High Conflict

FAMILY DISPUTE RESOLUTION

For families experiencing high levels of conflict.
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About Interact Support

Vision
Our vision for the future is a country where people have positive, safe and respectful relationships, reducing the harm caused by interpersonal conflict.

Mission
Our mission is to help people to avoid or resolve entrenched conflict.

The main area we work is in Family Law because the family is the basic building block of society and should be a place of nurture and support for our next generation. Family conflict not only affects adults, it can have a devastating impact on the development and future wellbeing of children.

All Interact Support programs are designed to reduce conflict and achieve sustainable, collaborative outcomes.

Our History
Interact Support Incorporated was established in 2015 by a group of Family Lawyers and Family Law Mediators (Family Dispute Resolution Practitioners) who noticed gaps in the services and support available for people going through separation and divorce.

We are established on social enterprise principals that believe that services should be for the greater good and be excellent value for money but if people can afford to pay the should.
What is High Conflict FDR?

High Conflict Family Dispute Resolution (HC FDR) is a specialist form of Family Dispute Resolution.

If you participate in HC FDR it will be facilitated by two Family Dispute Resolution Practitioners (FDRP’s) who will help you to explore issues and negotiate with your former partner in a respectful and realistic manner.

Who is High Conflict FDR for?

This process is for people who have experienced high levels of conflict during or at the end of their relationship and one or both do not want to meet for mediation in the same place.

The service is used by people who have not been issued with a Section 60i Certificate by a FDR service after efforts to initiate mediation for children’s matters has been refused or mediation did not proceed successfully.

It is also used by people who need to reach an agreement on parenting or property but a family violence order prevents direct communication.

If you don’t want to end up in Family Court without trying everything that you can High Conflict FDR may be an option worth trying.
What is different about High Conflict FDR?

The main differences in High Conflict FDR from normal FDR is that it takes place by video mediation, the agenda for the mediation is negotiated in advance of the mediation and the mediators are very firm in ensuring that behaviour ground rules are followed.

Video Mediation

If you or the other person fear physical assault or threats then our policy is not to facilitate a process where you will both be in the same building for mediation.

This avoids any risk to you, the other person or our staff should a user of violence not control themselves.

The Agenda determined in advance

Generally, at the start of family dispute resolution the FDR practitioner will ask you each to identify the issues in dispute and briefly talk about your point of view and desired outcome in order to work out the agenda.

In High Conflict FDR this is done in advance individually with each of you and that information is shared with each participant.

This allows you each time to think about the issues, consider your point of view, get legal and other advice and to be prepared for the mediation session.

Behavioural Ground Rules

Abusive language, disrespectful or belittling comments or behaviour is not tolerated in mediation with Interact Support. Our facilitators are particularly vigilant in High Conflict FDR and will ask the person who is not behaving appropriately to stop the inappropriate behaviour immediately. The meeting system we use allows that person on hold and discuss concerns with them. If the groundrules are not respected the process will not proceed.
What do you mean by High Conflict?

High conflict refers to disputes where the participants have become entrenched in their conflict causing significant disruption to the family and their ability to function.

One or both of the relationship partners may have a High Conflict personality and demonstrate some or all of the following behaviours frequently.

- All or nothing thinking and an unwillingness to listen to others point of view and explore other possible solutions.
- Unmanaged emotions with intense fear, anger, yelling or disrespect.
- Extreme behaviours and claims, obsession and fear of losing control.
- Blaming others and finding fault in everything that they do.

High conflict patterns

Separation and trying to restructure your family after separation is usually a time of increased conflict for families. The reasons for your relationship ending are compounded by the practical issues of working out how to reach agreement on a property settlement and how to share the care of any dependent children.

You may also be struggling with strong emotions. Blame, anger, sadness, shame, depression and anxiety are just some of the emotions you may be feeling.

Disagreements and even disputes are normal and can usually be sorted out with the assistance of a family dispute resolution practitioner.

