

DISPUTE FORM

Please use this form to refer a dispute about your conduct and compensation agreement (CCA) or your make good agreement (MGA).

For information on what you can and cannot refer to the Land Access Ombudsman, go to 'Referring a dispute' on our website at www.lao.org.au or contact us on 1800 717 550 (toll free from landlines) for assistance.

The information you provide will only be used for the purpose of assessing and investigating your dispute. Please note this may require your personal information to be disclosed to relevant third parties.

TYPE OF DISPUTE	
Do you have a: <input type="checkbox"/> Conduct and compensation agreement (CCA) <input type="checkbox"/> Make good agreement (MGA)	What is the resource activity: <input type="checkbox"/> Coal <input type="checkbox"/> Minerals <input type="checkbox"/> Petroleum and gas (including coal seam gas)

YOUR DETAILS	
I am the: <input type="checkbox"/> Landowner / occupier <input type="checkbox"/> Resource authority / tenure holder	
Name	Title: Given name/s: Surname:
Company name (if applicable)	
Mailing address	Street or PO Box:
	Suburb: Postcode:
Telephone number/s	Landline: Mobile:
Email address	
Preferred method of contact	<input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Letter <input type="checkbox"/> Other, please specify: <i>Best times to call:</i>

WHO IS THE OTHER PARTY TO THE DISPUTE?	
They are the: <input type="checkbox"/> Landowner / occupier <input type="checkbox"/> Resource authority / tenure holder	
Name	Title: Given name/s: Surname:
Company name (if applicable)	
Mailing address	Street or PO Box:
	Suburb: Postcode:
Telephone number/s	Landline: Mobile:
Email address	

HAVE YOU TRIED TO RESOLVE THE DISPUTE?	
Have you attempted to resolve the dispute with the other party?	<input type="checkbox"/> No <input type="checkbox"/> Yes <i>If yes, please give details</i>
Has the dispute been investigated by a government department? <i>(e.g. Department of Natural Resources, Mines and Energy or Department of Environment and Science)</i>	<input type="checkbox"/> No <input type="checkbox"/> Yes <i>If yes, please give details</i>
Has the dispute been to arbitration or the Land Court?	<input type="checkbox"/> No <input type="checkbox"/> Yes <i>If yes, please give details</i>

TELL US ABOUT YOUR DISPUTE
Site address
Explain what your dispute is about
Tell us: • What happened • Who was involved • When and where it happened • When you became aware of the problem • The main issues you are concerned about
Please add extra pages if necessary and attach copies of relevant documents, such as your CCA or MGA, letters, reports, photographs, etc.
Please advise the Land Access Ombudsman if you believe a document or information is confidential, or might be detrimental to a party's commercial interests. The Land Access Ombudsman Act 2017 allows you to give us a copy of your CCA or MGA even if it contains a confidentiality condition.
What do you think should be done to resolve the dispute?
DO YOU REQUIRE HELP TO ACCESS OUR SERVICES?
Do you have a disability that means you require assistance to access our services?
 No Yes *If yes, please tell us how we can assist you*
CONSENT TO ASSESS AND INVESTIGATE YOUR DISPUTE

Do you give permission for the Land Access Ombudsman to:

- obtain and/or exchange documents and information containing your personal information to any third party or government agency (including the other party to the dispute) that, in the opinion of the Land Access Ombudsman, is necessary for the purposes of assessing and investigating your dispute
- disclose and transfer your dispute and relevant personal information to a government agency to investigate and respond to you if, in the opinion of the Land Access Ombudsman, another agency is more appropriate to investigate and respond to your dispute.

 Yes No

Signature _____

Date _____

Please return this form to the Land Access Ombudsman
By Post: Reply Paid 87700, PO Box 15148, CITY EAST QLD 4002 **By Email:** enquiries@lao.org.au

 For assistance, please phone 1800 717 550 (toll free from landlines) or visit www.lao.org.au.

HOW DID YOU FIND OUT ABOUT THE LAND ACCESS OMBUDSMAN?

- | | | | | |
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| <input type="checkbox"/> Referred by agency, please specify _____
<input type="checkbox"/> Friend/relative
<input type="checkbox"/> Legal/other advisor | <input type="checkbox"/> Brochure
<input type="checkbox"/> Website
<input type="checkbox"/> Regional visit | <input type="checkbox"/> Community group
<input type="checkbox"/> Landholder group
<input type="checkbox"/> Industry group
<input type="checkbox"/> Council | <input type="checkbox"/> Internet search
<input type="checkbox"/> TV
<input type="checkbox"/> Radio
<input type="checkbox"/> Newspaper | <input type="checkbox"/> Member of Parliament
<input type="checkbox"/> Other, please specify _____ |
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