

The Land Access Ombudsman provides free, fair, independent and accessible services to help landholders and resource companies work through land access matters in Queensland.

What do we do?

Our role is to:

- Support parties through mediation and dispute resolution services during the negotiation and re-negotiation of agreements, including Conduct and Compensation Agreements (CCAs), Make Good Agreements (MGAs), Access Agreements (AAs) and compensation agreements
- Investigate alleged breaches of CCAs, MGAs and AAs
- Identify and advise government about systemic land access issues

The LAO operates independently of government and is not subject to direction by anyone.

How can we help?

The LAO may be able to help if you are involved in a land access matter relating to a resource activity.

This may include where:

- You need support or wish to participate in alternative dispute resolution in relation to negotiating or re-negotiating an agreement
- You believe the other party has not complied with an agreement
- Issues arise under an agreement
- Circumstances change and an agreement may no longer be appropriate

Not sure where to start?

Contact the LAO to discuss your situation. We'll talk through the available options and help identify the most appropriate pathway.



Scan Me

How do I refer a matter?

You can contact the LAO by:

- Completing the online referral form on our website
- Downloading and submitting a PDF referral form by email or post
- Calling 1800 717 550

However, before contacting the LAO, you should first make a reasonable attempt to resolve the matter directly with the other party.

What happens after you refer a matter?

Depending on your circumstances, we may:

- Discuss your matter and available options
- Support both parties through mediation
- Investigate an alleged breach of an agreement
- Refer you to another organisation that may be able to help

What are the benefits of contacting us?

- Free, fair and independent service
- Access to mediation, dispute resolution and investigation services
- Additional pathways for resolving land access matters
- Flexible and practical approach
- Travels to you when needed
- No legal representation required

How much do we cost?

Our service is free to all parties.

What can't we investigate?

The LAO cannot investigate:

- The content of legislation or government policies
- A decision made by Cabinet, a Minister or a chief executive
- A matter that is or has been the subject of a proceeding or an arbitration
- A matter that is, or has been, the subject of an investigation by a department