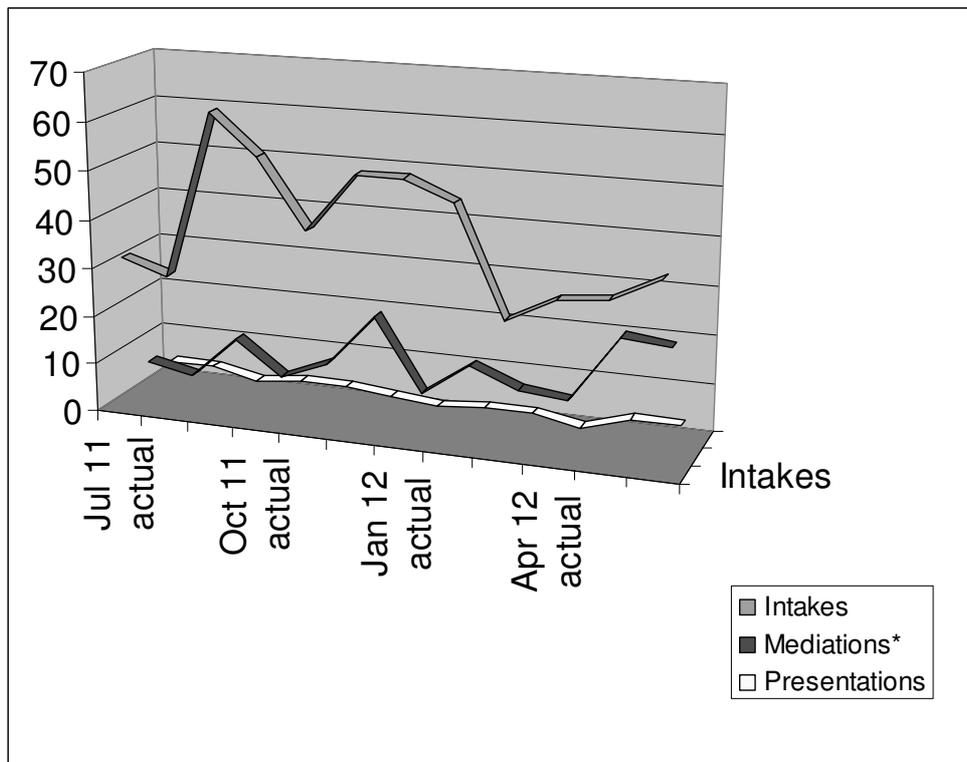
	Matter numbers	Time Spent	Variation from previous reporting year
Total Files	685	103749	-5%
Average per month	57	8645	-5%
Non Urban matters	34% of total mediation	29190	+8.4%
Busiest Month	Intake 63 (Sep) Mediations 23 (May)	9980 (Sep)	+8%
Quietest month	Intake 27 (Mar) Mediations 5 (Aug)	2887 (Aug)	-33%

Customer Satisfaction	Agree
Was the CJC easy for you to contact and get to?	88%
Were you treated fairly by the CJC?	96%
Were you satisfied with the timeliness of the service (initial contact, mediation and referral) provided?	96%
If a friend was in a similar situation as you, would you advise them to use the CJC?	93%
Were the mediators professional?	89%
Were the mediators neutral?	92%
Average	92%

Mediation file numbers

	Jul 11 actual	Aug 11 actual	Sep 11 actual	Oct 11 actual	Nov 11 actual	Dec 11 actual	Jan 12 actual	Feb 12 actual	Mar 12 actual	Apr 12 actual	May 12 actual	Jun 12 actual	total
Intakes / Mediation Advice	32	29	63	55	41	53	53	49	27	32	33	38	505
Mediations	7	5	14	7	11	22	7	14	10	9	23	22	151
Presentations	4	4	2	3	3	2	1	2	2	0	3	3	29

