

# Community Justice Centres

## Fact sheet – Mediation at CJC

Community Justice Centres (CJC) can help you resolve your dispute quickly and for FREE using mediation.

### What is mediation?

Mediation is where people come together to talk about their dispute and trying to reach an agreement that everyone can live with.

Trained mediators who don't take sides help you to talk to each other.

CJC mediation services are:

- FREE
- Quick – there are no waiting lists
- Convenient – mediations are held at a venue near you
- Voluntary
- Confidential

### What happens in mediation?

The process typically takes between two (2) and four (4) hours and generally follows these steps:

1. Everyone introduces themselves and mediators explain the process and 'ground rules' for the mediation.
2. Everyone takes turns expressing their point of view and what has brought them to the mediation. Each person is listened to without interruption.
3. Mediators' help the people involved in the dispute explore the issues on the agenda by encouraging and guiding the discussion.
4. Mediators see each person in a confidential private session, while the other person or people think about their options.
5. Everyone is then brought back together and the mediators help them to negotiate future arrangements.

6. If everyone agrees on some or all of the issues, the mediators can write an agreement and give a copy to each person as a record of what was decided. Agreements are not normally legally binding, but it may be possible to have them made legally binding if everyone agrees. See fact sheet: '**Are CJC agreements enforceable?**'.
7. If no agreement is reached, but everyone agrees further mediation may help, another session can be arranged.

### Why mediate?

Mediation is a safe and informal environment for you to talk to each other and sort out your problems.

Over 80% of mediations at CJC lead to an agreement

Even if it is not possible to reach an agreement on all the issues, mediation can help everyone involved understand the issues and see things from the other person's point of view. This can improve relationships and may lead to some agreement at a later time.

Mediation works because it helps people commit to the decision making process and the outcome.

### What disputes are suitable for mediation?

#### Common types of disputes include:

- Neighbours
- Family relationships, children
- Work and employment
- Business and consumers
- Money and debt
- Communities and associations

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## **Who can come to mediation?**

All people involved in the dispute would be encouraged to attend and participate. People who are involved in making decisions should attend.

Witnesses are not necessary as the mediators are not there to make judgments. We ask that you do not bring your children. Lawyers are not required, as mediation is not a legal process, but if you would like a lawyer to attend, please discuss this with our staff.

## **For more information**

Visit the website [www.cjc.justice.nsw.gov.au](http://www.cjc.justice.nsw.gov.au)

Freecall: 1800 990 777

Email: [cjc@justice.nsw.gov.au](mailto: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

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