

Community Justice Centres
2000-2001 Annual Report

*Conflict Management and
Mediation Services*

NSW Attorney General's Department

Contents

	Chairperson's Message	1
	Mission Statement	2
	Values	2
The Honourable R J Debus, Attorney General	Key Objectives	2
	The Council	2
	Organisational Chart	2
	The Mediators	3
	Director's Report	4
	• <i>Partnerships</i>	4
	• <i>Training</i>	5
	• <i>Interviewing Officers</i>	5
	• <i>Mediators</i>	5
	• <i>Conflict Management Services</i>	5
	• <i>Promotional Activities</i>	6
	• <i>Quality Management</i>	6
	• <i>Future Directions</i>	6
	Regional Highlights	7
	Budget	10
	Service Delivery	11
	Case-load	12
	Outcomes	12
	• <i>Outcome sought by Party A</i>	13
	Referral Source	14
	• <i>Disputes most likely to be resolved</i>	14
	• <i>Local Court Referrals</i>	15
	Disputes	16
	• <i>Nature and complexity of disputes</i>	16
	• <i>Relationship between parties</i>	17
	• <i>Legal action status</i>	17
	• <i>How serious are the disputes?</i>	18
	The service user profiles	18
	Glossary of definitions	20
	Appendix A - Geographical location of Party A	21
	Appendix B - Categories of "Nature of Disputes"	22

Dear Minister,

I have the honour to present,
pursuant to section 31(1) of the
Community Justice Centres Act 1983,
the eighteenth Report of the
Community Justice Centres' Council.
The report covers the year ending 30
June 2001.

Community Justice Centres Council
Judge Robyn Tupman
Chair
2001

Chairperson's Message

The new Millennium has heralded significant changes for Community Justice Centres (CJC) since they began their journey of supporting individuals and communities in conflict, over twenty years ago. CJC is well on the way to being a state-wide service, providing more accessible and equitable services to the people of NSW, through the provision of mediation and related services across regional and rural NSW. These developments are detailed in the Director's report.

CJC continues to support the vision of enhancing and supporting safer and more harmonious communities and has been actively recruiting, selecting and training local mediators across the regions to work with their local communities. CJC has been developing a range of models of service delivery to better respond to the differing and often complex needs of communities in conflict. This has involved the development of training programs for our staff and mediators in Conflict Management approaches and further expansion of our partnerships with key stakeholders.

Awareness of and access to CJC, by people and communities in need of dispute resolution services, is a primary focus. The provision of a regional and more localised model of service delivery has substantially improved access. Other provisions include: use of interpreter services; publication of pamphlets and information in appropriate community languages; and some community conflict management support for specific communities. In recognition of the cultural diversity of our clients, recruitment of staff and mediators also reflects in part, the socio-demographic characteristics of local communities.

CJC's continued use of technology assisted mediation offers opportunities to provide a limited mediation service to remote areas and to people isolated by distance or disability. CJC also has a website; 1800 phone lines and after hours and weekend services.

CJC has undertaken a number of promotional activities to increase client and community awareness of the services, both with government and the broader community. For example, presentations during Law Week, participation in the Gay & Lesbian Mardi Gras parade, conference presentations, providing stalls at a number of community fair days, media interviews and ongoing community development activities.

Access to CJC has been assisted by our partnership with Local Courts. These referrals provide an alternative for clients, divert costly and time consuming proceedings before the court and often provide a more enduring solution to conflicts than court adjudication is able to offer. CJC has developed an enhanced response to apprehended personal violence orders (APVO).

A significant proportion of our cases relate to conflict between spouses and/or families, young people and children. Effective referral procedures have been established and a pre-mediation dispute counselling program has been developed.

CJC continues to support closer liaison with other government departments, such as Department of Community Services, Department of Housing and NSW Police. The community policing program assists both the community and the Police in more appropriate and supportive management of local disputes. Of note has been the partnership with the Office of Public Guardians. There are significant potential savings to the community in this and other partnerships.

I would like to acknowledge the contribution of Council members, the energy and commitment of the Director, and the CJC staff and most importantly the role of the mediators (the backbone of the service), who are selected and trained by CJC, and appointed as casual mediators by the Minister.

It has been a very successful and productive year for the CJC, producing both consolidation of existing strengths and movement forward to meet new challenges. I am confident that the next twelve months will see a continuation of this success and am hopeful that we will also see a much needed review of the CJC Act(1983), including a review of the future role of the Council.

Judge Robyn Tupman
Chair, CJC Council

Mission Statement

“To provide best practice, mediation and related dispute resolution services for metropolitan and regional NSW.”

Values

Community Justice Centre’s underlying philosophy is the provision of services that are confidential, impartial, accessible and voluntary, and which transfer skills and knowledge to the community on dealing with and resolving conflict.

Key Objectives

- The provision of innovative, accessible, equitable, regional mediation and conflict management services.
- The development of partnerships with key stakeholders, within the Attorney General’s Department and with related government and non government agencies.
- A credible, well known service with expertise in the delivery of a range of comprehensive conflict management approaches and related educational programs.
- A quality innovative and diverse dispute resolution and mediation program that is benchmarked with national and international best practice.
- A quality organisation accredited by an external national standards body.

The Council: 1 July 2000 - 30 June 2001

Judge Robyn Tupman
Chair, nominated by the Attorney General

Ms Rowena Hoareau
Member, nominated by the Attorney General

Mr Gary Still
Magistrate, nominated by the Chief Magistrate

Ms Mary Perkins
Member, nominated by NSW Council of Social Services (NCOSS)

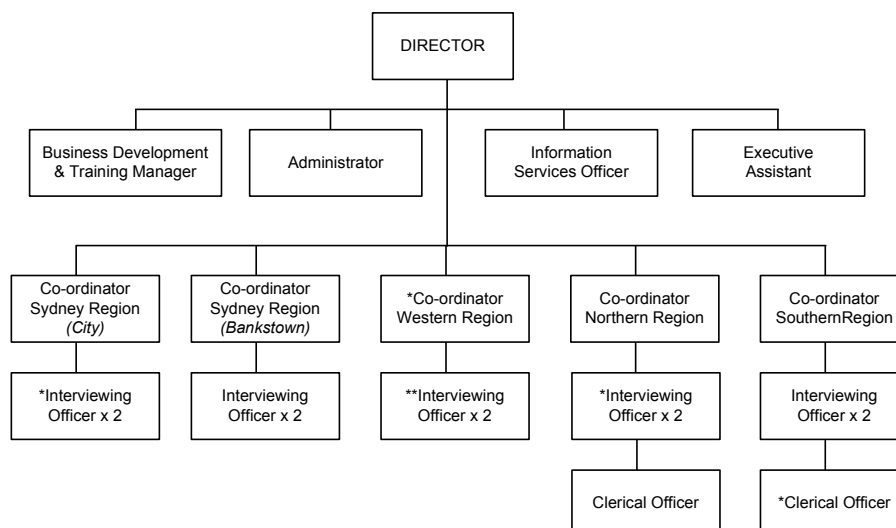
Ms Kylie Nomchong
Member, nominated by the Attorney General

Ms Veronica Black
Member, nominated by the Attorney General

Ms Anne O’Connell
NSW Attorney General’s Department Officer,
nominated by the Attorney General

