



DISPUTE RESOLUTION PROCESS FOR MEMBERS, MEMBERSHIP APPLICANTS AND DIRECTORS

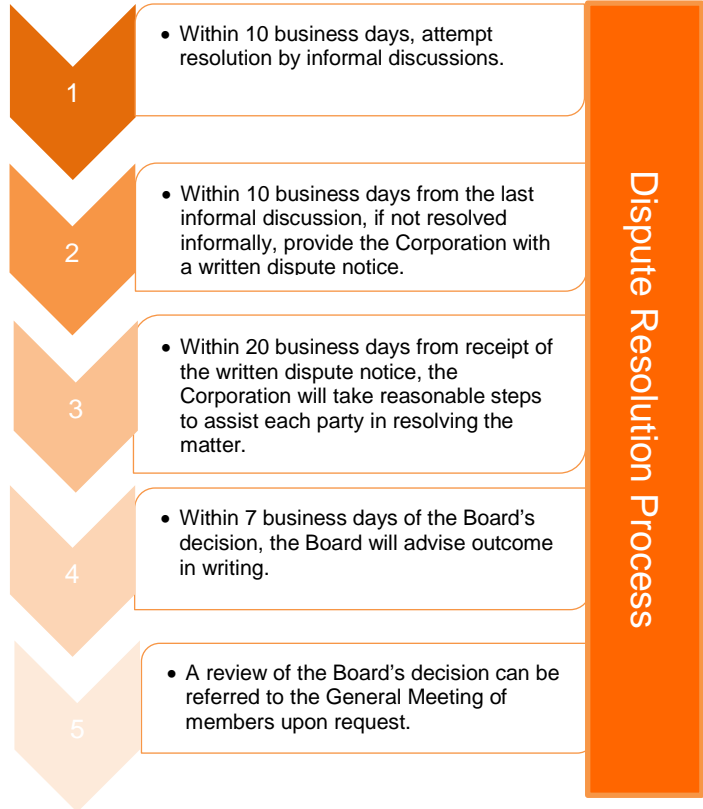
Yamatji Marlpa Aboriginal Corporation (YMAC) is dedicated to protecting the native title rights and interests of our clients. While we will always work to get the best outcomes for Traditional Owners, we understand that some decisions will be disputed.

YMAC has clear processes for dealing with disputes or complaints by members, directors, and membership applicants.

This brochure provides a brief guide to these processes.

For any assistance with this process please contact your local YMAC office.

All of our offices can be contacted through **1300 7 12345** (local calls rates apply).



Step-by-Step Guide to Resolving Complaints or Disputes



Informal negotiations

If a complaint or dispute arises, the parties must first try to resolve it themselves on an informal basis, within 10 business days.



Giving a written dispute notice

If the complaint or dispute is not resolved informally, you may give a written dispute notice to the Corporation, within 10 business days of the last informal discussion.

The written dispute notice must provide details of the dispute.



The Board of Directors' Role

The Board of Directors will make reasonable effort to help the parties resolve the dispute, within 20 business days from the receipt of the written dispute notice by the Corporation.

The Board will request you to submit evidence supporting the dispute.



The Board of Directors may invite you to attend a meeting with them at a time and place that is convenient to all parties.

You may send the evidence and any further written submissions to the Board, prior to the meeting, should you prefer not to attend the meeting.



Decision by the Board

The directors will make a decision following consideration of all information received.

The directors will advise their decision in writing, within 7 working days.



Review of the Board's Decision at General Meeting

If you wish to review the Board's decision, you may request that the dispute is referred to the general meeting of members.

When passing a resolution about a dispute, the members in the general meeting are subject to the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* and the rules of the Corporation.

If you are unhappy with the outcome of the review you should seek independent legal advice. A list of organisations providing free or low cost legal advice is available from the Registrar of the Federal Court in Perth.

Resolving Complaints about General Conduct

If you are unhappy with the way in which a YMAC employee performs their duties, you may make a written complaint to their direct line manager.

You can find out who to address the complaint to, by contacting your local office on **1300 7 12345** (local calls rates apply).

Complaints made against an employee's general conduct are dealt with by their line manager, according to the Corporation's policies and procedures in relation to discipline, as well as applicable employment laws.

Seeking Assistance from the Registrar of Indigenous Corporations

If a dispute or any part of a dispute relates to an issue arising out of the meaning of any provision of the *Corporations (Aboriginal and Torres Strait Islander) Act* or YMAC's Rule Book, you may seek an opinion from the Registrar about the correct meaning.

The Registrar's opinion will not be binding on the parties to the dispute.

Office of the Registrar of Indigenous Corporations
Telephone (toll free except for mobiles) 1800 622 431
Facsimile: (02) 6133 8080
Email: info@oric.gov.au

Additional Information:

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