People caught up in high conflict patterns experience a much higher level of volatility in their relationship which may have erupted into family violence. For this reason, High Conflict Family Dispute Resolution is facilitated by practitioners who have additional training in working with people who have experienced or caused high levels of conflict.
Dealing with practicalities in conflict zones

The challenge with a high conflict situation is that it is difficult or impossible for you to speak directly with each other without assistance and there is the ever-present risk that hostility may escalate into violence.

In your mediation, you will be able to discuss and negotiate financial and property decisions to put in place temporary measures or work out the basis for a final settlement.

You may also discuss parenting issues, contact with children and other concerns about children.

An important part of the FDR practitioner’s role is to help you to reality test any proposals regarding children to make sure that they are in the children’s best interests.
Why is HC FDR needed?

Power Imbalances and the collateral damage
High conflict relationships often display one of two major dynamics although how you interact can vary depending on the specific issues or other factors.

Dynamic One: Power Imbalance
You may be in a relationship where one person has more power than the other and believes they are entitled to use that power to get what they want. The other person may use strategies to avoid confrontation and not be willing to say what they want or express their needs.

If you feel that your partner agrees and then changes their mind frequently you may be experiencing this type of dynamic.

Dynamic Two: Power Battles
You may be in a relationship where you are both trying to dominate the other. Neither will listen or consider the others point of view. You don’t feel heard (because you’re not) but you are only focused on being heard yourself and don’t really listen to what the other person is saying beyond your efforts to discredit it.

In this type of relationship, you may be using disparaging or abusive language, trying to gain allies among family and friends by telling them how terrible your former partner is and unfortunately even bringing your children into the battle by justifying your behaviour to them and complaining about their other parent.

Numerous research studies have shown that children caught in the middle in families like this do very poorly with higher rates of self-harm, drug abuse and other risk taking and mental health issues than children in families without the conflict.

"Without Proper Self-evaluation Failure is inevitable"
-John Wooden-
Collateral Damage

We’ve all heard about Collateral Damage and so called “friendly fire” in war but what a lot of parents don’t realise is that exposing their children to their conflict and to family violence causes long term physical, emotional and mental health harm to them.

Exposure doesn’t just mean hitting or other forms of physical abuse. It also means saying things that hurt them and causing them to witness harm caused to other people they love.

Children need a stable, secure and safe environment to grow to their full potential and if you are exposing them to violence and abuse in your words or behaviour then you may be hurting them more than you realise. Their potential may be limited and their developing brains may become wired for fear, distrust, anxiety and depression. They are more likely to have behavioural problems, difficulties coping with their emotions, develop antisocial and violent behaviours, learning delays and difficulties in making and maintaining friendships.

Protective Factors

Not all children are affected in the same way even if they have been exposed to family violence so it is not too late to make changes to help your children. A range of factors have been identified as being ‘protective’ for children, such as:

- parenting that provides structure, warmth, emotional support and positive reinforcement, and
- positive support from other adults outside their immediate family, such as relatives, family friends and teachers.

Providing children with an environment in which they feel both physically and psychologically safe is an important priority and one that your HC FDR practitioner will talk to you throughout the process.
Understanding Abuse

Your practitioner will be very open and upfront with you about behaviour that is regarded as abusive in Australia and they will suggest respectful alternatives to you in order to ensure that your mediation has the best chance of achieving an outcome for your family.

Abuse means to treat with cruelty or violence, especially regularly or repeatedly but abuse doesn’t have to be repeated to cause harm.

The opposite of abuse is to look after someone. That can be difficult when you are feeling angry and upset but as a minimum to participate in the HC FDR program you must agree to treat each other and the FDR Practitioner with respect.

Respectful behaviour will include:

- calling people by their given names
- using business like language the sort of language you would use at a job interview when you are on your best behaviour
- being willing to listen and acknowledge what they say. Acknowledge doesn’t mean you must agree. It just means accepting that they have a right to see things differently to you.
Conflict Styles

For HC FDR to result in an agreement you are going to need to be willing to talk about what you want and why and to listen and consider what the other person wants and why.

If your relationship is High Conflict, being willing to talk and listen openly with your former partner is something that you may have not done for quite a long time.

The role of the mediator is to help facilitate the process of sharing information about what is important to you and not just what you want. That is because mediation is a process to facilitate compromises and collaboration where what you both need is important.

