

# Community Justice Centres Fact Sheet



Justice &  
Attorney General

## Client Charter – Information for Clients

October 2009

Community Justice Centres (CJCs) provides mediation and conflict management services to the people of NSW. The services are **FREE**, impartial and culturally appropriate. We can arrange for you to have access to an Interpreter for free if English is not your first language.

### What can you expect from CJC staff and mediators

You can expect our staff and mediators to be:

- Courteous, professional and confidential
- Culturally appropriate
- Respectful, honest and flexible

### What we expect from you to:

- Be courteous, honest and respectful
- Adopt a good faith approach to the service we provide you
- Inform CJC staff of your intentions to attend or cancel any appointments
- Be unaffected by alcohol or drugs when using our services
- Comply with any requirements for mediation
- If the information is not clear, please ask staff for more information

### Privacy

In order to assist, CJC staff will need to collect some personal details from you. Information collected is kept for auditing and statistical purposes and with your consent, may be provided to an organisation CJC refers you to. Please contact CJCs to amend your personal details if required.

### Confidentiality

Generally everything you say in mediation is confidential. However, there are occasions where our mediators might need to disclose something they have seen or heard. For example, if something happens or is said that makes the mediator fear for someone's safety, especially a child's safety, then that mediator might need raise those concerns with a Supervisor. A decision about how to proceed will then be made.

### Feedback

We welcome your feedback and we encourage you to use our feedback form and complaints process.

If you want to register your feedback and/or complaint you may do so through the following procedure:

Contact CJCs on **1800 990 777** and ask to speak with the Supervisor. If calling is not an option you can also email or write to the Supervisor or fill out a "Have Your Say" form available on the CJC website.

If you are still not satisfied with the outcome, you can contact the Director of CJCs.

### CONTACT DETAILS

If you would like more information about Mediation, or to speak to one of our Mediation Advisors, please call us on:

**Phone:** 1800 990 777 **Fax:** (02) 8688 9616

**Email:** [cjc\\_sydney@agd.nsw.gov.au](mailto:cjc_sydney@agd.nsw.gov.au) **TTY:** 1800 671 964

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