Ms Robynne Quiggin
Member, nominated by the Attorney General

Organisational Chart - 1 July 200 - 30 June 2001



482 Mediators employed on a sessional basis

***Part-time positions**

The Mediators accredited during the period 1 July 2000 - 30 June 2001

Tim Abbot	June Cowley	Martin Graham	Clyde Lee	John O'Reilly	Frances Smyth
Graeme Abel	Margaret Craig	Gordon Grant	Man-Chung Lee	Louise O'Sullivan	Paul Snaidero
Renica Adam	Nancy Crane	Donal Gray	Valerie Lee	Margie O'Tarpey	Frank Sommer
Nicola Addison	Darlene Crump	Sylvia Gray	Jennifer Lewis	Jillian Owen	Eugenia Spyrides
Salu Ahmed	Ian Cruwys	Ann Grenfell	Paul Lewis	Dennis Oxman	Katrina Spyrides
Mary Aiken	Guy Cumes	Debra Grigg	Teik Hok Lim	Jevan Paea	Colleen Starkis
Jeff Ainsworth	Jackie Curran	Sharon Grose	Lyall Lindbeck	Tina Page	Jeanette Steele
Bev Alland	Regina Daenell	Rod Groves	Mola Livapulu	Patricia Panik	Kim Stevenson
Jeff Allport	Robert Dailey	Silvana Gruber	Sally Lovelock	Georgia Papaleontiou	Brenda Stewart
Janice Anderson	Julie Dale	Elvis Guzic	Madeleine Loy	Kathy Parker	Janet Sutherland
Denise Angus	Lynne Dalrymple	Barbara Hall	Susan Lyell	Margaret Parmenter	Stella Sykiotis
Sheree Antonello	Nihal Danis	Neil Halliday	Rosemary Mackenzie	Rhonda Payget	Nefley Takacs
Karen Apps	Nicolle d'Argue	Janet Hallinan	Mary Maddison	Cheryl Peterson	Bev Taylor
Janine Arbuckle	Dawn Davies	Mike Hallinan	Mark Mallia	Laurie Pettiford	Tony Taylor
Ann Ardagh	Louise Davies	Diane Hamer	Les Mandelson	Kara Phillips	Kathy Thane
Barbara Armitage	Peter Day	Rita Harland	Joy Mann	Linda Phillips	Gaye Thompson
Linda Attard	Dawn de Ramirez	Clare Harris	Chrissiejoy Marshall	David Pilkington	Jane Thompson
Belinda Austen	Cornelia De Wel	Chris Harvey	Georgina Marshall	Mario Pinto	Reg Thompson
Lina Ayfandis	Peter Delimahalis	Terry Harvey	Marie Marshall	Suzanne Piper	Verilyn Thompson
Katrina Bailey	Gabriela den Hollander	Joy Hatherall	Doris Martin	Roslyn Poole	Ian Thurgood
Malcolm Bailey	Micheline Dewdney	Kylie Hawdon	Patrick Martin	Peter Popovich	Harry Thurlow
Sue Bailey	Menka Dilevski	Tony Hay	Elena Marzolla	Narelle Porter	Joli Tie
Alex Bainy	Lila Dimoski	Chris Hedley	Wendy Mason	Ted Powell	Susan Tod
Martin Baker	Kelly Dines	Sibby Henderson	Carol McCaskie	Adrian Powles	Lesley Torpey
Gay Barclay	Ralph Dixon	Thea Heness	Robyn McClung	Patricia Price-Jones	Maree Townsend
Natalie Baricevic	Alan Doak	Jennifer Hill	Vicki McConachie	Jenni Prince	Rita Tratt
Luke Barrett	Heather Donnelly	Robert Hirst	Helen McConkey	Nicole Prior-Sproal	Terri Treglown
Marc Barry	John Dow	Joan Hofland	Phillip McConkey	Abe Quadan	Isileli Tuitavuki
Peta Bassingthwaighte	Heather Dunn	Janene Holt	Thomas McDermott	Josie Quigley	John Tunncliffe
Peter Bates	Elizabeth Dunne	Mishka Holt	Allan McDonald	Donna Reece	Matt Turner
Leon Bean	Monica Dutton	Rebecca Holzgal	Elizabeth McEntyre	Wallace Rees	Simon Turner
Margaret Beard	Trudi Edman	David Hong	Stephen McFadden	Cait Regan	Robert Vaisey
John Beath	Susan-Ann Edmonds	Geoffrey Hopkins	David McGuigan	Lesley Reid	Melissa Valentinis
Tracey Begg	Frank Edwards	Kerrie Houlihan	Greg McKay	Margaret Renaud	Theo Van Der Veen
Trevor Beggs	Gwen Edwards	Steve Hudson	Isobel McKay	Dolores Reseigh	Alexandra Van
Carla Billinghurst	Glen Eggleton	Vic Huggins	Pamela McKenzie	Stuart Revill	Gendt
Suzi Bird	Joanne English	Geoffrey Humphries	Tara McLachlan	Josephine Reyes	Judith Vayro
Ken Blackall	John Eskrigge	Simon Hunter	Anthony Melville	Jenny Reynolds	Laurene Veness
Katherine Blewitt	Renee Estrella	Stan Hurley	Wendy Merchan	Dianne Richards	Nicholas Vlastos
Pam Bonfield	Basil Evangelinidis	Juley Jackson	Doug Merrett	Pam Richards	Stefan Vogelsang
Judi Booth	Laurence Eves	Narelle James	Glenda Messina-Ray	Tony Richards	Craig Walker
Lynton Borland	Katrina Faulkes-Leng	David Jereb	Wendy Meury	Patricia Rickman	Jann Walsh
Robyn Bosley	Barbara Ferguson	Graham Johnson	Robert Michie	Brian Rigney	Brenden Walters
Jan Bowley	Sue Fick	Judy Johnson	Mark Milbrya	Caroline Rimmer	Sue Waterhouse
Carmel Boyko	Vicki Findlay	Sharyn Johnson	Felicity Mildon	Catherine Riordan	Peter Watkins
Ashlee Brennan	Beth Finlayson	David Johnston	Deidre Miles	Tina Rizzo	Margaret Watters
Bachir Brimo	Margaret Fitzgerald	Sandra Johnston	Sarah Mills	Pauline Roach	Marilyn Waugh
Phillip Britten	Leonie Fleming	Christine Jones	Victoria Mitchell-Reeves	Ray Robinson	Kerryn Weeden
Kayleen Bromley	Barbara Flett	Felix Jones	Aishad Mohammed	David Rollinson	John Weeding
Sally Brough	Boronia Foley	Joy Jones	Theresa Mohylenko	Lyn Rolls	Maree Weigh
Bernadet Brown	Patrick Foley	Judy Jones	Jillian Moir	Ruth Romen	Vicki Weller
Elizabeth Brown	Jim Foran	Peter Jordan	Michelle Moloney	Margaret Rooney	Rex Wendt
Denis Bruce	Jeanne Francis	Nicholas Juarez	Yvonne Monaghan	Louise Rosemann	Barbara Wertheim
Paula Bruce	Pat Frater	Maree Kalatzis	Beth Moran	Jo-Anne Rossi	Annie West
Julianne Bryant	Suzanne Freed	Megan Kallmier	Connie Morris	Violet Roumeliotis	Bob Westwood
Anne Bryce	Gwenda Frencham	Nesli Karadeniz	Gary Morrison	Jane Rudd	Larry Whipper
Bronwyn Budd	Dick Frost	Spase Karoski	Bob Muir	Lynette Russell	Cheryl White
Yvonne Burgess	Ian Fulford	Ildiko Kasa Ritzema	Caroline Muir	Margaret Russell	Peter Wick
Don Burgin	Sarnia Gainey	Edith Kearns	Jill Munday	Casey Ryan	Lyn Wilkie
Marcelle Burns	Gargi Ganguli	Robyn Kellie	Roseanne Murphy	Nick Sabel	Ian Williams
Julie Byers	Samuel John Gaston	Cathy Kelly	Virginia Murphy	James Samphier	Janice Williams
Anita Calabria	James Geikie	John Kelly	Dolf Murwood	Armando Scandurra	Michael Williams
Jan Campbell	Linda Gentles	Loretta Kelly	Marrie Myers	Dorene Schafferius	Mark Williamson
Don Campey	Monika George	Wayne Kelly	Tim Myles	Virginia Schmeltischek	Patrice Wills
Jill Carlon	Mary-Jane Gerson	Peter Kemper	Liza Nagy	Susana Sekali	Elizabeth Wing
Maureen Carter	Kenneth Gibson	Jennifer Kendrick	Sarda Nana	Susan Sewell	Rob Winston
Denys Cato	Morgan Gielis	Debbie Kerr	Jovanka Naumoska	Cheryl Sewell	Ron Witton
Terry Chapman	Richmond Gill	Sonia Kind	Elizabeth Nguyen	Gayle Sheridan	Peter Wolfe
Danny Chard	Malcolm Goddard	Louise Kinsky	Linh Nguyen	Beverley Sherwin	Henry Wong
Ruth Charlton	Andrew Goffe	Gabrielle Kirby	Hailey Nicholson	Natalie Short	Tosca Woodward
Bradley Chenoweth	Betina Goldsmith	Jack Kiss	Rita Nicoll	Helen Shuttleworth	David Wright-Smith
Robyn Claremont	Valentin Gomez	Judy Knight	Peta Nightingale	Jennifer Simmonds	Leanne Wynne
Alun Clark	Mari Gonzalez	Veronika Korchma	Di Nolan	George Simpson	Kerrie Yates
Melba Codemo	Robyn Gooden	George Krzoska	Lyn North	Trish Sleigh	David Yeomans
Jane Collins	Joy Goodman	Wendy Kubel	Garry Northcote	Christine Smith	Steve York
Suzanne Collum	Scott Goodwin	Sam La Delfa	Peter O'Brien	Kelly Smith	Bill Young
Peter Comino	Ivan Goozeff	John Lacey	Karen O'Connell	Lorraine Smith	Brian Young
Derek Cooke	Allan Gordon	Eduardo Laginha	Darrin Ohannessian	Sandra Smith	Helen Zilm
Jim Coombs	Bernard Govind	Leonie La-Hay	Leza Oliver	Shane Smith	
Stephen Corry	Caisley Graham	Katie Lahodny	Denis O'Neill	Shannan Smith	
John Courcier	Catherine Graham	Rachel Lancaster	Gaelle O'Neill	Wendy Smith	
				Ross Smithers	

Director's Report

The 2001 reporting period saw a continuance of the review and restructure of Community Justice Centres into a state wide model of service delivery more focussed on service to clients in communities and environment where clients live and work. There are parts of the state that CJC are not able to service due to lack of mediators and resources to meet the demands of clients and stakeholders, however, it is hoped that by the middle of 2002 the regionalisation program will be in place.

CJC Directorate continues to provide the management of CJC's relationships with the Attorney General, Director General and business centres within the Attorney General's Department. Policy development, state-wide partnership programs, training, standards development for mediation practice, quality improvement, corporate services and information services are also key functions.

PARTNERSHIPS

• Local Courts

CJC, through its Memorandum of Understanding with Local Courts, continues to offer clients an enhanced client service by providing information, referrals and timely and efficient access to mediation services. Moreover it ensures that disputes are dealt with in a more appropriate form with the courts to ensure long term and realistic agreements, to the satisfaction of the parties. CJC in partnership improves court efficiency, by diverting matters which are more appropriately dealt with in a non-adversarial method. In the longer term such intervention promotes community harmony, safety and the empowerment of individual communities.

In the reporting period CJC actioned 3,139 files referred from Local Courts across NSW. This is a significant increase for CJC. The total number of matters resolved including assisted settlement prior to mediation was 1,274 or 41%. This of course recognises that mediation is voluntary as all parties may not wish to go to mediation. They may prefer to have matters settled before mediation or have their matter heard in court.

What is noticeable about the Local Courts environment is the difference between the Magistrates and Chamber Magistrates. The number of cases resolved from Bench referrals are higher than Chamber referrals.

The largest dispute type is neighbours at 39%, although it should be stressed that parties usually present with multiple disputes. For example; neighbours may include concerns over noise, children, general relationship conflict, lifestyle and race relations. Apprehended Personal Violence Orders may relate to neighbourhood disputes, work relationships, friends, landlords and tenants and family members.

It is estimated that in 60% of cases referred from Local Courts legal action is currently pending. Therefore, where disputes are not resolved, parties are either seeking withdrawal of court action, compensation or related remedies, which without mediation would be subject to further court proceedings.

Last year CJC undertook a number of educational sessions with magistrates. This year CJC has been concentrating on working with Local Courts throughout the regions, concentrating on local activities and participation in Local Courts zone meetings, and court user groups both in Sydney and in regional areas.

• Office of the Public Guardian

During the reporting period CJC developed a memorandum of understanding with the Office of the Public Guardian. In making a substitute decision on behalf of a person under guardianship, the OPG can often be concerned regarding conflict-dispute between members of the person's family and/or between professionals and agencies providing care and support. Commonly this conflict can have a serious impact on the life of the person under guardianship and affect the timeliness and process of decision-making and ultimately the nature of the decision to be made.

• Local Government

Local government continues to be an important partner with CJC particularly given the majority of disputes handled by CJC in relation to neighbourhood disputes and the fact that good neighbour relations are the cornerstone of local government and local communities. In the last year CJC entered into a formal tender relationship with Warringah Council and has been monitoring the impact of that on the delivery of services.

CJC will continue to promote and work with local government and consider the separation of neighbour disputes from more significant planning and development disputes, which may need to be managed separately and to be cost effective.

- **Department of Community Services**

CJC is a provider to the Department of Community Services and we are extending our commitment to supporting the department's Enact Legislation which substantially reviews matters relating to management and care, with respect to children and families at risk.

