



**Lifeworks**  
...when relationships matter

## Mediation Services

Alternative Dispute Resolution



Lifeworks Relationship Counselling  
and Education Services

# What is mediation?

Mediation is a voluntary meeting between people who have a dispute. Facilitated by an impartial mediator, the process aims to negotiate an acceptable resolution for all. The mediator does not take sides, provide legal advice or make decisions, but facilitates the process so participants maintain control of the outcome.

## Issues for mediation

Mediation can be utilised to resolve disputes:

- between family members
- between friendship groups
- about older family members
- community disputes, including neighbourhood issues
- parent/adolescent disputes
- Family Law matters following separation
- workplace issues.

## Benefits of mediation

- Participants control the outcome.
- Sessions are private and confidential.
- Mediation allows each person to express their opinion on issues, outline preferred outcomes and hear others' opinions.
- As a co-operative process, mediation can help rebuild relationships.
- The range of agreed outcomes is usually broader than court imposed judgements.
- Mediation fees are much less than legal or court fees.

# What is the process?

Any person involved in a dispute can begin the mediation process by contacting LifeWorks. Following an initial, private and individual intake session with each participant, a joint mediation session is then booked on a date that suits everyone.

In the joint session the mediator assists everyone to identify the issues, consider options and facilitates negotiation towards an acceptable solution.

## Violence issues

During the initial individual sessions the mediator will discuss any past or current issues of violence or abuse involving the participants. If there are any issues which could affect one person's ability to freely negotiate within a session the mediator will assess if separate rooms will assist in making the process fair and safe. The mediator might also assess that mediation is not appropriate in particular circumstances.

## Agreements

If requested, a written agreement can be provided on the day, which participants are invited to sign. Any written agreements reached via mediation are not legally binding. Legal advice can be sought however on making agreements legally binding.

## Fees

LifeWorks is a not-for-profit organisation. While the cost of some services are partially subsidised by government funding, fees are charged to cover the remaining costs. Our Client Service staff will advise the fee based on LifeWorks' sliding scale according to individual income. Fees are to be paid on the day of the session.

# Lifeworks' Mediators

All Lifeworks' mediators are professionally qualified and accredited. They have met requirements covering client confidentiality, professional conduct, attend ongoing professional development and work to stringent ethical standards.

## Mediation Locations

### Melbourne City

L4, 255 Bourke Street,  
Melbourne 3000  
T 8650 6200

### Geelong

38 Myers Street,  
Geelong 3220  
T 5222 3172

### Frankston

345 Nepean Highway,  
Frankston 3199  
T 9783 7611

### Wyndham

1 Johnson Avenue,  
Hoppers Crossing 3029  
T 9974 3200

## Contact Lifeworks

Lifeworks also provides professional counselling and relationship education programs to support individuals, couples and families.

For more details or bookings, please call **03 8650 6200** or 1300 Lifeworks (**1300 543 396**).

Visit **[www.lifeworks.com.au](http://www.lifeworks.com.au)** or email Lifeworks on **[lifeworks@lifeworks.com.au](mailto:lifeworks@lifeworks.com.au)**.



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Lifeworks is a not-for-profit organisation approved by the Federal Attorney-General's Department under the provisions of the Family Law Act 1975 and is partially funded by the Australian Government.

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