

WHY USE mediation?

Mediation provides a safe and informal environment for people to talk to each other to sort out disputes, with the assistance of trained mediators.

Over 80 percent of mediations at Community Justice Centres result in an agreement.

Mediation with Community Justice Centres is free and convenient.

You have nothing to lose!

HOW TO contact us

Call us on freecall **1800 990 777** to speak to one of our staff.

Alternatively, you can email us at cjc_info@agd.nsw.gov.au

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service on 1800 555 677 (TTY) or 1800 555 727 (speak and listen).

If you need an interpreter in order to speak with us, please contact the free Translating and Interpreting Service (TIS) on 131 450.

For more information or translations of this information, please visit our website at www.cjc.nsw.gov.au

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For more information call
Community Justice Centres
for free on

1800 990 777
or visit www.cjc.nsw.gov.au

Dealing WITH A dispute?

**Community Justice
Centres** can help you
resolve your dispute



ARE YOU dealing WITH A dispute?

Disputes can arise in many areas of life – whether it's a misunderstanding with a neighbour over a fence, a disagreement between you and a family member, conflict in your workplace, or a dispute over a debt. Dealing with a dispute can be stressful and costly.

Community Justice Centres can help you resolve your dispute quickly and for free using mediation.

Mediation services are:

- + free
- + quick
- + convenient
- + voluntary
- + confidential.



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.

WHAT TYPES OF disputes ARE suitable?

Mediation can help resolve disputes involving:

- + neighbours
- + families
- + communities or associations
- + schools
- + workplace
- + business
- + money matters
- + and more.

How DOES IT work?

1. You call Community Justice Centres on 1800 990 777

We will talk to you about the mediation process, ask you some questions about your dispute, and discuss whether mediation is suitable for you.

2. We contact the other person or people in the dispute

In most cases, attending a mediation session is voluntary. Mediation will only take place if the other person agrees.

If everyone agrees to mediation, we will organise a suitable time and date, and a convenient venue (such as a Community Justice Centre office, courthouse or community centre).

If the other person or people do not agree to mediation, you can talk to us about your options and other services that may assist you.

3. The mediation

The people involved in the dispute and two mediators will meet. The mediators will explain the process, and give each person the chance to outline their concerns without interruption.

The mediators will encourage everyone to discuss the issues they have identified, and will help you to think about different options for resolving the dispute.

As well as group discussion, there will also be time to meet privately with the mediators. Both parties will also have time to think about any agreement being discussed.

Most mediations take between two and four hours. A second session can be arranged if necessary.

4. Outcome of the mediation

If it is possible to reach an agreement, the mediators can help to write the agreement down and will give everyone a copy.

Community Justice Centres has a high success rate. Over 80 percent of our mediations result in an agreement.

