



*"A step in the right direction"*

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## **FAMILY MEDIATION SERVICE**

### ***WHERE ARE WE?***

We are based at the above address in the centre of Barry and can be contacted by telephone or fax.

The office is open 9.30-500pm. However the Mediation Service is flexible so that we can meet the needs of young people and their families.  
The mediator is able to do home visits or people are welcome to come in to the office.

### ***WHO DO WE WORK WITH?***

The service is aimed predominantly at 16 and 17 year olds but we are prepared to work with young people who may be either side of this age group.  
We can work with any member of the young person's family, or support network.

### ***WHAT IS MEDIATION?***

Mediation is a free and confidential service.

Mediators are impartial, non judgemental and independent of all other organisations.

Mediation is voluntary - parties involved choose to take part and are free to stop the process at any time.

### ***HOW CAN MEDIATION BE USED?***

Mediation can help to resolve arguments and disputes within families.

Some examples of when mediation could be appropriate:

- Have been out of contact with their families
- Want to see brothers/sisters -other family members
- Have left home in a crisis and wishes to rebuild bridges
- Feel that family has unrealistic expectations
- Would like more contact at home but feels they have tried everything
- Arguments with family about independence issues - going out, getting work etc.
- Would like to leave home in a planned way

## ***REFERRAL***

You may refer a young person or family member to the mediation service by telephoning the Mediator on the above number or on the direct mobile no: 07966 555814. Alternatively you can fax through a family mediation referral form. (Master copy to be found at your office)

### **Footnote:**

We are not a counselling service but advice and assistance can be given to access more appropriate services if mediation is deemed unsuitable.