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<thead>
<tr>
<th>Focus on achieving personal goals</th>
<th>Focus on the others needs</th>
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<tr>
<td>High</td>
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<tr>
<td>Competing</td>
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<td>agressive or passive aggressive</td>
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<td>Compromising</td>
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<td>(give and take)</td>
<td>problem solving</td>
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<td>Accommodating</td>
<td>what you want</td>
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Positions and Interests

Your mediator will talk to you about positions and interests.

**Positions** – what you say you want. For example 50/50 on your property settlement or a certain number of nights that the children must stay at your house.

**Interests** – why you want that. Your interests are what matters to you that has led you to decide on your position.

During the mediation process the mediator will be asking you questions about not just what you want but why you want it.
When is FDR appropriate?

FDR is only appropriate if you are both free to negotiate without fear or coercion. In high conflict FDR it is likely that there have been incidents where there has been violence or abusive behaviour under the terms of Australian law.

If you are not able to express your needs or make and consider proposals because of threats or a history of violence or abuse, mental illness, substance abuse or other concerns then FDR may be unsuitable.

Other strategies such as lawyer inclusive FDR or Mediator Facilitated Negotiation may be an alternative to High Conflict FDR.

High Conflict FDR is for people who may have experienced high levels of conflict yet feel capable of negotiating a resolution to parenting and/or property issues as long as appropriate safeguards are in place.

Assessing if FDR is appropriate

The pre-mediation stage of the process is designed to assess if FDR is appropriate and help you prepare. Both of you and the mediator have the power to decide that FDR is not appropriate.

If you decide to proceed you will not be coerced or forced to agree with any of the proposals discussed and no commitment is made unless you both agree.

Terminating FDR

You may withdraw from HC FDR at any time. The practitioner may also suspend or terminate the process at any time if he/she considers that it is no longer appropriate.
The High Conflict FDR Process

HC FDR is facilitated by accredited Family Dispute Resolution Practitioners who have done additional training with Interact Support on working with families experiencing High Conflict.

Before the FDR mediation

Before the mediation session your FDR Practitioner will work with each of you to make sure that you are prepared for the mediation and be sure that any safety concerns are understood and considered.

This session or sessions will be conducted via a video or phone meeting.

During the FDR mediation

High Conflict Family Dispute Resolution mediation is only offered as video or phone mediation. That means that you will not be in the same building as the other person involved in the mediation.

It is encouraged but not absolutely required that you speak with the other person during the mediation. A “shuttle” process where the mediator carries information between the two of you can be used.

This might change during the process if you both agree that you will speak directly.

Agreements and Action Steps

When facilitating HC FDR your mediator will be very careful to make sure that any proposed agreements are clarified. That is to make sure that you are both very clear about what is being proposed.

We generally recommend trialling the agreement for an agreed period of time before signing or applying for Consent Orders.
Confidentiality and Inadmissibility

Confidentiality

FDR is a confidential process unless there is a specific requirement to disclose information or the person who provided the confidential information gave their permission. You can authorise the FDR Practitioner to work with your lawyer when preparing Consent Orders based on an agreement reached in FDR or to provide information to your financial advisors or a psychologist or child specialist working with your family.

Abuse or Harm

The FDR practitioner must disclose any communication or admission made they reasonably believe that they are required to disclose under any Federal, State or Territory law that they must comply with.

Under the Family Law Act 1975 a FDR practitioner must report to a child welfare authority if they have a reasonable basis for suspecting child abuse or risk of child abuse. They may also report ill-treatment or neglect of a child or exposure of a child to psychological harm.

Abuse in relation to a child is defined in the following way in the Family Law Act 1975.

a) An assault, including sexual assault, of the child
b) Sexual exploitation
c) Causing the child to suffer serious psychological harm including but not limited to when the harm is caused by the child being subjected to or exposed to family violence.

