

Community Justice Centres (CJC)



Fact sheet – How to refer to CJC

Community Justice Centres (CJC) 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 CJC 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 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?

There are several ways you can refer a clients to us, depending on the situation and the needs of the client:

1. Obtain your client's permission to give us their name, contact details and a brief description of the issues in dispute.

Only give the details of the person you have spoken to and obtained consent from. You can give us this information by:

- (a) filling out the appropriate Referral Form (available from our website or on request) and forwarding it to us by fax, email or post
 - (b) Telephoning 1800 990 777. If your client is with you, we can speak with them directly.
2. Hand your client our brochure (available from our website or on request), explain a little about our service and suggest they telephone us for more information.
 3. Provide your client with our contact details and ask them to contact us directly.

Information about making referrals

If you would like more information about the benefits of CJC mediation, please contact us – we are very happy to discuss our process with you and answer any questions.

Attending mediation is voluntary (unless there is a court order to mediate) and encouragement and reassurance can inform a person's decision to take up an opportunity to mediate. Note parties can leave mediation at any time if they do not want continue.

You may wish to explain the options available, including the advantages of mediation. Your information and encouragement may help them take up the opportunity to mediate. Many people are initially reluctant and can benefit from hearing the advantages of mediation from several sources in order to help their decision process.

After you make a referral

One of our staff will contact the client to:

- Ask questions about the dispute.
- Provide appropriate information and/or referrals.

CJC Fact sheet: How to refer to CJC

- Assess if the dispute is suitable for CJC mediation.
- Obtain contact details of all parties involved and the client's permission to contact them.

Where mediation is appropriate, our staff will contact the other person/s and encourage them to participate in a mediation session.

When all parties have consented, our staff will schedule a mediation session for a time, date and place that is convenient for everyone. We will normally allocate two mediators to the sessions.

The law prevents us from providing referrers (other than courts) with any information about a mediation session. We can only disclose information to referrers if all people attending the mediation consent to the disclosure

For more information

Visit the website www.cjc.justice.nsw.gov.au

Freecall: 1800 990 777

Email: cjc@justice.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 and ask for 1800 990 777

CJC Fact sheet: How to refer to CJC

© State of New South Wales through the Department of Communities and Justice 2019. You may freely deal with this work for any purpose, other than for profit. This document was prepared in February 2015 by the department for general information purposes.