



Confidentiality

It is essential for all parties engaging with AMS to understand how their confidential information is protected.

Any contact with the AMS is confidential in nature.

The AMS will not use any information obtained to anyone's disadvantage.

Contact

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Freecall: 1800 045 577


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Aboriginal Mediation Service

Mediation service for Aboriginal and Torres
Strait Islander Peoples





The Aboriginal Mediation Service (AMS) provides a culturally appropriate conflict resolution service.

The AMS aim is to assist Aboriginal and Torres Strait Islander peoples in resolving conflict before it escalates to violence or results in court action.

What is mediation?

Mediation involves people willingly coming together to discuss their conflict and trying to reach an agreement everyone can live with.

Accredited Mediators facilitate mediation.

The AMS is a neutral third party that helps the participants discuss the problems and explore solutions safely. It is up to the participants to agree on solutions and make them work.

What types of conflicts are suitable?

- Family
- Burial
- Community
- Neighbour
- Disputes between co-workers
- Issues involving people, agencies and government services

Benefits of using the AMS:

- Culturally inclusive
- Confidential
- Voluntary
- Free
- Statewide
- Qualified and experienced Mediators

Benefits of Mediation:

- Quick Resolution
- No court appearance
- You have more control over the outcome
- Less stress
- You get to have your say

When can the AMS assist?

One of the participants in the conflict must be of Aboriginal or Torres Strait Islander descent

There must be a willingness from all parties to participate.

If the AMS can't help we will work to find you an appropriate service to support you.