

Community Justice Centre Fact Sheet

How to Refer to CJs

June 2009

Community Justice Centres (CJs) provide mediation and conflict management services to help people resolve their own disputes. Our service is FREE, confidential, timely, easy to use and voluntary (we also accept mandatory court referrals)

Mediation sessions at CJs are conducted by two impartial, trained mediators who help people to understand each other's point of view and to work together to reach an acceptable agreement.

Clients may be referred by another agency or person or they may contact a [CJC](#) themselves after hearing about the service.

What sort of disputes can I refer?

A wide range of disputes are suitable for mediation including:

- Neighbours – fences, trees, noise, pets, children, access, music
- Families – separating couples, extended families, parents and children, carers
- Business – with clients, contractors, quality of payment for work done
- Civil and small claims matters
- Workplace – relationships, non-industrial matters
- Between and within communities – residential, school, social, business, service, sporting....

If you are not certain, please contact our staff.

How do I refer a client?

Fax, post or email a referral

Referral forms can be found on our website.

- Complete the details as required on the referral form including party names, contact details and a brief outline of the dispute – please include court action details

- If you have only spoken with one party, include their details only
- Please include your own organization and contact details so that we may be able to provide feedback to you
- Fax, post or email to the office

Contacting CJs by telephone to provide details

- Contact CJs to speak with an Mediation Advisor
- You can provide client and dispute details over the telephone
- If the clients are with you, a Mediation Advisor may speak with them directly
- If the matter is urgent, a mediation date may be arranged immediately

Providing clients with our contact details and asking them to contact us directly

- Provide your client with a CJC Brochure

Mediation is voluntary and parties will need to be encouraged and reassured if they are to take up the offer. Informed choice is important. Explain the options available, and the possible consequences of those options. Explain the advantages of mediation so that your client can make an informed decision.

What happens to my Referral?

- Upon receiving a referral, a Mediation Advisor will contact the parties and confirm how they want to proceed, and make arrangements accordingly.
- If you have provided CJs with your contact details, we will advise you of an outcome.

CONTACT DETAILS

If you would like more information about Mediation, or to speak to one of our Mediation Advisors, please call us on:

Phone: 1800 990 777 **Fax:** (02) 8688 9616

Website: www.cjc.nsw.gov.au TTY: 1800 671 964

Email: cjc_sydney@agd.nsw.gov.au

www.cjc.nsw.gov.au

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