- **NSW Police**

As part of CJC's strategic direction, CJC is committed to establishing partnerships with key external agencies in order to achieve an all of government approach. In addition CJC is facilitating support programs and projects that will enable safe and harmonious communities. The CJC/Police project group have established two working parties, one of which is concentrating on community policing. To this end a pilot site has been established at Tuggerah in the north of the state, with a focus on reviewing referral systems; the appropriateness of police referrals; incidents of police callout and re-callout; and the nature of disputes referred by police to CJC.

TRAINING

CJC continues to develop its training program, both in the provision of basic mediation training for CJC mediators and additional training for internal and external stakeholders. This year, CJC provided training in dispute counselling for staff and mediators. Dispute counselling is primarily the function of interviewing officers but on occasion, mediators will be called upon to support staff in this activity. This is particularly important where there is a need to undertake a pre-mediation interview with children under sixteen years, or where individual groups or communities are particularly vulnerable or at risk.

CJC conducted a conflict management training course, which is a more advanced training program looking at conflict anticipation, conflict analysis, conflict assessment and conflict management. This is particularly critical when managing multi-party disputes, large scale and/or complex community disputes and some workplace disputes.

CJC has also provided a number of external training activities at the request of external agencies, as CJC is recognised as a leader in conflict management and mediation training.

At the regional level, CJC has also provided a range of skills update training and educational sessions in the areas of working with youth, family and children, small claims and the mediation process.

INTERVIEWING OFFICERS

CJC interviewing officers are the 'front line' workers and have a vital role in assisting clients to understand their disputing behaviour and often encourage them to be more responsive, as well as to consider options for the resolution of disputes. This often results in settlement of the dispute or referral to another agency before any formal mediation is required or entered into. Interviewing officers also play an important role in the organisation of mediation sessions, through their contact with mediators and parties; arranging venues and data entry. I would like to formally acknowledge their input into the successful operation of CJsCs.

MEDIATORS

CJC acknowledges the essential and important work of mediators. Mediators come from a wide range of cultural and ethnic backgrounds and differ in age, gender and geographical place. One of the challenges for CJC in the last twelve months, and this will continue to be a challenge into the future, is ongoing consultation and communication with mediators. To this end, over the last twelve months CJC improved communication channels through the Annual Report; a bi-monthly newsletter entitled 'Mediation Matters'; occasional regional newsletters; and the extensive hard work undertaken by regional coordinators who spent a considerable amount of time either in face-to-face, phone or during community development and travel programs to ensure that they continued to keep in touch with mediators in their regions.

CONFLICT MANAGEMENT SERVICES

CJC recognises that a number of disputes may be more appropriately managed by a conflict situational analysis and conflict management approaches. This is particularly likely to be the case where CJC has been requested to assist a large scale community dispute where there may be many people involved and social indicators may come into play - it is more likely to be highly charged and at some level politically sensitive. Conflict management is also more likely to be appropriate in managing multi-client or multi-family disputes and generally although not always, may be the best approach in managing workplace disputes where it may be required to undertake a combination of services which involve conflict management, dispute counselling,

facilitation and mediation. This is still an evolving program and CJC is continuing to monitor and evaluate the best way to provide these services to complement our standard mediation program. The excellent work of the Business Development and Training Manager in the development of these services and associated training is commended.

PROMOTIONAL ACTIVITIES

Apart from the support to individuals, groups and communities in dispute through our mediation services, CJC also actively promotes its service through a range of mechanisms. Last reporting period CJC reviewed all of its pamphlets and introduced a quarterly newsletter entitled 'Mediator Matters'. CJC continues to work with state and local media outlets to promote the services and discuss the importance of early intervention and effective communication in the management of individual and community disputes.

Part of the objectives of CJC, particularly in relation to the regional program, is to undertake community-development activities. For example CJC participated in Law Week in Sydney and in some of the regional areas, and this was a particular highlight of the Northern Region's Law Week activities with Newcastle Courts. Community development activities also relate to CJC's ongoing discussion with senior executives in government and non-government agencies; presentations at inter-agency forums and core user groups and promotional activity. CJC participated in the Gay and Lesbian Mardi Gras float and continues to work with that community in supporting conflict management mediation services.

QUALITY MANAGEMENT

CJC is keen to be a leader in continuous quality improvement. In the reporting period CJC continued the development of its quality management review of policies, procedures and systems with a view to having an external quality management services review in March 2002.

FUTURE DIRECTIONS

- The Local Court and CJC domestic and personal violence policies and procedures are in need of review, in relation to the context of the increasing number of referrals in this area. The review also needs to consider the often competing and/or complimentary tensions between providing support services to clients in both personal and domestic disputes, which are often interrelated. There is also a need to ensure mediators and clients are protected against any undue violence or aggressive behaviour.
- In the next 12 months CJC hopes to expand its work with the Children's Courts particularly in relation to matters referred by the Department of Community Services to ensure that even at a time of critical incident, CJC is able to offer a range of dispute counselling and mediation services to children and families at risk.
- In the next 12 months CJC will be providing further training and educational work particularly focused on working with Chamber Magistrates, Clerk of the Courts and Local Courts Registrars. CJC will be reviewing and monitoring use of outreach community venues particularly in relation to Local Courts where there is a need to evaluate both access and appropriateness of Local Court venues.
- In the next reporting period there will be an evaluation of CJC's Project Management Program with NSW Police, with a view to establishing a more formal inter-organisational memorandum to improve and enhance support for community policing, conflict management and dispute resolution in communities.
- CJC will be refining and formalising the CJC Training Program with a view to publishing a yearly calendar of training and skills update programs. Further development training includes the offering of conflict management and mediation training services in conjunction with the Attorney General's Corporate Development and Training Unit, and a range of identified skills update programs for mediators as well as the provision of conflict management mediation training to external agencies on a costed basis.
- A more formalised conflict management program will be established in the next twelve months with defined roles and responsibilities and a systemic approach to the management of our conflict management services.
- A priority for next year will be the ongoing consultation with mediators, a review of the accreditation and re-accreditation program and establishment of a professional reference and training group. Future directions will include establishment of an Occupational Health and Safety Committee with mediator representation.

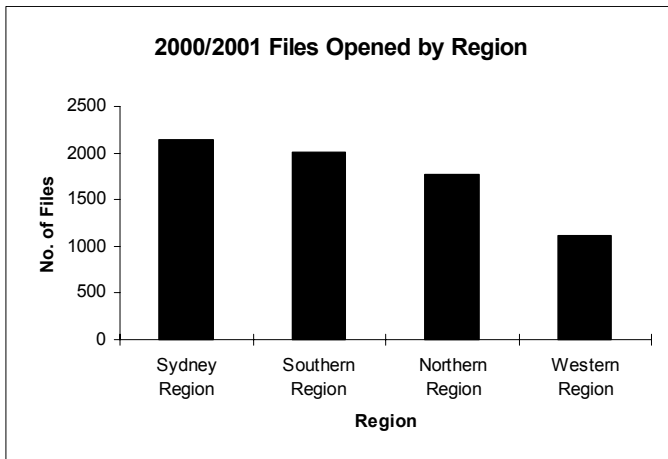
**Margie O'Tarpey,
Director**

Regional Highlights

CJC is divided into four regions:

- Sydney Region
- Southern Region
- Northern Region
- Western Region

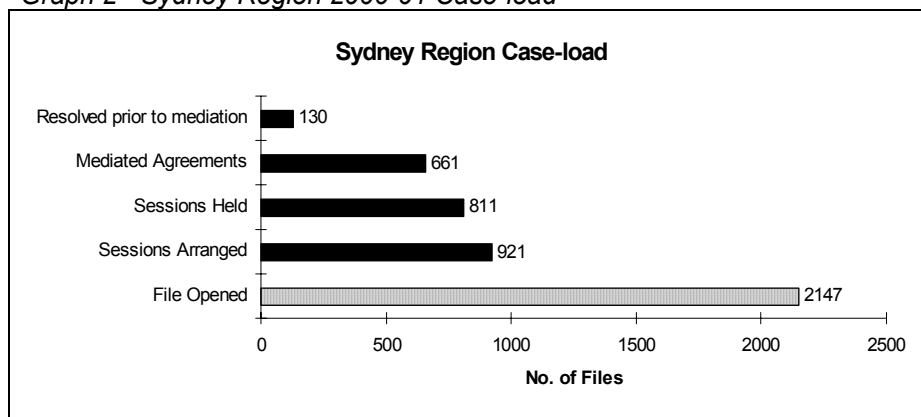
Graph 1 - Number Files Opened by CJC Regions



Sydney Region

The Sydney Region, managed jointly by Pauline Roach and Judi Teesdale, incorporating offices in Bankstown and Sydney City has been maintaining a very busy caseload particularly its work with civil claims eg. with Manly Court, Burwood and Bankstown during the reporting period. Sydney has undertaken a number of skills training programs including training for youth mediation, training Department of Housing tenants in being a good neighbour. Sydney continues to do active community work with agencies such as Department of Housing, Police and the Department of Community Services.

Graph 2 - Sydney Region 2000-01 Case-load



Northern Region

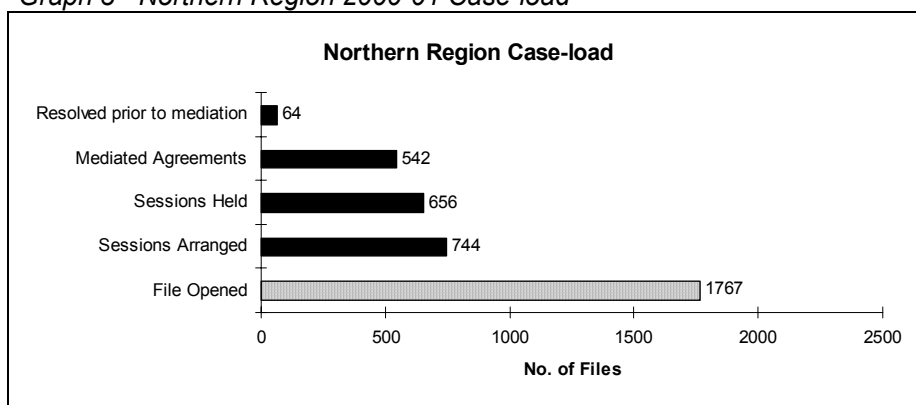
Under Janet Sutherland's leadership, regional expansion has been successfully implemented ahead of schedule in the Northern Region. The geographical area covered has increased six fold and the increase in the number of local communities is reflected in the number of local courts serviced having increased to 58.