Abuse in relation to a child is defined in the following way in the Family Law Act 1975.

a) An assault, including sexual assault, of the child
b) Sexual exploitation
c) Causing the child to suffer serious psychological harm including but not limited to when the harm is caused by the child being subjected to or exposed to family violence.

d) Serious neglect
Your FDR practitioner may disclose information if they believe that is it necessary:

a) To protect a child from the risk of harm (physical or psychological)
b) To prevent or lessen a serious and imminent threat to
   i. the life or health of a person
   ii. the property of a person
c) To report or prevent an offence involving:
   i. violence or a threat of violence to a person
   ii. intentional damage to property or a threat to damage property
d) To assist a lawyer appointed to independently represent a child’s interests under an Order under section 68L of the Family Law Act 1975.

Inadmissibility

Evidence of anything said or any admission made by or in the company of a FDR Practitioner while conducting FDR is not generally admissible as evidence in any Court or in any other legal proceedings.

This also applies to anything said by or in the company of a professional to whom you or your child may be referred to during the dispute resolution process.

The exceptions to this is if a Court orders a FDR practitioner to disclose information about an admission by an adult or disclosure by a child about abuse or the risk of abuse.
Practitioner Independence

FDR Practitioners must be independent and remain impartial in all contact with participants in the FDR process. That means they will not support the interests of one person over another, apart from their commitment to the best interests of the child.

They have an obligation to disclose anything that may be affecting their impartiality.

Our practitioner will not use any information acquired during the Family Dispute Resolution process for personal gain or to the detriment of any person.

Potential Conflicts of Interest

A potential conflict of interest would exist in any of the following circumstances:

- if the FDR has previously acted in a professional capacity other than as a Family Dispute Resolution Practitioner, Family Counsellor or Arbitrator with you or the other person
- if the FDR practitioner has had previous commercial dealings or
- is a personal acquaintance of yours or your former partner.

Waiving a Potential Conflict of Interest

The Family Dispute Resolution Practitioner may provide you with FDR services only if they disclose the potential conflict of interest and you both agree to proceed with the FDR Process.

You should not agree to proceed if the previous professional dealings related to any of the issues in dispute or the previous commercial or personal relationship could influence the FDR practitioner in the provision of the FDR services.

Conflict of Interest Waiver

If a potential Conflict of Interest is disclosed and you decide to proceed you will be asked to sign a Conflict of Interest Waiver Form. If you don’t want to proceed we may be able to arrange another FDR practitioner.
Feedback and Complaints

If you have any feedback, issues or concerns about the conduct of your Family Dispute Resolution we want to know about it.

Please speak with your FDR practitioner if you feel able to. They will take your concerns seriously.

If you do not feel able to speak directly to them please contact Interact Support office at office@interact.support. We will contact you to discuss your concerns.

Under the FDR Practitioners accreditation, they have an external complaint handling service. If your issue is not resolved to your satisfaction by Interact Support management the complaint will be documented and referred, with your permission, to the FDR practitioner’s complaint handling service.

We are also delighted to receive positive feedback about our Family Dispute Resolution Practitioners.
Parenting Agreements

Best Interests of a child
Your FDR Practitioner must encourage FDR participants to consider the best interests of any children likely to be impacted by decisions made.

When a court considers what is in the best interest of a child the primary considerations are:

a) The benefit to the child of having a meaningful relationship with both parents and

b) The need to protect the child from physical or psychological harm from being subjected to or exposed to abuse, neglect or family violence.

While maintaining family relationships is important your child’s safety is more important.

Family Violence
Family violence means violent, threatening or other behaviour that coerces or controls a family member or causes a family member to be fearful.

In determining what is in a child’s best interests a Court must give greater weight to protecting the child from harm resulting from family violence, abuse or neglect.

Likewise, in Family Dispute Resolution your practitioner has an obligation to consider if your child will be safe from violence, abuse or neglect and may ask questions about their care and wellbeing during the mediation process.
The Parenting HC FDR Process Structure

The Parenting HC FDR Process Structure

The FDR Process follows a structured process to make sure that you are both safe and can be heard.

Before the mediation session

1. Pre-mediation meeting – individual meetings to make sure mediation is suitable and safe. If mediation is suitable the mediator will help you to prepare.
2. Negotiation of the agenda – the mediators will help you to determine what the issues to be discussed in the mediation will be. The topics have to be agreed to by both participants for it to make it onto the agenda.