CJC file numbers

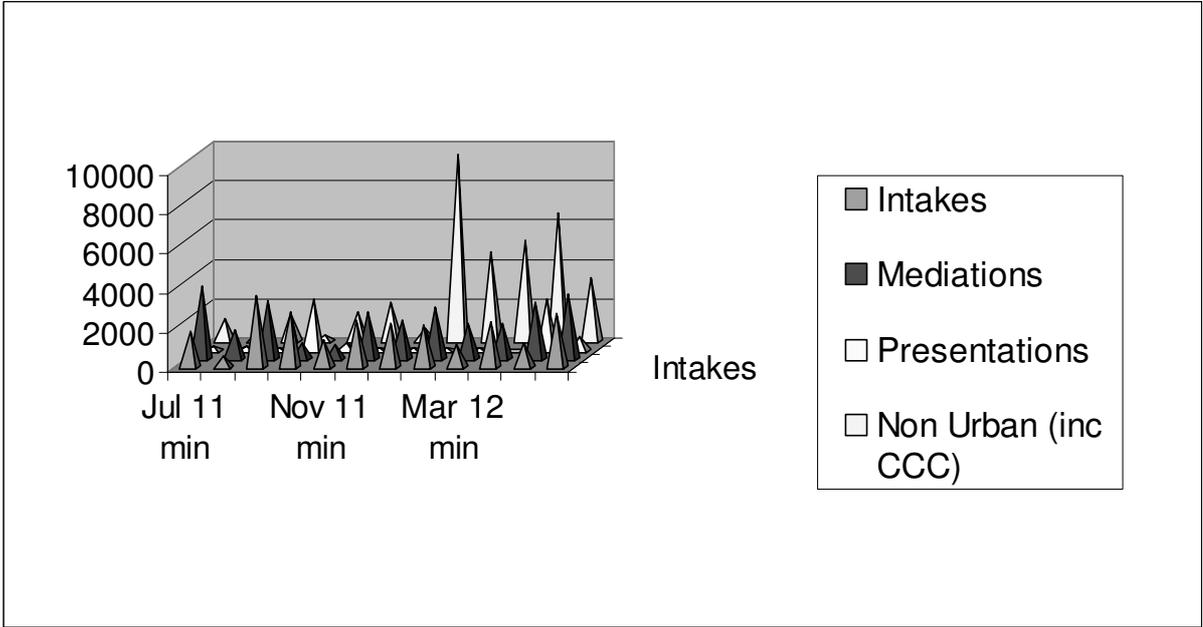


Mediation matters in time units

	Jul 11 min	Aug 11 min	Sep 11 min	Oct 11 min	Nov 11 min	Dec 11 min	Jan 12 min	Feb 12 min	Mar 12 min	Apr 12 min	May 12 min	Jun 12 min
Intakes / Mediation Advice	1810	626	3650	2850	1414	2390	2290	2130	1210	2300	1240	2720
Mediations	3700	1521	2940	780	720	2380	1980	2626	1820	1800	2880	3280
Presentations	180	180	120	2600	360	120	120	120	120	0	2600	700
Non Urban (inc CCC)	1200	560	1476	360	1510	1980	720	9560	4600	5200	6610	3280

**Average monthly time units
spent on mediation service
delivery 7943 min**

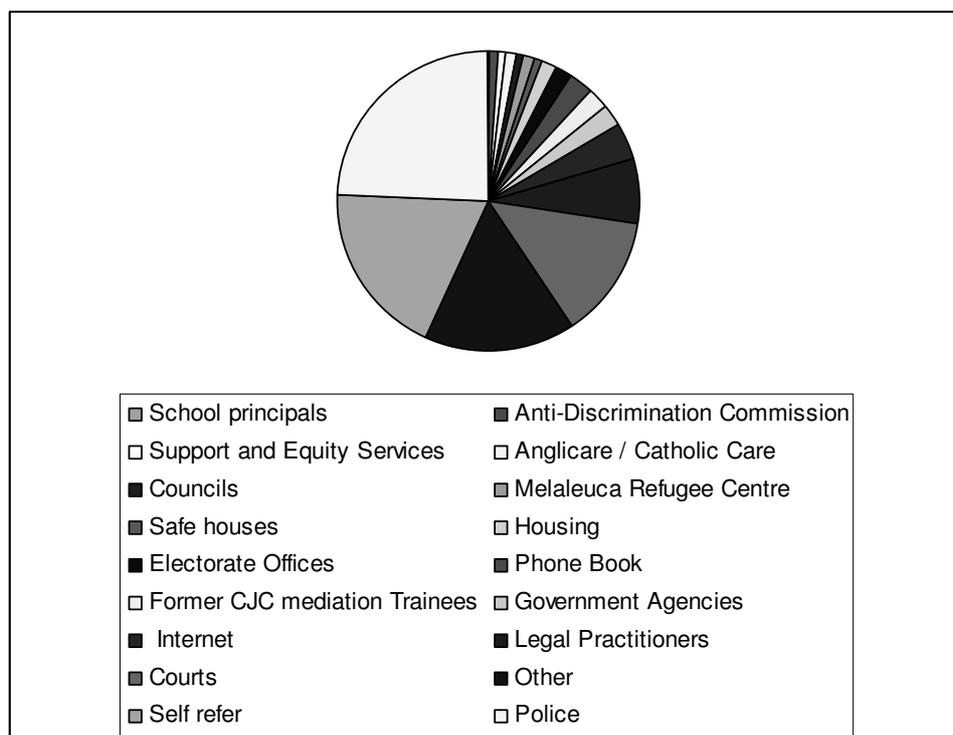
**Total time units spent on
mediation service delivery
95313 min**



