

Your contact details

If you would like to receive a response to your comments, please provide your contact details:

Name: _____

Telephone: _____

Email: _____

Address: _____

PRIVACY

The information that you provide on this form will be kept confidential. We will only use this information for our reporting and future planning needs. It will not be used for any other purpose without your permission. If you choose to provide your name or contact details, we will not add your email address or name to any mailing list.

For information about your right to privacy and the *Privacy and Personal Information Protection Act 1998* (NSW), contact the NSW Information and Privacy Commission at www.ipc.nsw.gov.au or telephone on 1800 472 679.



COMMUNITY JUSTICE CENTRES

FEEDBACK

Community Justice Centres (CJC) welcomes your feedback in order to improve our services

Please return the form to the mediators or post the completed form (no stamp required) to:

Community Justice Centres
Reply Paid 84744
Parramatta NSW 2124

How to Contact Us – Phone 1800 990 777

Fax: (02) 8688 9615 | **Email:** cjc-info@justice.nsw.gov.au

Website: www.cjc.justice.nsw.gov.au

Background Information

1. Gender: Female Male

2. Age Group:

- Under 20 20-29 yr
- 30-39 yr 40-49 yr
- 50-59 yr 60 +
- Prefer not to disclose

3. Were you born in Australia?

- Yes No

If No, what country were you born in?

4. Are you Aboriginal or Torres Strait Islander?

- Yes No

5. How did you find out about Community Justice Centres (CJC)?

- Friends/relative/word of mouth
- Contacted by CJC for mediation
- Newspaper/Radio/Internet
- Previous mediation
- Court
- LawAccess
- Police
- Government Agency
- Local Council
- Other (please specify) _____

6. What was your dispute about?

- Neighbour (trees/noise/fence)
- Family
- Commercial/Business
- Work
- Other (please specify) _____

Before the mediation

7. Were the staff you spoke to:

- Very helpful Helpful
- Not at all helpful

Comments: _____

8. Were the staff you spoke to:

- Very courteous Courteous
- Not at all courteous (please comment)

Comments: _____

9. Did you have enough information about mediation before the session?

- Yes No Unsure

10. Did you feel that you had a choice in attending mediation?

- Yes No Unsure

Comments: _____

At the mediation

11. In which town or city was your mediation held?

12. Were the mediators

- Very helpful Helpful
- Not at all helpful

Comments: _____

13. Do you feel the mediators understood your concerns?

- Yes No Unsure

Comments: _____

14. Did the mediators allow you to have your say?

- Yes No Unsure

Comments: _____

The Outcome

15. Did you reach an agreement?

- Yes Partial Agreement
- No

16. Has mediation with CJC helped you?

- Yes No Unsure

Comments: _____

17. If yes, how has CJC helped you?
(Please tick all relevant answers)

- Helped me to communicate with the other person(s)
- Increased my knowledge about how to deal with conflict and disputes
- Showed me what options I have to resolve the situation
- Resolved my dispute
- Other (please specify) _____

CJCs overall performance

18. Overall, are you satisfied with CJC?

- Very satisfied Satisfied
- Not satisfied (please comment)

Comments: _____

19. Would you recommend CJC to others?

- Yes No Unsure

Comments: _____

20. If you were in a dispute again, would you use CJC?

- Yes No Unsure

Comments: _____

21. What do you think was the best aspect of our services?

22. How could we improve our service?

23. May we use your feedback in our marketing and promotional materials including our website?

- Yes No

24. If yes do you wish to remain anonymous?

- Yes No