The mediation session

1. Mediators Opening Statements - The mediator establishes the ground rules and expectations for the mediation, reminds you both about confidentiality and gets your agreement to proceed
2. Agenda – The mediator will remind you both of the agenda items and provide a brief indication of why you both consider the items important.
3. Exploration – this stage is a chance for you to talk to each other about the issues. If we are using a shuttle process you will take turns talking with the mediator and explaining your point of view. They will then share that information with the other person and bring back their response. The purpose of this stage is understanding of the issues from your point of view and how you believe it is impacting your children.
4. Option generation and problem solving – in this part of the meeting you will propose and consider options for resolving the issues. Some options won’t work and others may form the basis for an agreement.
5. Negotiation and agreement – the mediator will help you to consider your options and negotiate towards an agreement. Any points of agreement that are reached will be “reality tested” to see if you both think that they will be workable in the real world after the mediation.
6. Conclusion – at the end of the mediation session the FDR practitioner will work with you to get the wording of your agreement right and discuss with you next steps. You may have only dealt with some of the issues and decide you need another FDR session.
The Parenting HC FDR Process Structure

After the Mediation Session

In High Conflict FDR we encourage the use of trial parenting agreements. That means that you try out the agreement for a period of time to see if it works for you. The mediator will check in with you both after an agreed period of time to see how things are going.

- If everything is working well you can sign the agreement and it will become a Parenting Plan.
- If there are issues then another mediation session can be scheduled to discuss them and possible solutions.

Once you have an agreement that is working for your family it can be formalised and made enforceable by applying for Consent Orders.
Section 60i Certificates

You can participate in High Conflict FDR even if you have been issued a Section 60i Certificate by another mediation service.

If the HC FDR doesn’t result in a workable agreement you can request a Section 60i Certificate which will allow you to initiate Family Court action. The certificate is valid for 12 months from the date of issue.

Refusing to participate in FDR

If you believe that FDR is not suitable due to family violence please explain your concerns to the FDR practitioner. They may be able to issue a 60i Certificate indicating that FDR is unsuitable.

If you refuse without explaining why the FDR Practitioner may be required to issue a Section 60i Certificate indicating that you have refused.

The court may take the type of certificate into account

The court may consider the type of Section 60i Certificate you have when considering making an order under section 13 C of the Family Law Act 1975 including referring you back to FDR or to award costs against a party under section 117 of the Act.

If you have a genuine reason for not wanting to participate in Family Dispute Resolution please talk to our practitioner in order that they can understand the issues and issue the appropriate Section 60i Certificate if FDR does not proceed.
The purpose of Property mediation is to help you to reach a financial settlement following the end of a relationship. We work with people who were married as well as people who were in a de facto relationship including same sex couples.

In a Property FDR, some of the rules that apply to family court also apply such as Full Disclosure obligations but you can reach an agreement that takes in the specific circumstances of your family.

When you are not able to speak directly with your former partner because of a Family Violence Intervention Order it can be very difficult to resolve financial issues and reach a financial settlement.

High Conflict FDR can be a much lower cost method of negotiating a property settlement than the alternatives available to you.

**Full and Frank Disclosure**

Under the Family Law Act 1975 you must disclose all assets and liabilities even assets that are not in your private name but which you are a beneficiary of. That means companies that you are a shareholder of and trusts that you are a beneficiary of. You must also disclose recent disposals of property or other assets.

**Time Limits**

Unlike parenting agreements which can be revisited, revised and changed throughout your children’s childhood property agreements need to be sorted out within a reasonable time of your relationship ending.

- If you were married then it should be within 12 months of your divorce.
- If you were not married then it is two years from your separation.
The Property HC FDR Process Structure

The main differences between Property HC FDR and normal FDR is that it is only offered by Video or phone mediation and it is always facilitated by two mediators.

Pre-Mediation

In Pre-Mediation, each person will meet separately with the FDR practitioner. In HC FDR we make use of the pre-mediation process to begin to clarify the asset pool and values. You will be asked to provide your permission for the use of a shared spreadsheet to collect the factual information about family assets and debts.