With nearly 150 mediators who live throughout the region, the Northern Region now services: North East NSW from the Central Coast to the Queensland border and across to Mungindi and Lightning Ridge in the Mid North West through the Northern Tablelands to the Mid North West through to Tenterfield, Armidale, Tamworth and the Hunter and everywhere in between. The big attraction of the regional service is the availability of local venues and local mediators for these areas.

While neighbourhood disputes and referrals from Magistrates and local courts remain the core business, there has been a significant increase in small claims matters, family matters, community and workplace conflict management. In particular, initiatives with local and NSW Government departments such as Housing, Department of School Education and Police have been very rewarding.

Law Week (May 2001) was a reflection of the positive interest in the Northern Region with activities organised jointly with the local courts, libraries and community organisations which were enthusiastically received in Newcastle, Moree, Gunnedah, Inverell.

Graph 3 - Northern Region 2000-01 Case-load



Western Region

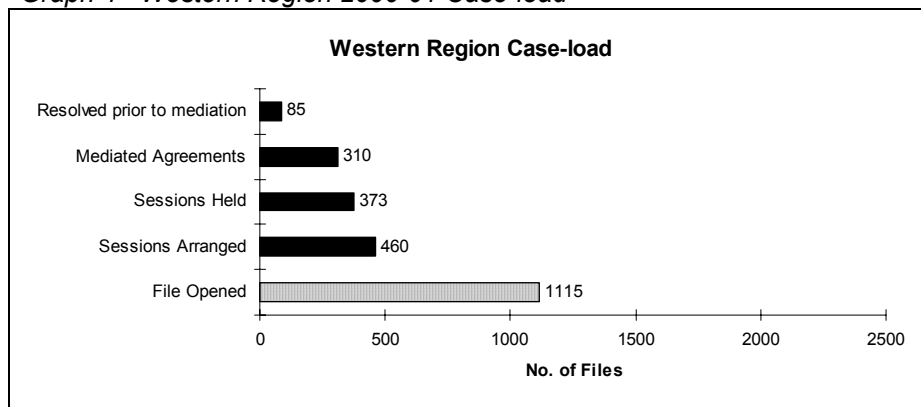
The Western Region has seen an increase of 20% in the number of files opened for the reporting period, with the additional cases coming primarily from existing service areas.

The working relationship with Penrith Local Court has resulted in an outstanding service for clients with the Penrith Chamber Magistrate referring more matters than any other chamber magistrate in the state. The Western Region also participated and managed disputes which assisted community based organisations; participated in community consultations on safety; worked with the Violence Against Women Unit; as well as conducted community education programs in schools and TAFE.

During the year, 35 new mediators have been recruited for the region, 17 mediators for the existing service area and 18 in the Central West. Training was also provided for mediators to enhance their skills in parent/child disputes with a hands-on course looking at specific techniques. Mediators were also trained on small claims matters as a result of the implementation of the small claims referral system with Penrith Local Court. Basic AVO training was also provided in Parkes and Penrith.

The Regional Co-ordinator, Annie West, has acted as facilitator for the Action Learning Group to assist in the development of management expertise within AG's.

Graph 4 - Western Region 2000-01 Case-load



Southern Region

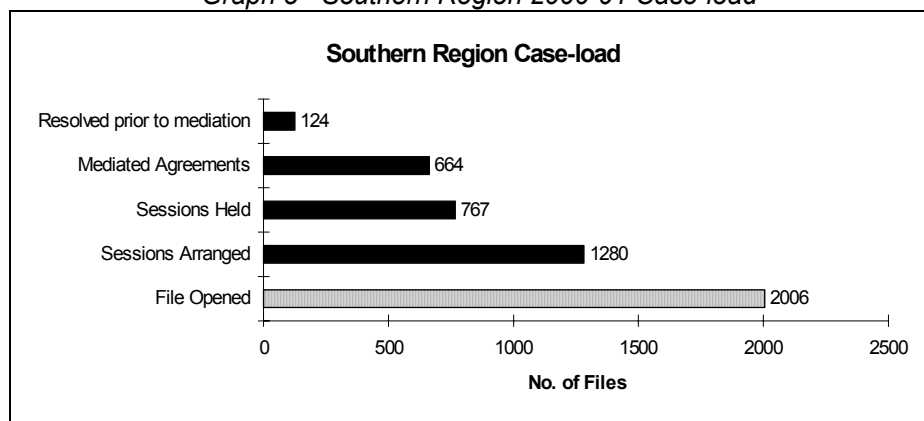
During the reporting period long serving Co-ordinator, Jim Samphier retired. As part of the regionalisation of the CJC's, the Campbelltown and Wollongong administrative units were integrated. Wollongong, managed by Sarah Mills, as Regional Co-ordinator for the Southern Region and now staffed by two interviewing officers and one clerical officer, is busy providing mediation services to the Southern Region of New South Wales.

The expanding region has seen the ready adoption by mediators of new challenges including conflict management, dispute counselling and the growing use of Technology Assisted Mediation.

Nineteen new mediators have been trained in Griffith, further extending the Southern Region's service.

The Southern Region's service continues its work with court user groups and local courts and to expand along with its growing relationships with referrers such as Department of Community Services and Department of Housing.

Graph 5 - Southern Region 2000-01 Case-load



Budget

The CJC's expenditure for the 2000/2001 reporting period was **\$2,754,000**, this was an over-expenditure of **\$119,000**. The overall deficit has decreased from the last reporting year, this indicates CJC has been fiscally responsible and managed well within budget given the additional demands on the service.

Mediation is provided as a free service to the public and is an inexpensive form of dispute resolution. Mediators are paid for the time they spend mediating, with a minimum of two hours paid for each attendance. Mediators receive an hourly rate of **\$20.86** and an additional leave loading as well as travel allowance when travelling in excess of ½ hour from their local administration unit.

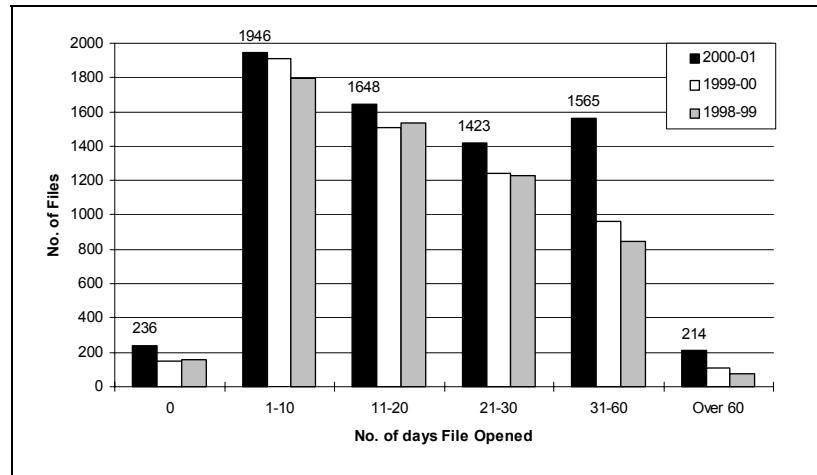
COMMUNITY JUSTICE CENTRES 2000/2001 BUDGET EXPENDITURE			
DETAILED BREAK-UP	YEAR-TO-DATE		
	Actual \$'000	Budget \$'000	Variance \$'000
TOTAL REVENUE	(15)	(10)	5
Employee Related Payments			
Salaries & Wages - Permanents	1,056	1,038	(18)
Salaries & Wages - Temporary	28	60	32
Allowances	3	4	1
Overtime	1	0	(1)
Leave Entitlements	96	11	(85)
Workers Compensation	9	9	0
Payroll Tax	119	119	0
Fringe Benefits Tax	0	0	0
TOTAL EMPLOYEE PAYMENT (ex Crown Liab)	1,312	1,241	(71)
Crown Liabilities	220	254	34
TOTAL EMPLOYEE PAYMENT	1,532	1,495	(37)
Maintenance & Workings			
Advertising	3	9	6
Bank Charges	0	0	0
Consultancies	4	0	(4)
Contractors	0	1	1
Electricity & Gas	21	9	(12)
Fees	687	707	20
Freight & Cartage	0	2	2
General Expenses	8	6	(2)
Insurance	8	1	(7)
Interpreters & Translators	34	27	(7)
Motor Vehicles	23	4	(19)
Postal Expenses	19	27	8
Printing	28	9	(19)
Publications	6	7	1
Rates & Outgoings	52	55	3
Removal Costs	0	0	0
Rental	377	450	73
Staff Expenses	9	5	(4)
Stores & Stationery	41	32	(9)
Telephones	84	22	(62)
Travel	41	26	(15)
Total Maintenance	12	5	(7)
TOTAL MAINTENANCE & WORKINGS	1,457	1,404	(53)
Depreciation	98	85	(13)
TOTAL EXPENSES	3,087	2,984	(103)
Less Revenue	(15)	(10)	5
NET COST OF SERVICES	3,072	2,974	(98)
Less Crown Liabilities	(220)	(254)	(34)
Less Depreciation	(98)	(85)	13

Service Delivery

Matters are efficiently dealt with by CJsCs without waiting periods and delays, although some cases may take longer to finalise due to the complexity of the dispute and the willingness or time constraints of parties involved.

Graph 6 - Number of days Files Opened

- **54%** of Files Opened were closed and finalised within 21 days
- **75%** were closed and finalised within 30 days.
- *3 files active - pending outcome (as at 1 September 2001)*



Although the intake processes which are carried out by full-time office staff are generally available only during normal office hours (9am - 5pm), the Administrative Units have always provided mediation sessions at times to suit disputants. The acceptance of, and demand for, this availability is demonstrated in Table 1 - Scheduled times of mediation sessions. The number of sessions scheduled for 4pm or later (**586**) plus weekend sessions (**247**) totals **833** sessions, **32%** of all sessions scheduled.

Table 1 - Scheduled times of mediation sessions

Scheduled Times	No. of Sessions
Before noon Monday to Friday	1,442
4pm or Later Monday to Friday	586
Noon to 4pm Monday to Friday	332
Saturday, Sunday or Public Holiday	247
Total	2,607

Case-load

Files opened during the year under review totalled **7,035**. The Administrative Units also dealt with approximately **5,300** additional inquiries. This is an important service which assists and refers people to appropriate legal, counselling and other services. Of all files opened **2,580 (37%)** were resolved to the satisfaction of the disputants (this includes matters resolved without the need for mediation). Of the **2,607** matters which proceeded to mediation, **84%** ended in agreement.

Outcomes

The *Community Justice Centres Act 1983*, Section 23 provides that:

- (1) Attendance and participation in mediation session is voluntary.
- (2) A party to a mediation session may withdraw from the mediation session at any time.

