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

**SENSITIVE – Personal**

**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](http://www.ipc.nsw.gov.au) or telephone on 1800 472 679.



**SENSITIVE – Personal**

**Feedback Form**

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](https://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

1. **Were you born in Australia?**

 [ ]  Yes [ ]  No

If No, what country were you born in?

1. **Are you Aboriginal or Torres Strait Islander?**

 [ ]  Yes [ ]  No

* + - 1. **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)

1. **What was your dispute about?**

 [ ]  Neighbour (trees/noise/fence)

 [ ]  Family

 [ ]  Commercial/Business

 [ ]  Work

 [ ]  Other (please specify)

##### Before the mediation

1. **Were the staff you spoke to:**

[ ] Very helpful [ ]  Helpful

 [ ]  Not at all helpful

 Comments:

1. **Were the staff you spoke to:**

 **[ ]** Very courteous [ ]  Courteous

 [ ]  Not at all courteous (please comment)

1. Did you have enough information

about mediation before the session?

 [ ]  Yes [ ]  No [ ]  Unsure

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

 [ ]  Yes [ ]  No [ ]  Unsure

Comments:

##### At the mediation

1. **In which town or city was your mediation held?**

1. **Were the mediators**

[ ]  Very helpful [ ]  Helpful

[ ]  Not at all helpful

Comments:

1. **Do you feel the mediators understood your concerns?**

[ ]  Yes [ ]  No [ ]  Unsure

Comments:

1. **Did the mediators allow you to have your say?**

[ ]  Yes [ ]  No [ ]  Unsure

Comments:

##### The Outcome

1. **Did you reach an agreement?**

[ ]  Yes [ ]  Partial Agreement

[ ]  No

1. **Has mediation with CJC helped you?**

[ ]  Yes [ ]  No [ ]  Unsure

Comments:

1. **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

1. **Overall, are you satisfied with CJC?**

[ ]  Very satisfied [ ]  Satisfied

[ ]  Not satisfied (please comment)

Comments:

1. **Would you recommend CJC to others?**

[ ]  Yes [ ]  No [ ]  Unsure

Comments:

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

[ ]  Yes [ ]  No [ ]  Unsure

Comments:

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

1. **How could we improve our service?**

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

[ ]  Yes [ ]  No

1. **If yes do you wish to remain anonymous?**

[ ]  Yes [ ]  No