If you have not had legal advice or have other questions that you need to see another professional about they will help you with referrals to appropriate services or private practitioners.

Pre-mediation meetings will be by Video meeting or phone.

If you need enforceable financial orders the mediator will talk to you about the two options available. Consent Orders or a Binding Financial Agreement.

Interim Arrangements

If there has been an Intervention Order the family may be suffering from significant financial disruption.

An Interim Property Mediation is one that is designed to discuss financial issues but is not focused on reaching a final financial settlement.

The purpose is to make sure that your mortgage or rent gets paid, the bills are managed and there is enough money for the necessities for yourselves and your children. Once things settle down after family violence court hearings conclude you will have the opportunity to mediate to discuss longer term and non-reversible decisions.
Considerations in Property

If your property matter went to court the judge will be applying a set of general principals in determining what is fair and equitable. The general principals are the same, regardless of whether you were in a marriage or de facto relationship except for Western Australia where the rules regarding de facto’s and superannuation are different.

The considerations

Contributions

- **Contributions that each brought into the relationship**: the court looks at what you each had at the start of the relationship and how long you have been together.
- **Direct financial contributions during the relationship**: this is money that you each earned through wages and salaries.
- **Indirect financial contributions by each party**: these are money that you were given by family and other gifts, inheritances etc
- **Non-financial contributions**: these are contributions such as caring for children and homemaking

Future Needs

- **Future requirements**: future requirements consider your current and potential earning capacity, age, health, financial resources, care of children and ability to earn income.

You should talk to a lawyer about these factors when you get legal advice.

- Were your contributions have been roughly equal coming into the relationship?
- During the relationship?
- Are your future needs similar or is one of you less able to earn income?
The Property FDR Process Structure

The joint FDR Session for property follows a different structured process as there is a considerable amount of information about your asset pool that should be worked out before you can begin looking at what sort of property settlement is fair for your family. In High Conflict FDR we facilitate a lot of that working out before the mediation session.

The Seven Steps

3. **Mediators Opening Statements** - The mediator establishes the ground rules and expectations for the mediation, reminds you both about confidentiality and gets your agreement to proceed.

4. **Determining the asset pool** – the mediator will use the spreadsheet developed during the pre-mediation stage to lead a discussion of the asset pool. If there are issues related to valuations they will be discussed at this stage.

5. **Considerations** – the next step is to discuss the considerations. Each of you will have the opportunity to talk to the other about your contributions and future needs. If we are using a shuttle mediation process the mediators will help you to communicate indirectly about your considerations.

6. **Exploration of options** – bearing in mind the discussion of considerations the mediator will then ask if ether of you has a proposal. Often how to deal with some of the assets is clear to you both, such as cars, tools and household items. Once you have reached agreement on those items the mediator will ask for proposals about the rest of your property pool and help you to discuss the various proposals.

7. **Needs and Interests** – issues such as child support, spousal support and any other specific needs or desires are discussed and points of agreement noted by the mediator.

8. **Negotiation and agreement** – the mediator will help you to consider your options and negotiate towards an agreement. Any points of agreement that are reached will be “reality tested” to see if you both think that they will be workable in the real world after the mediation.

9. **Conclusion** – at the end of the mediation session the FDR practitioner will work with you to get the wording of your agreement right and discuss with you next steps.
What does an Enforceable Agreement mean?

An enforceable agreement doesn’t mean that the police will automatically act such as recovering a child who hasn’t been returned at the time indicated in your order. Unless there is a genuine safety issue you will probably have to return to court to have an enforcement order such as a recovery order made if a court order is breached.

In Property Settlements, you will usually need an enforceable agreement to refinance a loan to buy your former partner out and to avoid paying stamp duty.

You will need an enforceable agreement to do a Superannuation transfer.

Family Court Documents

These documents provide further information for people considering or affected by separation or divorce, Parenting Plans and Consent Orders.

- Marriage, families and separation
- Before your file – pre-action procedures for parenting cases

Before you File – pre-action procedures for financial cases
Fee Structure

High Conflict FDR involves a greater use of resources as it is always facilitated by two mediators. Our fees vary depending on the service provided.