The experience of similar mediation projects in other parts of the world is that where mediation is a voluntary process, both parties will agree to a mediation session in about one third of all disputes. Our results have been consistent with this, with minor variations from time to time. In the 2000/2001 reporting period mediation was arranged in **3,041 (43%)** cases.

Explanatory Notes on Outcomes

The method of recording outcome provides for a two-stage process:

(a) Intake processes

- (i) A withdraws (Party A initially accepts CJC's offer to mediate but later withdraws)
- (ii) B declines (Party B responds to CJC's contact, but declines to mediate)
- (iii) B no contact (Party B does not respond to CJC's letters)
- (iv) Shuttle Mediation (Agreement reached communicating through CJC's staff), prior to formal mediation
- (v) CJC-assisted settlement (One party advises CJC that matter has been settled after initial discussions with Centre staff)
- (vi) * CJC withdraws (CJC withdraws from intake process)
- (vii) * Referral to other CJC
- (viii) Mediation session arranged

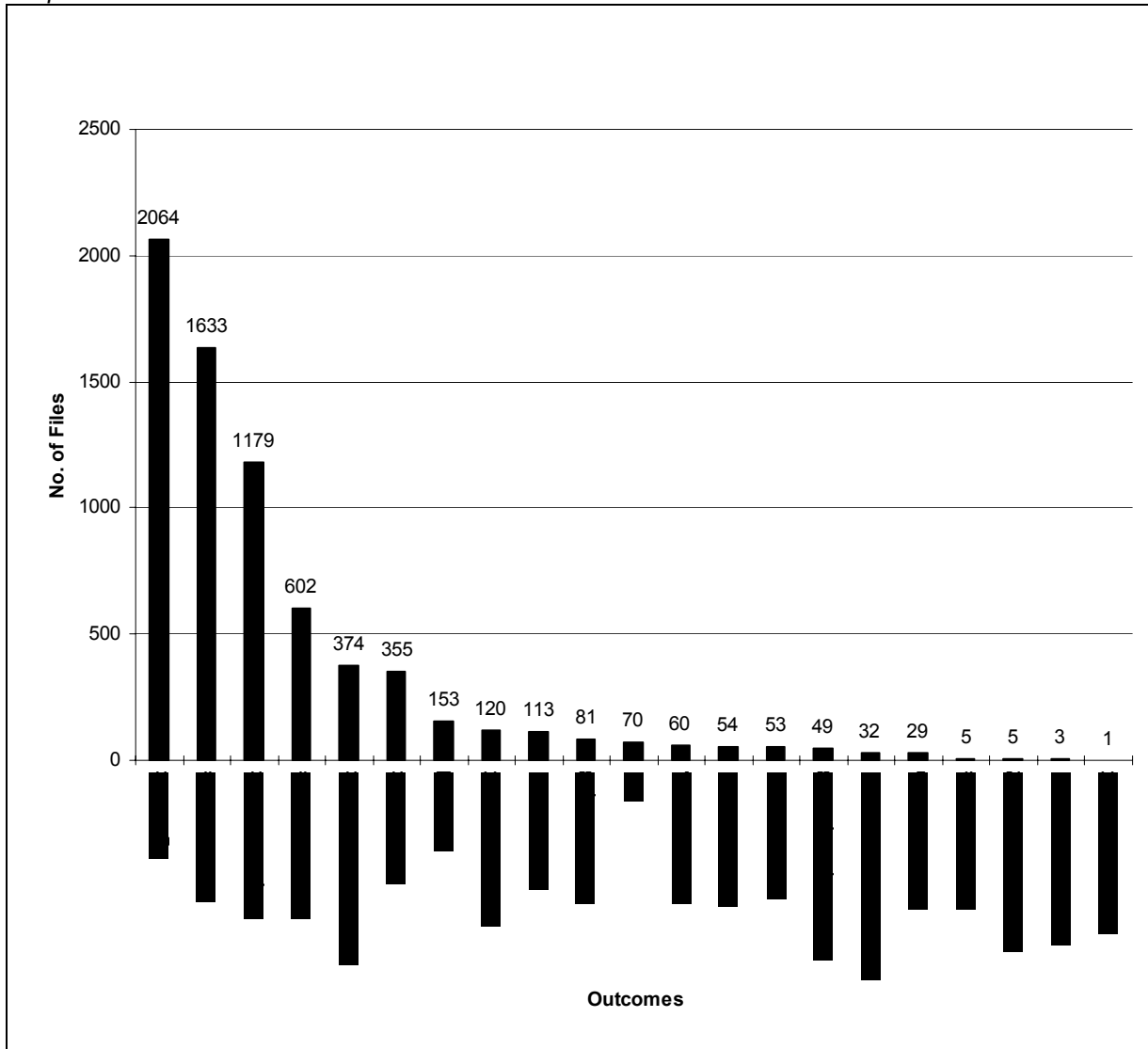
(b) After both parties agree to a mediation session

- (i) Session cancelled by either party
- (ii) No show by either or both parties
- (iii) No show by either or both mediators
- (iv) Mediated agreement
- (v) Session held, no agreement reached
- (vi) Statement of Unresolved Issues
- (vii) Mediated agreement & Statement of Unresolved Issues (SUI)
- (viii) Late Withdrawal (where one or both parties have cancelled the mediation session due to unforeseen circumstances, and it has been too late to contact mediators, therefore one or more mediators have been paid)
- (ix) ** CJC withdraws (CJC withdraws from the mediation session)
- (vii) ** Referral to other CJC (Mediation arranged and file then referred to other CJC for mediation session)

Why mediations do not occur

- (1) *Party or Parties A, B, C may want to mediate but Party B or Party B, C, D may not. Mediation is voluntary. Parties cannot be compelled to attend.*
- (2) *Referral to CJC may result in parties withdrawing action or seeking alternative remedy.*
- (3) *Disputes are settled earlier, for example, by dispute counselling and early intervention.*
- (4) *More Party B's are declining mediation*
- (5) *Party A's are withdrawing*
- (6) *Some referrals are inappropriate*

Graph 7 - Outcome of CJC's Intervention



- In the year under review, a mediation session was arranged in **43%** of cases
- Where a mediation session was held, agreement was reached in **84%** of sessions
- In **17%** of cases, the Administrative Units were unable to contact, or had no response from Party B
- Party B declined in **23%** of all cases
- A further **403** disputes were resolved, without proceeding to mediation, to the satisfaction of the parties. CJC-Assisted Settlement and Shuttle Mediation, resolved **6%** of all cases
- As at 1 September 2001 3 cases were active - pending outcome.

Outcome sought by Party A

Most people coming to CJC's had clear and realistic expectations. **75%** of presenting parties were seeking either withdrawal of court action, money or other compensation, specific action (for example, fence repairs), cessation of certain action, or "no contact" - all of which are, or could be, the subject of court proceedings.

Table 2 - Outcome sought by Party A

Outcomes	No. of Files	% of Files
Money/Compensation	2,366	34
Court Withdrawal	2,186	31
On-going Co-operation	876	12
Cessation of Action	853	12
Specific Action	580	8
Termination of Contact	174	2
Total	7,035	100

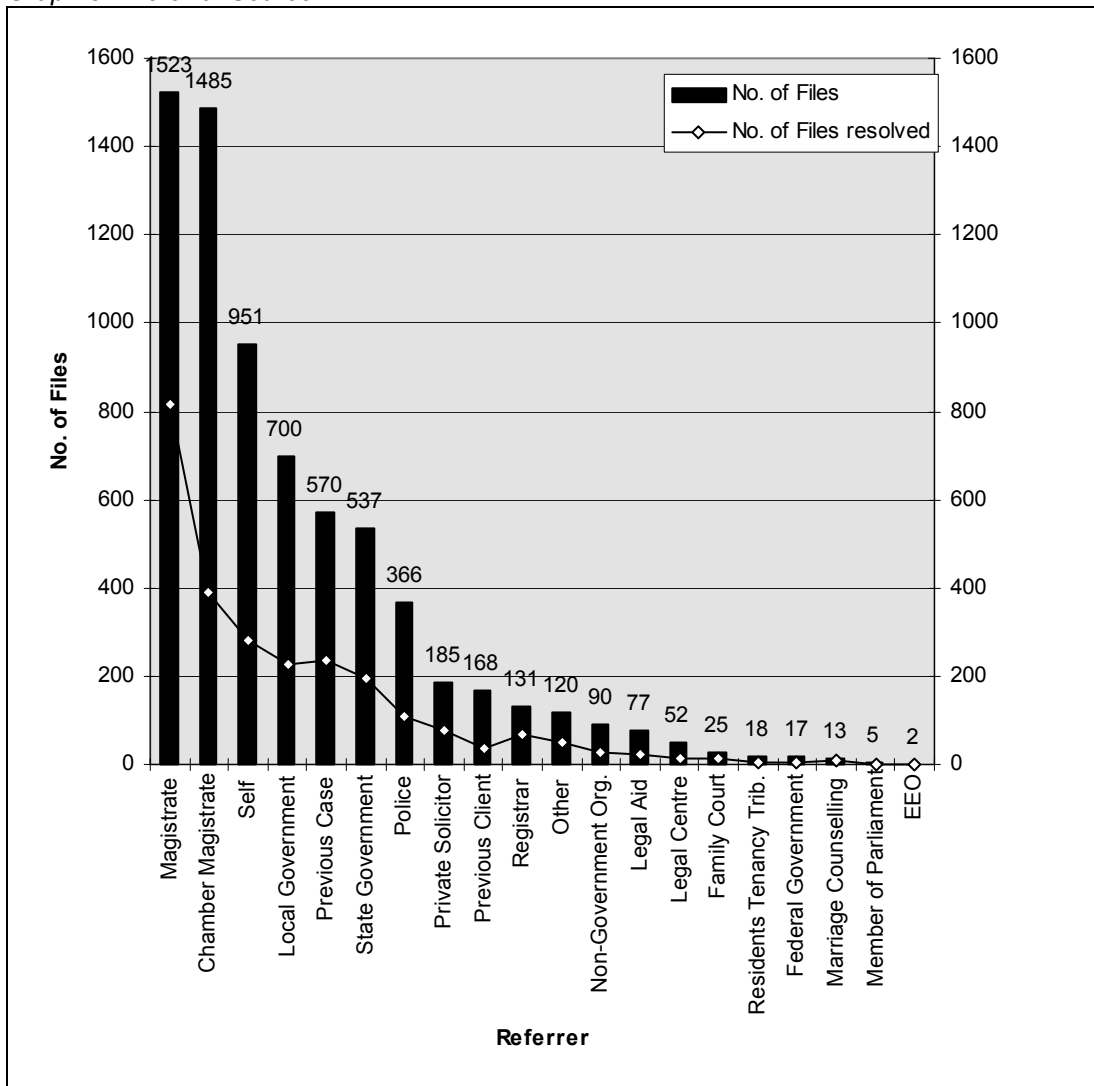
Referral Source

The major source of referral for the year under review was magistrates (**22%**), this is an increase of **17%** from the previous year. Referrals from legal sources totalled **55%** of Files Opened, an increase of 16% from the previous year. The breakdown of the referrals is: magistrates (**1,523**), chamber magistrates (**1,485**), Police (**366**), private solicitors (**185**), registrars (**131**), Legal Aid (**77**), Legal Centres (**52**) and Family Court (**25**).

