

### What disputes are suitable for mediation?

A wide range of disputes are suitable for mediation including:

- ❖ Neighbours
- ❖ Families
- ❖ Business
- ❖ Small Claims and other civil disputes
- ❖ Workplace
- ❖ Incorporated Associations
- ❖ Between & within Communities

### Who can come to mediation?

All people involved in the dispute should 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 assess the situation and make decisions.

#### *Can my Lawyer attend?*

Lawyers are not required however, people involved should seek legal advice before mediation if necessary.

**\*\* We ask that you do not bring children to mediation**

### Is the agreement legally binding?

Agreements are made by both parties in "good faith". CJCs cannot enforce agreements which have been reached at mediation.

### What do Community Justice Centres do?

Community Justice Centres (CJCs) provide mediation and conflict management services to help people resolve their own disputes. Our service is **FREE**, timely, easy to use and voluntary (we also accept mandatory court referrals)

### What is mediation?

Mediation sessions at CJCs 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 agreement acceptable to both parties.

### What happens in mediation?

The role of the mediator is to facilitate discussion so that people can reach their own common sense solution to their dispute.

The process typically takes between 2 and 4 hours and generally follows these steps:

- ❖ Mediators and the people involved introduce themselves and mediators explain the process and "ground rules" for the mediation.
- ❖ Each person in turn outlines his or her concerns and each person is listened to without interruption.
- ❖ Mediators encourage and facilitate discussion between the people on issues they have identified.
- ❖ Mediators see each person privately, while the other has time to think about their options.
- ❖ All participants are then brought back together and encouraged to negotiate future arrangements.
- ❖ If all agree, Mediators write up an agreement and give a copy to each person as a record of what was decided.

### Why mediate?

Mediation provides a safe and informal environment for people to talk to each other to sort out problems.

Over 80% of mediations result in an agreement being reached. People are more committed to the outcome because they take part in the decision-making.

Even if an agreement cannot be reached there has been the opportunity to clarify the issues and understand each other's point of view.

All people involved must agree on who is attending the mediation before the session is held.

#### 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  
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