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<th>Basis for Costs</th>
<th>Hourly Rate</th>
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<td>Pre-Mediation</td>
<td>Per person per hour</td>
<td>$198</td>
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<tr>
<td>Mediation</td>
<td>Per person per hour (2 hour minimum)</td>
<td>$198</td>
</tr>
<tr>
<td>Follow up negotiation</td>
<td>Per person per hour</td>
<td>$198</td>
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Hardship provisions

Interact Support is a not-for-profit however we do not have government funding for the services we provide.

We offer high quality, efficient and respectful services at reasonable prices however we are aware that at times people going through family law conflict are experiencing extreme hardship.

We have a limited number of hardship places available. These places are made available based on the generosity of our FDR Practitioners who work without payment.

The rate per session for Hardship clients is $33
Our Services

Advice and Guidance

Separation or Divorce Consultation
A comprehensive consultation with a Family Law Professional designed to help you develop your family law plan.

Objective: To reduce overwhelm and uncertainty by gathering the Family Law “vital statistics”, exploring goals and options and developing an action plan.

Outcomes for you: A clear goal or goals to move towards your desired outcome with realistic and practical action steps to take.

Legal Advice and Strategy Session
A 90-minute legal advice session for Family Law and Family Violence related issues.

Objective: To help you to get good quality, tailored legal advice from Family Lawyers at a lower than normal fee.

Outcomes for you: A clear understanding of your legal rights and obligations under family law and a legal strategy plan.
Our Services

Mediation

**Family Dispute Resolution (FDR)**
A responsive high quality, low cost Family Dispute Resolution service for low income earners and those experiencing hardship. Full fee FDR is available with the FDR practitioners who work with Interact Support.

**Objective:** To help you to access Family Dispute Resolution quickly when if you are on a low income.

**Outcomes for you:** Fast access to low-cost mediation services for families where both parties are on low incomes (under $50,000) without any sacrifice in quality of services.

**High Conflict Family Dispute Resolution (HC-FDR)**
A highly structured Family Dispute Resolution process offered via phone or video meeting for families where there has been a history of family violence or high levels of conflict.

**Objective:** A safe way to speak directly and negotiate a resolution to children or property issues.

**Outcomes for you:** The opportunity to negotiate a resolution to issues about children or property when standard FDR is not appropriate.

**Mediator Facilitated Negotiation**
A form of family dispute resolution where the participants speak individually with the FDR Practitioner to develop and consider proposals for parenting or property agreements.

**Objective:** to provide a negotiation alternative facilitated by a non-adversarial team of FDR Practitioners to discuss parenting or property issues.

**Outcomes for you:** The opportunity for independently facilitated negotiation of parenting and/or property agreements avoiding the cost and consequence of going to family court.
Our Services

Court Orders

Consent Order Applications
Assistance to lodge Consent Order applications for parenting and/or property agreements with the Family Court.

Objective: To provide a lower cost alternative for Consent Order applications using a Family Dispute Resolution Practitioner and Family Lawyer working together to convert agreements into enforceable court orders.

Outcomes for you: a lower cost, more efficient and effective method of getting assistance with Consent Orders.

Divorce Applications
Assistance to lodge Divorce Applications with the Family Court.

Objective: to assist people who are having difficulty with the Family Court Divorce Application process.

Outcomes for clients: a lower cost form of assistance with a Divorce Application than just using a family lawyer.
Courses offered by Interact Support are delivered under contract to Interact Support by specialist providers. We work with experts in their field to provide high quality, affordable and accessible courses.

**Anger Management**
This self-paced, online course provides an understanding of why we get angry, what anger is, how to manage the emotion more effectively and alternative ways of resolving conflict without using anger or violence to control others.

*Objective:* to provide scientifically proven information and practical strategies for greater control over anger in a private, self-paced and respectful format.

*Outcomes for you:* the opportunity to understand your anger and strategies to prevent uncontrolled anger from damaging your relationships and career.
How to Contact Interact Support

Would you like more information about our services?

Contact one of our friendly team.

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Organisation Information

**Interact Support Incorporated**

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