

## **Question on Notice**

**No. 1812**

**Asked on Thursday, 12 November 2009**

**Ms MARY-ANNE O'NEILL** asked the Attorney-General and Minister for Industrial Relations (Mr Dick) -

### **QUESTION:**

How many people have accessed the department's dispute resolution centre for assistance during the last financial year and how many of these people reside in the Kallangur Electorate?

### **ANSWER:**

In the last financial year approximately 12,000 people accessed assistance through the Department of Justice and Attorney-General's (the Department) Dispute Resolution Centres which are located in Brisbane, Hervey Bay, Rockhampton, Mackay, Townsville and Cairns.

Forty-two of these people reside in the Kallangur Electorate.

The Department, through the six Dispute Resolution Centres, provides a range of conflict management services to assist the community to resolve their conflicts more effectively and without having to go to court. It mediates both civil and criminal matters, facilitates large group processes and trains thousands of Queenslanders in mediation skills and conflict management every year.

The centres were established almost 20 years ago in 1990, primarily for the purpose of mediating disputes between neighbours. Now, in addition to neighbourhood mediations, the centres also conduct a large number of mediations in regard to commercial disputes, family quarrels and workplace disagreements. People can be referred to the service by other agencies or contact it directly themselves. Most mediation services are provided to the community free of charge.

From 1 December 2009, Dispute Resolution Centres around the state will be working with the Queensland Civil and Administrative Tribunal (QCAT) to mediate a large proportion of the minor civil disputes that are lodged in that jurisdiction.