The Family Mediation Service provides high quality dispute resolution assistance in a caring and supportive environment that can be accessed by members of the public as well as QUT staff and students.

Mediation, also known as family dispute resolution, is a process that helps people discuss their issues, listen to each other’s perspectives and make their own decisions. The mediator is an independent person who helps to clarify the issues, keep the discussion focused and write up any agreement reached.

WHAT ISSUES CAN BE DISCUSSED?

Family mediation can assist separating couples, or other family members work out arrangements for children, child support, property and finances. The issues that can be discussed include:

- living arrangements for children and young people
- how children will maintain a meaningful relationship with their parents
- how parents will make important decisions for their children, such as about schooling
- division of property and finances
- financial support for children
- how children will maintain relationships with significant others, such as grandparents
- care and financial arrangements for elderly family members
- how to resolve family issues that are already in court.

WHO ARE THE MEDIATORS?

The service is provided by mediators who are accredited under the National Mediation Standards and who are undertaking specialised family mediation training. They mediate under the supervision of experienced and accredited family dispute resolution practitioners.
WHO ATTENDS THE MEDIATION?
The people attending family mediation can include:

- parents of children wanting to sort out parenting arrangements
- separated couples who are wanting to discuss property and financial matters
- family members who are in conflict
- grandparents or other family members, such as step-parents, seeking to maintain relationships with children.

ADVANTAGES OF MEDIATION
The advantages of mediation include:

- mediation provides a far quicker, less expensive alternative to court
- parents are the best people to make decisions about their children as they can tailor arrangements to suit their individual needs
- parent relationships are more positive after mediation than post-court proceedings
- participation in mediation allows former partners to make their own decisions about how to divide their property and organise their financial arrangements
- people are assisted to have discussions in an informal and caring environment.

HOW DO I ORGANISE FAMILY MEDIATION?
If you feel comfortable you should contact the other party and see if they will agree to participate. If you don’t feel comfortable contacting the other party the Family Mediation Service can contact them for you.

WHAT IF THE OTHER PARTY WON’T ATTEND?
Mediation can only go ahead if all parties cooperate and commit to attending and discussing the relevant issues. If the other party won’t agree to participate you can seek legal advice.

IN PARENTING CASES CAN AN S60I CERTIFICATE BE ISSUED?
At the end of a family dispute resolution about parenting arrangements for children, an s60I family dispute resolution certificate can be issued, if needed. This certificate is valid for 12 months and can be filed in court if necessary.

WHAT IF MY CASE IS ALREADY IN THE FAMILY COURT?
It is never too late, as even if your case is already in court you can still mediate, provided that the other party will agree to attend and your case is suitable.