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 (some referrals are a combination of several referrers):

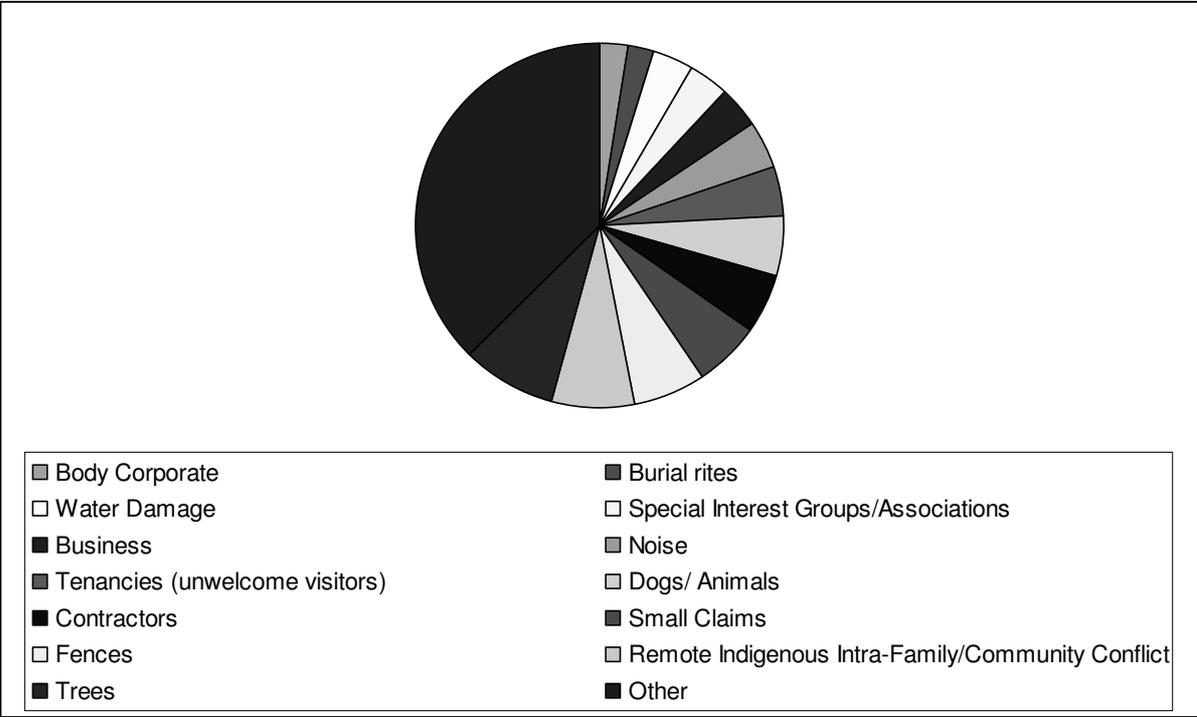
School principals	2
Anti-Discrimination Commission	4
Support and Equity Services	4
Anglicare / Catholic Care	5
Councils	5
Melaleuca Refugee Centre	5
Safe houses	5
Housing	8
Electorate Offices	10
Phone Book	12
Former CJC mediation Trainees	12
Government Agencies	12
Internet	20
Legal Practitioners	35
Courts	66
Other	81
Self refer	96
Police	123



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:

Body Corporate	12
Burial rites	12
Water Damage	18
Special Interest Groups/Associations	18
Business	18
Noise	22
Tenancies (unwelcome visitors)	22
Dogs/ Animals	26
Contractors	28
Small Claims	29
Fences	32
Remote Indigenous Intra-Family/Community Conflict	37
Trees	41
Other	190

