



# Dealing with a Dispute?

Disputes on LALC boards about governance and new economic development ideas may occur due to different viewpoints, knowledge and goals within a LALC. This is a normal part of running a business or organisation, and can sometimes result in new positive developments. Other times disputes cannot be easily overcome and negatively affect relationships, community and the ability of a LALC to flourish. If you have a dispute that you just can't seem to overcome, asking for outside help from NSWALC or mediation services can help you get back on track.



## **What is mediation?**

Mediation is an informal, problem-solving process. It involves people coming together to talk about the dispute and to try to reach an agreement that everyone can live with.

Mediation is run by impartial, trained mediators. Mediators don't take sides, or make a decision about your dispute.

Their role is to make sure each person has a chance to have their say, keep the discussion on track, and help you come to an agreement wherever possible.





# Help from NSWALC

NSWALC has no formal powers under the *Aboriginal Land Rights Act 1983* to investigate the conduct of a Local Aboriginal Land Council (LALC), its Board members, its staff or members but NSWALC is committed to providing support and assistance to LALCs and LALC members to resolve local issues.

If you cannot resolve local issues in LALCs, in certain circumstances, NSWALC may be able to mediate, conciliate or arbitrate disputes between members of LALCs, and between LALCs and members where both parties agree to such a process.

## What you can complain to NSWALC about?

NSWALC can only deal with complaints where it has legal jurisdiction to assess certain matters. Examples of these matters are:

- An expression of dissatisfaction relating to NSWALC operations.
- An expression of dissatisfaction relating to a NSWALC Councillor, employee, contractor or consultant.
- Matters that concern corruption under the *Independent Commission Against Corruption Act 1988*.
- Matters that concern compliance with the *Ombudsman Act 1974*.
- Matters that concern compliance with the *Government Information Public Access Act 2009*.
- A dispute concerning the operation of the *Aboriginal Land Rights Act 1983* or *Aboriginal Land Rights Regulation 2002* where NSWALC has been requested by both parties to mediate, conciliate or arbitrate the dispute.

*As the LALC Board is responsible for directing and controlling the affairs of the LALC, members should approach the LALC Chairperson to resolve local issues if they are dissatisfied with its day to day operational activities.*

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### **Contacting NSWALC with complaints:**

*Complaints can be made to NSWALC using your preferred method:*

**By post:** PO Box 1125,  
Parramatta NSW 2124

**By email:** [complaints@alc.org.au](mailto:complaints@alc.org.au)

**By fax:** (02) 9689 4502

**By telephone:** (02) 9869 4444

**In person:** Ground Floor,  
33 Argyle Street,  
Parramatta NSW 2150

**Or via the NSWALC webpage:**

[www.alc.org.au](http://www.alc.org.au)

*Detailed information on lodging a complaint, including an attached complaint form can be found in the [NSWALC Complaints Factsheet](#). The above factsheet also includes an extensive list of other relevant complaint handling authorities including those dealing with: Discrimination and harassment, work health, safety and compensation, land council complaints, fair trading, privacy and more.*

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Please note: while all care has been taken in the preparation of this document, it should not be seen as a substitute for independent consideration of the issues and/or legal advice on this subject. This document is current as of August 2025.

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