



Aboriginal Mediation Service (AMS) – Fact sheet

About the AMS

The Aboriginal Mediation Service's (AMS) aim is to assist Aboriginal and Torres Strait Islander people to resolve conflicts before they escalate into violence or result in court action.

AMS conflict resolution services are:

- Culturally appropriate
- Voluntary
- Confidential
- Statewide
- Free

Who can use AMS?

One of the parties involved in the conflict must be Aboriginal or Torres Strait Islander. There must also be a willingness to participate with the AMS process.

Using AMS

Conflict issues can be complex and can affect community and family members. AMS delivers a free conflict resolution service in a culturally sensitive and appropriate manner, delivered at a suitable venue near you.

Types of conflicts that are suitable

- Family (not family law)
- Burial
- Community
- Neighbour

Engaging with AMS

If you are one of the parties involved in a conflict or wanting to make a referral on behalf of a party or parties, contact AMS by phone or email for a confidential discussion with one of our staff.

You will be advised during your discussion with the AMS Case Officer if a referral is required. If so, a referral form will be forwarded to you for completion and returned to AMS. If you don't have computer access, an AMS Case Officer will assist you in completing the referral.

Next steps

Once AMS has received a completed referral, all parties involved will be contacted by an AMS Case Officer to discuss the following;

- Consent to discuss the conflict.
- Willingness to engage with AMS.
- Ability to comply with AMS conflict resolution process.

If the matter is suitable for mediation, a Mediator will be engaged to facilitate the process.

If the matter is not suitable for mediation, alternative options will be discussed with the parties.

Mediation

Mediation involves people in conflict willingly coming together to talk about their issues in conflict and trying to reach an agreement, that they all can live with.

The mediation is facilitated by an impartial, accredited Mediator. Mediators don't take sides. They assist the parties to find common ground and generate solutions to resolve the conflict.

The parties own the outcome of the mediation.

Confidentiality

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

Any contact that you have with AMS is confidential in nature.

AMS will not use any information obtained to your disadvantage.

If you would like more information about the Aboriginal Mediation Service, please contact:

FREECALL: 1800 045 577

Phone: 9264 6176

Email: aboriginalmediationservice@justice.wa.gov.au