

Our Suite of Services



Who we are

FMC is a non-profit, inclusive organisation providing affordable services for individuals, couples & families facing parenting, relationship, mental health or financial issues.

FMC has been in the business of helping people take back control of their lives for the past 30 years.

We provide support services to over 8000 clients across 21 locations throughout Victoria.

Our Services

Family Dispute Resolution

Professional support for families who need help resolving disputes about children or financial matters. The law requires separating families who have a dispute about children to make a genuine effort to try to sort it out through family dispute resolution (FDR) before filing an application for parenting orders in Court. It is a practical, less stressful and inexpensive way for separating families to sort out these arrangements.

Mediation

Guided negotiation between people in conflict. For example, between teens and parents about behavioural or communication issues, or between siblings about ongoing care & financial arrangements for elderly parents.

Counselling

Skilled and non-judgemental professionals helping individuals, couples and families through emotional problems, dealing with grief, parenting challenges and marital concerns.

Child & Youth Counselling

Assistance and guidance from a compassionate and skilled practitioner who understands how children communicate, the difficulties children face and how best to resolve them.

Psychological Services

Team of psychologists providing sessions at a range of locations including schools, community centres and SEPHN.

Family Violence Services

A range of specialist support and counselling services including victims support, financial advocacy and programs for men, adolescents and children.

Financial Counselling and Capability

Practical strategies, support and vital information for people who need help managing their finances, want to learn about managing their money or are struggling with debt.

Family Mental Health Support

Support Services for children, young people and their families to learn healthier ways of dealing with problems arising from changes within the family like divorce, moving, or even a new baby.

(Frankston to Mornington only)

Respecting Elders

A range of services to assist older people in conflict resolution and support with their families, siblings, friends carers and or/ professional service providers.

Group Programs and Community Education

- Providing couples, parents and carers with relationship education to enhance their family environment.
- STAR: school based programs for students to develop their skills in relationships, resilience, emotions and working with others.

- Parenting education programs
- Financial capability workshops

Further Education

For people interested in becoming mediators and FDR practitioners.

How can people reach us?

FMC Assist is the first point of contact for consumers interested in our services.

FMC also offers consumers easy access across the phone or via Internet.

Our referral process is:

- Respond to calls or emails within next working day
- Consultation to determine client needs
- Case file commences
- Appointment booked

Clients can be referred to us by our partners and other service providers and/or contact FMC directly.

Self Referral:

For referrers uncertain about what is the most appropriate service for their client please call 1800 639 for a secondary consultation.

Outcomes:

We enhance our services by conducting

- Client Satisfaction surveys and reporting
- Client self-scoring on their outcomes

If you would like to find out more about FMC services call 1800 639 523.

We can also provide detailed briefings about our services to network meetings, groups and forums at locations to suit.



Skype and LiveChat available

Contact Details

Clients have a number of ways of reaching us:

 **1800 639 523**
(freecall)

Talk to us during office hours

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Email your query to enquiry@mediation.com.au

Find out more on our website where you can also talk to us on Live Chat or leave a confidential request
www.mediation.com.au
www.financialfirstaid.org.au

After hours appointments are available.

Locations across Victoria

Moorabbin (Head Office)
Level 4, 1001 Nepean Highway
Moorabbin VIC 3189
tel. (03) 9556 5333
family@mediation.com.au

mediation.com.au