Disputes most likely to be resolved

Disputes referred by a magistrate are most likely to be resolved. In the reporting period **54%** of disputes referred by magistrates were resolved. Resolution may be a mediated agreement, or an assisted settlement by Intake Staff. Clearly, by the time a dispute has gone to court, parties regard it as a serious matter and are more likely to be motivated to resolve the matter. See Graph 8 which indicates the number of files resolved for each referrer.

Graph 8 - Referral Source



Other - includes: mediators, trade unions private sector (doctors, banks, personnel officers, real estate agents, fencing contractors etc.)

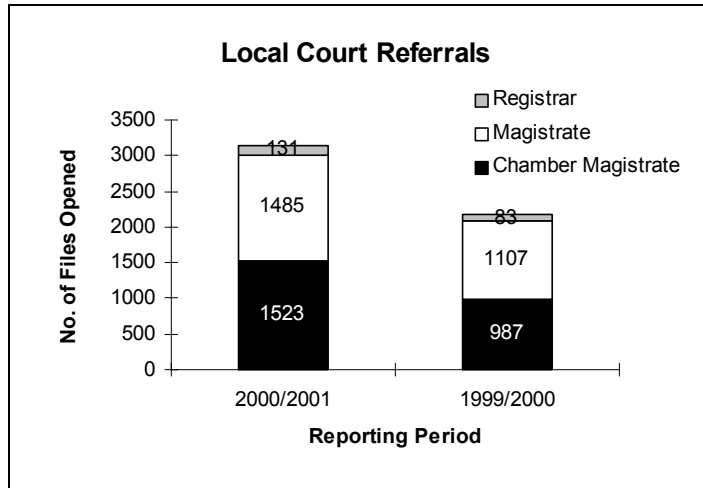
Local Court Referrals

Local Court referrals are broken into three groups of referrers: Magistrates, Chamber Magistrates and Registrars. The breakdown of referrals received are demonstrated in Graph 9 Local Court Referrals.

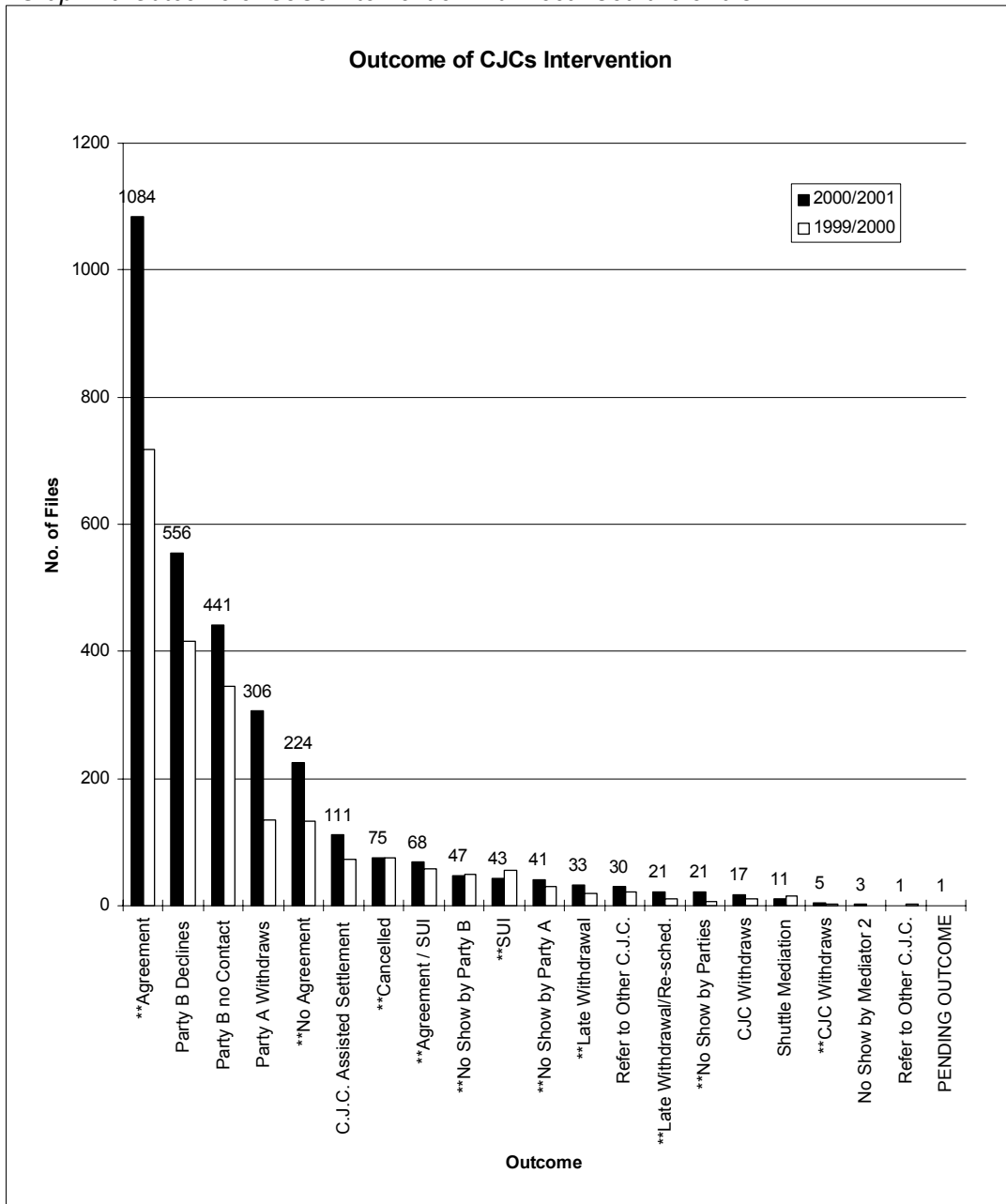
The outcomes of CJsCs Intervention for Local Court referrals as a whole are demonstrated in Graph 10-Outcome of CJsCs Intervention. There was a 48% increase in the number of mediated agreements as well as a significant decrease in the number of Party As withdrawing from the service from the previous reporting period.

- One case active - pending outcome as at 1 September 2001

Graph 9 - Local Court Referrals



Graph 10-Outcome of CJsCs Intervention with Local Court referrals



Disputes

Nature and complexity of disputes

The data collected in this table is somewhat subjective: the complaints recorded depend upon the matter immediately important to Party A at the time of the interview, and, to a lesser extent, the individual recording style of the interviewing officer. Information is coded from the Party A interview only, so it is a conservative picture of the nature and complexity of the dispute.

The method of classifying the nature of dispute recognises the separate components of:

- the disputing behaviour (behavioural complaints); and
- the presenting problem, or specific problem (specific complaint).

For the reporting period:

- the number of behavioural complaints totalled **15,902**;
- the number of specific complaints recorded for all cases totalled **10,883**; and
- the average number of complaints per case was **4**.

The most frequently mentioned complaints were:

Behavioural Complaints

Shouting, abuse	2,301
Inability to communicate	2,108
Refusal to negotiate	2,048
Insults, taunts	1,345
Money, debt	1,071
Repeated refusal or failure to act on complaints	1,048
Noise - any source	658
Repeated complaints, regarded as trivial by recipient	648
Threats of violence - things thrown (missed)	584
Assault	486

Specific Complaints

Fence	938
Family - Contact	630
Visitors, Customers, Callers - Nuisance caused by	555
Children - Behaviour, noise, rudeness	501
Lifestyle, Environmental	475
Children - Nuisance caused by, Discipline of, Concern for care of	441
Invasion of privacy	349
Plants, Trees, Shrubs	345
Residence of child	331
Division of property	329

See Appendix B - Categories of "Nature of Dispute" for the complete list of specific and behaviour complaints recorded for the reporting period.

Relationships between the parties

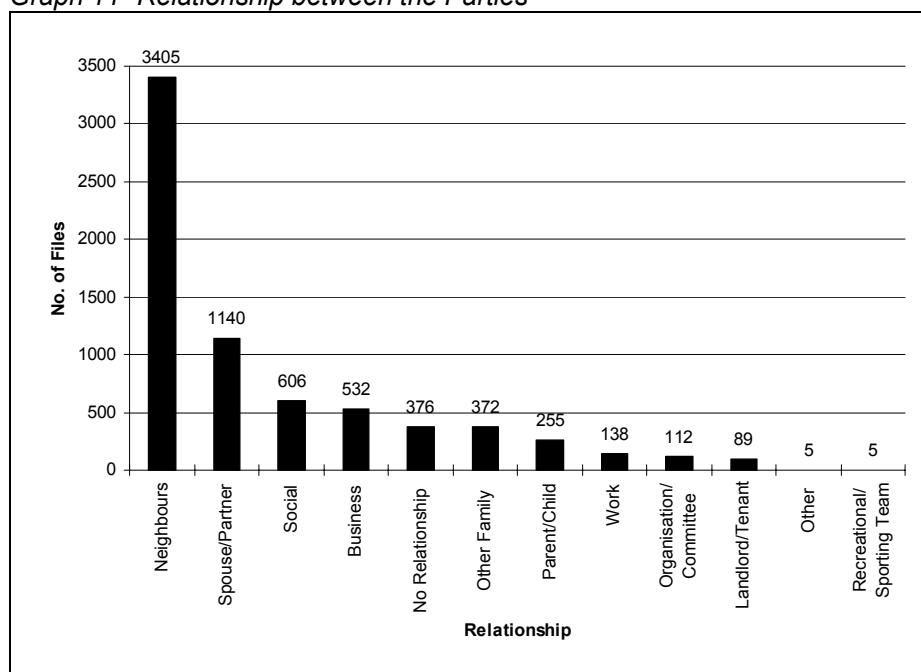
Neighbour disputes at **48%** continue to be the most frequently represented in the case-load.

