

How can I contact these services?

These services are located in every state and territory in a range of rural, regional and metropolitan locations.

To find a *Adolescent Mediation and Family Therapy* provider in your local area, call the Family Relationship Advice Line on 1800 050 321* or visit Family Relationships Online at www.familyrelationships.gov.au

*Available 8.00 am – 8.00 pm Monday to Friday and 10.00 am – 4.00 pm Saturdays (except national public holidays).

Brochure orders

To order additional brochures contact 1800 050 009 between 8.30 am to 5.30 pm

Monday to Friday (except national public holidays).



Australian Government

Adolescent Mediation and Family Therapy



Where young people and their families are working to resolve conflict and improve their relationships, the Australian Government funds community-based organisations to provide Adolescent Mediation and Family Therapy Services.

What services are available to me?

Adolescent Mediation and Family Therapy services aim to prevent family breakdown by working directly with young people and their families or caregivers to resolve conflict and improve relationships. This is done through mediation and/or family therapy.

Mediation is a voluntary, co-operative problem-solving process in which qualified and impartial mediators assist people to resolve disputes and make decisions by agreement. Mediation is designed to enable those taking part to retain control over decisions that affect their lives. Mediation tends to be short-term and focuses on resolving current conflict and planning for the future.

Family therapy highlights the positive aspects of people's lives as well as exploring problem areas. It provides a way for people to express feelings and creates opportunities for new possibilities within family relationships. Family therapy respects each family member's view of the conflict and may help the family to find their own solution.

Who can use these services?

The services are available for young people (aged 10 to 21) and their families or caregivers who want to improve their relationships and resolve conflict.

How can I benefit from these services?

The services may help you to re-establish connections with family members and improve relationships or resolve issues.

When can I access these services?

Services are available to:

- young people living either at home or out of home who want counselling for family issues, which may include conflict, abuse, domestic violence, neglect and rejection
- young people living in residential care or youth housing who want to re-establish relationships with their families
- parents who have a child who has left home and may be acting in an unsafe or dangerous way, such as by abusing drugs or alcohol, or using violence towards themselves or others.

Is it confidential?

Services provided by *Adolescent Mediation and Family Therapy* are confidential except in certain circumstances. Families using the service must enter into an agreement where safety considerations outweigh considerations of confidentiality. This applies especially when a young person is deemed to be at risk of harm.

By law, service providers are required to report some things. If staff reasonably suspect that there is a current threat of serious harm to someone, that a person has actually been harmed and/or a child is at risk of abuse or neglect, then they must report that suspicion to the appropriate authorities.

What will it cost to use these services?

Adolescent Mediation and Family Therapy services charge fees based on your income and capacity to pay. If you are a low income earner or are experiencing financial difficulties you can discuss this with your service provider so that it can be taken into consideration.