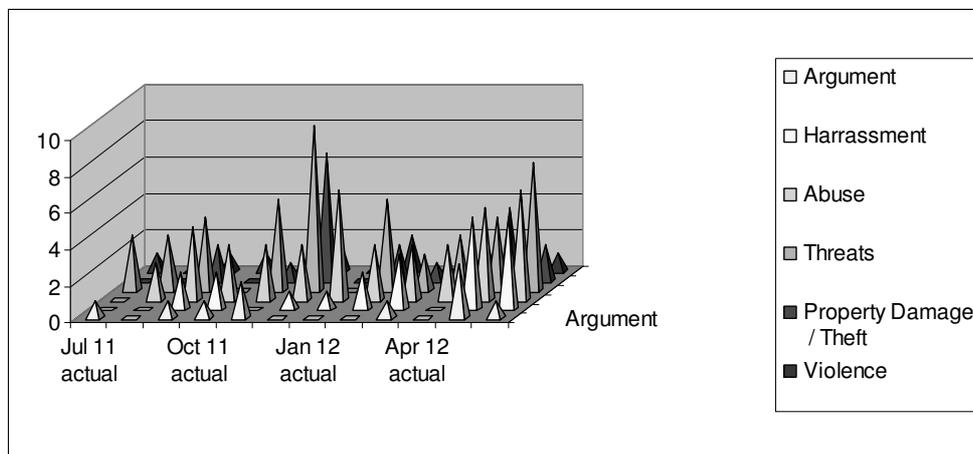
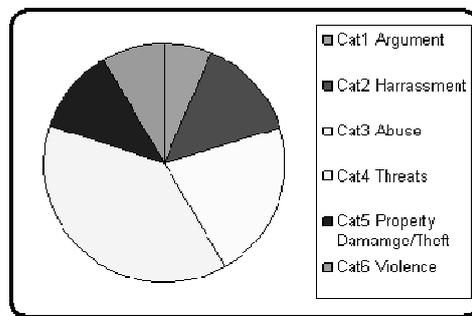


c. Intensity of mediated matters

For consistency CJC uses categories developed and used by CJC (NSW).

Category 1 Argument – parties are unable to reach agreement or unable to communicate
Category 2 Harassment – Involves repeated attempts to embarrass /annoy
Category 3 Abuse – includes heated and repeated arguments ending in insults or written abuse
Category 4 Threats – include threats of violence or property damage, threats of legal action
Category 5 Property damage / theft includes deliberate damage to property / alleged theft, accidental damage with no intention to repair
Category 6 Violence - there has been a violent act against a person / Correctional Centre Conferencing (prison mediations)

	Jul 11 actual	Aug 11 actual	Sep 11 actual	Oct 11 actual	Nov 11 actual	Dec 11 actual	Jan 12 actual	Feb 12 actual	Mar 12 actual	Apr 12 actual	May 12 actual	Jun 12 actual	total
Argument	1	0	1	1	2	0	0	0	1	2	3	1	12
Harassment	0	0	2	2	0	1	1	2	3	0	5	5	21
Abuse	0	2	4	3	3	3	6	3	3	3	5	6	41
Threats	3	3	4	0	5	9	0	5	2	3	4	7	45
Property Damage / Theft	0	0	2	0	1	7	0	2	1	1	4	2	20
Violence	1	0	1	1	0	2	0	2	0	2	2	1	12



d. Presentations

Presentations and workshops were delivered to the following agencies.

- Police
 - ~Auxiliary Squads
 - ~Station Managers
 - ~Neighbourhood Watch
- Charles Darwin University
- Anglicare
- Territory Housing
- Private and public legal service providers
- School Principals
- Ethnic Community Organisations
- Consumer Affairs
- Special Interest Groups / Sporting Clubs and Associations
- Anti-Discrimination Commission
- Local Councils
- Court Staff
- Department of the Chief Minister
- Department of Planning and Infrastructure
- MLA and Electorate Office Staff
- Body Corporate Agencies
- Youth Justice Unit
- LEADR Mediation Training

e. Summary of Key Meetings / Conferences and Presentations

Date	Subject	Facilitator	Attended
July	Indigenous Mediator Network Forum Alice Springs	CJC	Ippei Okazaki
August	Alternative to Violence	AVP Project	Rohan Thwaites
September	Mediation Accreditation Standards	IMI	Ippei Okazaki
	LEADR National Confine	LEADR	Ippei Okazaki
	Cross Cultural Induction		Rohan Thwaites / Jaime Lang
October	Machinery of Government	DBE	Rohan Thwaites
	Annual General Meeting	Mediation Standards Board	Ippei Okazaki
Nov	Advanced mediation	LEADR	Rohan Thwaites
	Advanced mediation	Accord Group	Ippei Okazaki
Feb	General meeting	MSB	Ippei Okazaki
April	General meeting	MSB	Ippei Okazaki
May	Yuendumu Senior Officers Group		Ippei Okazaki