Family disputes account for **25%** of the work of CJs. The number of family disputes referred account for **1,767** of files opened, **25%** of family disputes are between separating or separated spouses.

Disputes involving adolescents or young adults and their parents account for **14%** of all family disputes. Many of these disputes have been before the Children's Court as irretrievable breakdowns in family relationships, and their resolution at mediation enables the young person to remain at home, or to leave home by agreement. This reduces the likelihood of risk behaviour on the part of the young person.

The percentage of workplace disputes was **2%** and organisation/committee (including Incorporated Associations) disputes totalled **2%**.

Graph 11- Relationship between the Parties



Legal action status

In **67%** of cases, legal action was current, conditional on CJs intervention or intended, according to the presenting party.

Table 3 - Legal action status

Status	No. of Files	% of Files
Not Intended/Not Known	2,264	32%
Current	2,130	30%
Conditional on CJC	2,048	29%
Intended	512	7%
Taken Previously	81	1%
Total	7,035	100%

How serious are the disputes?

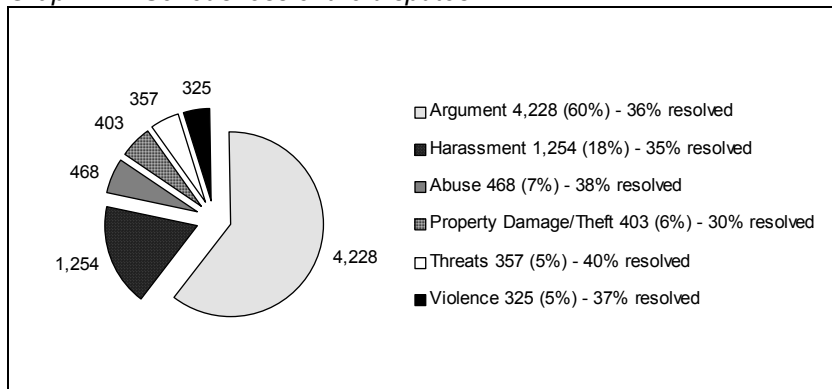
- 33% of the disputes dealt with by CJsCs involve harassment, threats, property damage, theft or violence;
- 36% of these disputes were resolved.

Examples of categories:

- ⇒ **Argument** – may mean that parties are unable to reach agreement or are unable to communicate.
- ⇒ **Abuse** – may include heated and repeated arguments ending in insults or written abuse.
- ⇒ **Harassment** – could involve repeated attempts to embarrass/annoy.
- ⇒ **Threats** – may include threats of violence or property damage, threats of legal action.
- ⇒ **Property Damage/Theft** – deliberate damage to property, alleged theft, accidental damage with no intention to repair.
- ⇒ **Violence** – may mean there has been a violent act against the person.

It is important to highlight that disputes are usually multi-faceted frequently involving complex multiple issues.

Graph 12 - Seriousness of the disputes

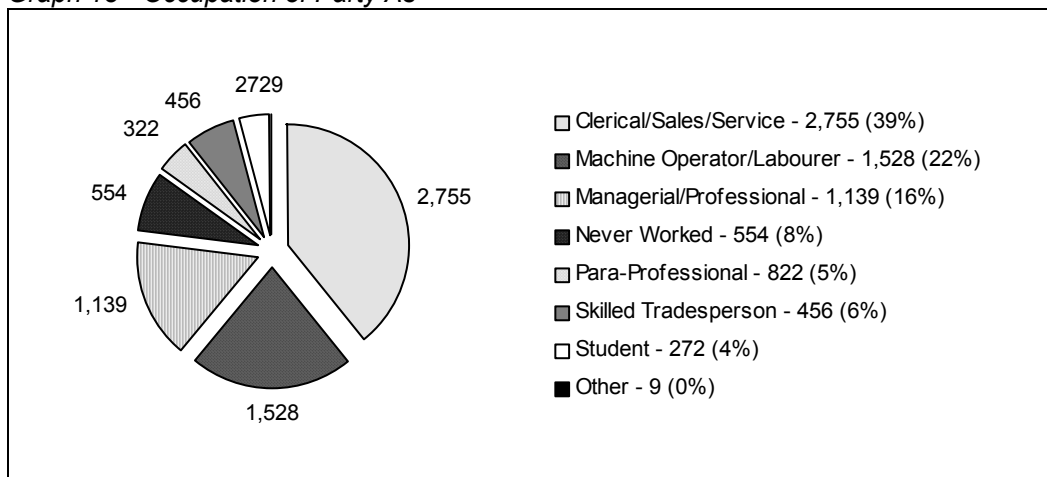


The Service User Profiles

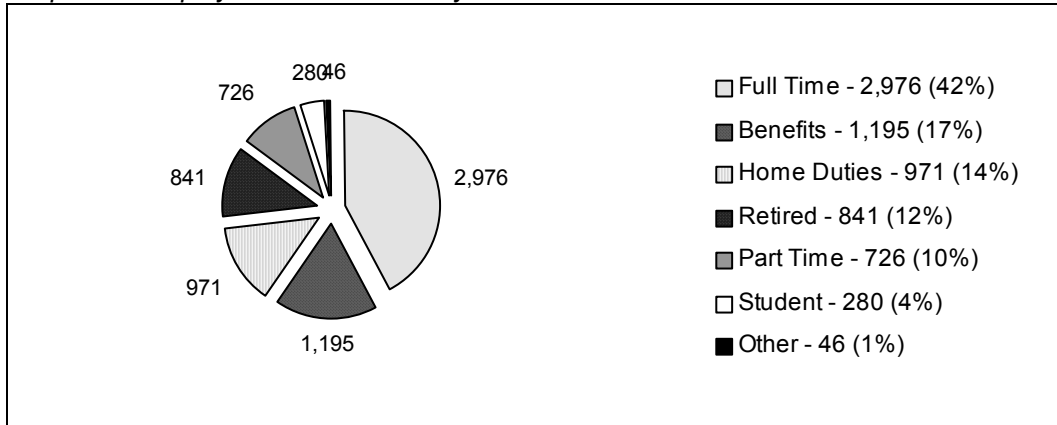
As in previous years, people using Community Justice Centres come from every section of the community. Experience has shown that, wherever the service is promoted, residents of that area are quick to take advantage of it. The information below provides a profile of the presenting party using CJC services.

NOTE: Information on other parties using CJC services is not reported on. The reason for this is that not all parties contact CJsCs or they decline to use the service and/or give personal details, therefore the information is not comparable with our reporting format.

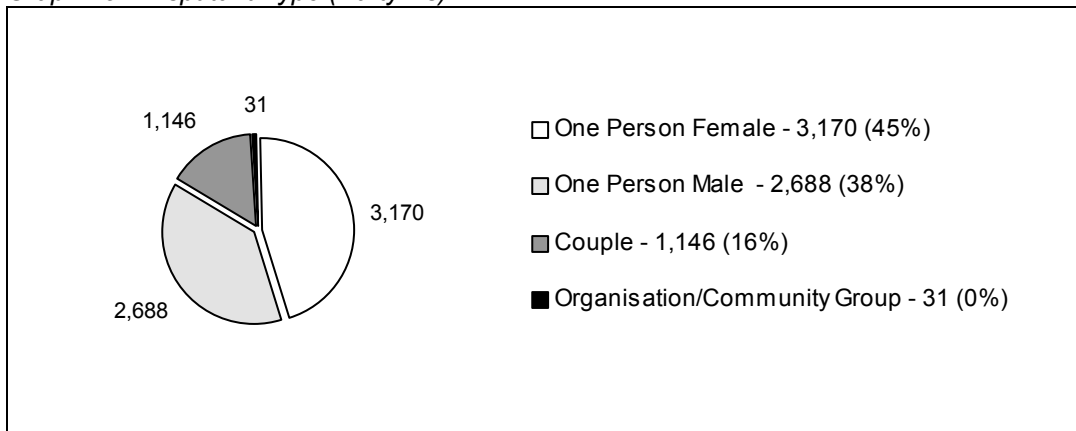
Graph 13 - Occupation of Party As



Graph 14 - Employment status of Party As



Graph 15 - Disputant Type (Party As)



Country of birth stated by Party A

Community Justice Centres continue to provide a service valued and used by ethnic communities as demonstrated in Table 4, which indicates the top ten countries stated by Party A.

Preferred language stated by Party A

The number of Party As who preferred to use a language other than English in mediation was **6%**.

The most common languages of Party As (other than English) were Italian, Arabic, Greek, Vietnamese and Macedonian totalling 167 parties.

Table 4 - Country of birth stated by Party A

Country of birth	No. of Party As	% of Party As
Australia	5,299	75.32
England	197	2.80
Italy	139	1.98
Greece	84	1.19
New Zealand	82	1.17
Lebanon	79	1.12
Germany	59	0.84
Macedonia	58	0.82
Vietnam	58	0.82
Philippines	52	0.74
Other (99 countries)	928	13.19
Total	7,035	100.00

Table 5 - Preferred language stated by Party A

Preferred Language	No. of Party As	% of Party As
English	6,704	95.29
Italian	43	0.61
Arabic	38	0.54
Greek	37	0.53
Vietnamese	25	0.36
Macedonian	24	0.34
Spanish	18	0.26
Croatian	12	0.17
Serbian	12	0.17
Maltese	11	0.16
Other (33 languages)	111	1.58
Total	7,035	100.00

Glossary of definitions

Party means the person, persons or organisations involved in matters dealt with by the CJs.

Party A is the person who contacts a CJC to raise the matter and open a file, the other people or organisations involved are identified as **Party B**, **Party C** etc.

Community Dispute is a dispute where a community, organisation, or group need to agree on a course of action, but the issues, options or constituencies are not clear. This type of dispute requires substantial intake procedure of a more analytical nature in order to identify the constituencies, clarify the issues and options.

Dispute Counselling is the process where the Interviewing Officer assists a disputant to explore all the options available to them and the disputant chooses a course of action to resolve the dispute themselves.

Mediation is a process in which the parties to a dispute, with the assistance of a neutral third party (the mediator/s), identify the disputed issues, develop options, consider alternatives and endeavour to reach an agreement. The mediator has no advisory or determinative role in regard to the content of the dispute or the outcome of its resolution, but may advise on or determine the process of mediation whereby resolution is attempted.

