



What is mediation?

Mediation is a guided negotiation between people in conflict.

For couples and families going through a separation, mediation is sometimes called family dispute resolution (FDR).

Mediation is a process that involves a professional, compassionate and skilled practitioner helping people in conflict explore their options and reach agreements.

Mediation is confidential and designed to provide better outcomes for all concerned.

Who uses mediation?

Mediation (or FDR) is used by people in conflict. People may be referred by solicitors, courts and other agencies, or you may choose to attend.

People who use mediation include:

Separating couples

Whether married, de facto or same-sex, separations can be stressful and emotional. Sometimes you get to a point where you cannot agree, or even talk about issues such as money, property or children.

Grandparents

Separations don't just affect couples and children. Grandparents might not get to see their grandchildren after the parents separate and need help to keep the family connected across a generation.

Young people in conflict with their parents

Young people and their parents can clash about a range of issues such as friends, school, rules, lifestyles and sex. Sometimes, both parties feel like they are living with strangers who don't understand them at all.

How does it work?

Mediation works by a skilled, professional and impartial mediator helping each party decide what outcomes matter most to them and then negotiate to reach those outcomes.

Conflicts are often complex with many issues at play, heightened emotions and multiple people involved. Mediators have a wealth of experience dealing with these types of situations.

Mediation allows you to develop your own flexible and creative solutions to your problems.

What does it involve?

When you make the first contact, we assess your situation and work out if mediation is right for you.

Assessment involves us talking to each party individually. We listen to everyone's perspective on the dispute and gauge each party's willingness to negotiate.

If mediation is suitable for your dispute, we schedule a session. A session usually goes for about two hours. How many sessions you have depends on your needs and your pace. Between two and four is typical.

Mediation sessions cover:

Developing options

You explore ways to meet your needs and consider the needs of everyone else involved.

Negotiating together

With the guidance of the mediator, each party communicates directly with the other, making decisions about each issue.

Reaching agreements

Agreements made are not legally binding, however they can usually be easily converted to legal agreements, if both parties choose to make them so.

What does it cost?

As a not for profit organisation Better Place Australia ensures that it represents good value to its clients.

The cost of some services is partially funded by the Government. The balance is covered by fees which

are based on a sliding scale according to income and ability to pay. We discuss with you how your particular circumstances relate to the fee structure and assess what you would pay. We do not refuse our services to those who have a genuine inability to pay.

What other mediation services does Better Place Australia offer?

We offer a number of mediation services at Better Place Australia including:

Respecting Elders is a non-adversarial approach to resolving conflict, working through disagreements or making important decisions. It can be for seniors and their families, carers or professional service providers.

Facilitated Mediation for Complex Family Situations offers a number of different mediation styles to ensure all participants feel safe and secure in having their issues addressed.

What do I do now?

To make a booking or discuss your needs:



Talk to us on 1800 639 523 during office hours (freecall)



Skype available



Email your query to enquiry@betterplace.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.

Where We Are

Cheltenham (Head Office)

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Find your nearest location, visit

www.betterplaceaustralia.com.au/locations