Shuttle Mediation is a process in which the parties to a dispute with the assistance of a neutral Interviewing Officer identify the disputed issues, and further identify the issues which may be resolved by this process, develop and consider options for settlement and endeavour to reach an agreement without the parties being brought together or communicating directly. The Interviewing Officer has no advisory or determinant role on the content of the dispute or its resolution, but will continue to advocate direct communication as the most productive way of resolving all issues.

Standard Dispute is any dispute where the two parties or two sides to the dispute can be readily identified. There may be more than one person in either or both parties. The presenting party (Party A) at least recognises that there is a dispute and is able to say what the dispute is about. In CJC terms there will be a Party A and a Party B. There may also be A2, A3 and B2, B3, B4 etc, but the dispute is considered manageable within normal intake procedures - standard letters etc.

Statement of Unresolved Issues (SUI) is where parties who have not been able to reach agreement are assisted in writing a document which outlines the offers that may have been made, and the perceptions by each party of the dispute. This reminds parties how far they have come in understanding what has happened in the past, in understanding each other, and how they would like things to be in the future. Parties are able to look at the SUI at a later time and the transfer of these skills may assist the parties to determine ways to resolve their dispute after the mediation session.

Appendix A - Geographical location of Party A

The suburb of the address supplied by Party A has been grouped according to the court house which services that particular area for hearings.

Local Court Catchment Area	No. of Party A's	% of Party A's
Albion Park	185	2.63%
Albury	20	0.28%
Armidale	32	0.45%
Ballina	31	0.44%
Balmain	50	0.71%
Balranald	1	0.01%
Bankstown	289	4.11%
Batemans Bay	13	0.18%
Bathurst	31	0.44%
Bega	4	0.06%
Bellingen	19	0.27%
Belmont	135	1.92%
Blacktown	291	4.14%
Blayney	1	0.01%
Bombala	1	0.01%
Bourke	1	0.01%
Bowral	108	1.54%
Burwood	245	3.48%
Byron Bay	4	0.06%
Camden	41	0.58%
Campbelltown	409	5.81%
Casino	2	0.03%
Cessnock	31	0.44%
Coffs Harbour	49	0.70%
Condobolin	1	0.01%
Cooma	13	0.18%
Coonabarabran	1	0.01%
Coonamble	1	0.01%
Cootamundra	8	0.11%
Cowra	18	0.26%
Crookwell	6	0.09%
Deniliquin	1	0.01%
Dubbo	2	0.03%
Dungog	16	0.23%
East Maitland	70	1.00%
Eden	1	0.01%
Fairfield	180	2.56%
Forster	14	0.20%
Glen Innes	18	0.26%
Gloucester	4	0.06%
Gosford	186	2.64%
Goulburn	52	0.74%
Grafton	28	0.40%
Grenfell	2	0.03%
Griffith	2	0.03%
Gulgong	7	0.10%
Gundagai	11	0.16%
Gunnedah	8	0.11%
Hornsby	95	1.35%
Inverell	24	0.34%
Junee	18	0.26%
Katoomba	100	1.42%
Kempsey	29	0.41%
Kiama	42	0.60%
Kogarah	150	2.13%
Kurri Kurri	12	0.17%
Kyogle	1	0.01%
Lightning Ridge	1	0.01%
Lismore	22	0.31%
Lithgow	23	0.33%
Liverpool	240	3.41%

Local Court Catchment Area	No. of Party A's	% of Party A's
Macleay	7	0.10%
Maitland	42	0.60%
Manilla	3	0.04%
Manly	176	2.50%
Milton	39	0.55%
Moree	30	0.43%
Moruya	21	0.30%
Moss Vale	73	1.04%
Mudgee	17	0.24%
Mullumbimby	3	0.04%
Murwillumbah	7	0.10%
Muswellbrook	44	0.63%
Narooma	5	0.07%
Narrabri	4	0.06%
Narrandera	4	0.06%
Newcastle	254	3.61%
Newtown	106	1.51%
North Sydney	89	1.27%
Nowra	102	1.45%
Nyngan	1	0.01%
Orange	6	0.09%
Parkes	1	0.01%
Parramatta	191	2.71%
Penrith	468	6.65%
Picton	40	0.57%
Port Kembla	82	1.17%
Port Macquarie	43	0.61%
Queanbeyan	90	1.28%
Quirindi	16	0.23%
Raymond Terrace	66	0.94%
Redfern	63	0.90%
Richmond	30	0.43%
Ryde	101	1.44%
Rylstone	2	0.03%
Scone	8	0.11%
Singleton	26	0.37%
Sutherland	150	2.13%
Sydney	105	1.49%
Tamworth	42	0.60%
Taree	48	0.68%
Temora	5	0.07%
Tenterfield	1	0.01%
Tumut	7	0.10%
Tweed Heads	5	0.07%
Wagga Wagga	51	0.72%
Walcha	2	0.03%
Wallsend	202	2.87%
Wauchope	17	0.24%
Waverley	159	2.26%
Wee Waa	1	0.01%
Wentworth	1	0.01%
Windsor	43	0.61%
Wollongong	298	4.24%
Woy Woy	38	0.54%
Wyong	112	1.59%
Yass	5	0.07%
Young	25	0.36%
Other		
ACT	28	0.40%
QLD	5	0.07%
VIC	1	0.01%

Macksville	24	0.34%	TOTAL	7035	100.00%
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Appendix B - Categories of "Nature of Dispute"

Behavioural Complaints	No.	Specific Complaints	No.
Noise - any source	658	Motor Vehicle - Damage to, Damage by, Repairs	223
Pollution smoke, Fumes, Smells	48	Motor Vehicle - Nuisance caused by, Parking	65
Eyesores	56	Extensions/development applications, Plans for or objections to	67
Blocking light, obstructions, spoiling view	55	Renovations, painting, Nuisance caused by	44
Threats of damage to property, Things thrown at property (missed)	234	Machinery - Nuisance caused by, Include air conditioners, dishwashers etc.	36
Removal of property, Damage caused to property	229	Machinery - 'Nuisance' includes noise, fumes, vibrations, 'waves', electronic interference	32
Refusal to repair accidental damage	198	Rubbish, Garbage	84
Removal of property, Stealing by finding, Things "gone missing"	57	Littering	30
Alleged theft, pilfering	73	Defective goods	37
Shoplifting	21	Goods & Services - Non-delivery	115
Retention of goods	93	Goods & Services - Refusal to repair or refund, Unsatisfactory service	191
Storage of goods, goods left behind	45	Drugs - illegal or proscribed	82
Disputed ownership	189	Alcohol	114
Money, debt	1,071	Gambling	9
Shouting, abuse (in person or by phone)	2,301	Medical or Psychological - Problems caused by condition, Treatment for	118
Insults, taunts (in person or by phone)	1,345	Cultural differences - ethnic/religion	94
Gestures	260	Cultural differences - racial/taunts, name calling	117
Indecent exposure	19	Gender	11
Threats of violence - things thrown (missed)	584	Sexual preference	51
Assault, Pushing, Punching, hitting, bashing	486	Lifestyle, Environmental	475
Hosing, Things thrown/weapon etc. (accurately)	84	Generation	159
Endangerment, Causing dangerous conditions, Thoughtless and dangerous acts, Allowing dangerous conditions to remain	184	Class	26
Rumour, Gossip	338	Expectation of relationship (eg. student/teacher)	78
Harassment by letter or phone, Anon. phone calls	422	Religious practices, Religious tolerance	6
Dobbing in', Harassment by reporting to agencies or authorities, including Body Corporate	324	Witchcraft, Superstition	10
Repeated complaints, regarded as trivial by recipient	648	Structure - Inclusion or exclusion of members (Incorporated Assoc.)	35
Repeated refusal or failure to act on complaints	1,048	Structure - Interpretation of rules	49
Refusal to negotiate, Refusal to discuss problems, Rejection of all approaches, Repeated arguments	2,048	Family - Emotional, Include intimacy, sexual, loss of love	237
Inability to communicate	2,108	Family - Practical, specific incidents, including repeated annoyances, general complaints about behaviour attitudes	266
Inability to communicate because of language difficulty, physical	58	Allocating family income	59
Bad faith bargaining, Broken promises	346	Parenting issues	300
Breaking negotiated agreements	272	Continuing residence in family home	81
Specific Complaints	No.	Return to family home	87
No Specific Problem Specified	1,050	Family - Division of responsibilities	144
Children - Behaviour, noise, rudeness	501	Family - Relationships: jealousy, favouritism, rejection, alienation of affection, influence	148
Children - Nuisance caused by, Discipline of, Concern for care of	441	Relationships with new partners	117
Animals, Birds - Nuisance caused by	255	Other relationship (eg. extra marital affairs etc.)	100
Animals, Birds - Fear of, Concern for care of	95	Division of property	329
Plants, Trees, Shrubs - Nuisance caused by, Complaints about	345	Residence of child	331
Plants, Trees, Shrubs - Concern for care of, Damage to	193	Family - Contact (formally access)	630
Visitors, Customers, Callers - Nuisance caused by	555	Extended Family - Relationships, Arrangements (eg. marriage or funeral)	101
Fence, condition, construction, repair, Position of	938	Extended Family - Wills, bequests	36
Retaining walls	56	Extended Family - Family Business	67
Walls on boundary, Common wall	54	Work related complaints	153
Use of common facilities, Use of common property	219	water run off, drainage, joint sewer lines, flooding	50
Access to property, Parking	131	Inmates	1
Trespass	106		
Invasion of privacy	349		
		Total no. of Behaviour Complaints	15,902
		Total no. of Specific Complaints	10,883
Average no. of Complaints per file	4	Total no. of Complaints	26,785

Location of Regions

Northern Region

Cnr Bolton & Church Streets
Newcastle NSW 2300
Ph: (02) 4929 1211
Fax: (02) 4926 2420
Toll Free: 1800 990 777

Southern Region

2nd Floor, Transport House
1 Rawson Street
Wollongong NSW 2500
Ph: (02) 4228 0433
Fax: (02) 4226 3630
Toll Free: 1800 650 987

Sydney Region

City

Level 13, 227 Elizabeth Street
Sydney NSW 2000
Ph: (02) 9262 7844
Fax: (02) 9262 7526
Toll Free/TTY: 1800 671 964

Bankstown

Ground Floor, Civic Tower
66-72 Rickard Road
Bankstown NSW 2200
Ph: (02) 9790 0656
Fax: (02) 9796 3258

Western Region

Level 1, 311 High Street
Penrith NSW 2750
Ph: (02) 4732 1933
Fax: (02) 4731 3578
Toll Free: 1800 252 736

Directorate

Level 8, Goodsell Building
8-12 Chifley Square
Sydney NSW 2000
Ph: (02) 9228 7455
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