



We support people to have safe and respectful relationships and reduce the harm caused by interpersonal conflict.

Ph: 1300 079 345
office@interact.support
www.interact.support

Genuine Legal - Mediation Request Form

Guidelines for Referrals to Interact Support

Interact Support is a social enterprise not-for-profit established to reduce community conflict and family violence by providing professional dispute resolution services. We have a range of services that help people to resolve issues using mediation and family dispute resolution.

We work collaboratively with legal advisers to streamline the referral process to dispute resolution and also to refer them for legal advice. In recognition for your support for appropriate dispute resolution (ADR) we are able to provide a reduced fee for cases where one of the clients is a Genuine Legal Client.

You can refer clients to us using your referral form on our website -

For more information about our services you can visit Interact Support www.interact.support/interact-online

Interact Support also has online courses available:

- Post Separation Parenting Course <https://interact.support/new-ways-for-families/>
- Anger Management Course <https://interact.support/online-anger-management-course/>

Interact Support works on Social Enterprise principals with hardship rates available for clients experiencing hardship.

Fees are paid on a per person or per session basis depending on the service.

Service Name	Standard Fee	Hardship Rates?
Anger Management Course – online anger management course	\$59	Yes
New Ways for Families - online post separation parenting course	\$95	Yes
Safety Planning – Free service	\$0	-
FDR Pre-Mediation – per person pre-mediation process	\$250	Yes
FDR Mediation – per person per three-hour mediation session	\$750	Yes
Mediator Facilitated Negotiation – per person per hour	\$242	Yes

All fees include GST.

Hardship Rates

Discount for people on a pension or benefit – reduced to \$125 for pre-mediation and \$375 for a 3 hour mediation. Fee assessed on a per person basis.



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Mediation Request Form

Referring Firm	Genuine Legal	Date	
Contact email		Phone	
Your staff member		Other	
Referral to Interact Support			
Interact Practitioner	<i>If known</i>		
Phone	1300 079 345 or 0401 293 500 (Program Manager Joanne Law)		
Email address	office@interact.support		
Website	www.interact.support		
Client Details			
Your Clients Name			
Your Clients Address		State / Territory (Mandatory)	
Clients Email			
Clients Phone(s)			
<input type="checkbox"/> Interpreter required. What language? <input type="checkbox"/> Other barrier to communication? <input type="checkbox"/> Hardship requested?			
Reason for Referral (issues to resolve):			
<p>The client has authorised our Firm to share the following additional information with Interact Support. Please specify any documents provided to Interact Support.</p>			



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Interact Online Information Sheet

Interact Online is a dispute resolution services designed to help resolve disputes in family law and other contexts.

We help people throughout Australia using online dispute resolution services. Services are provided by video mediation unless a client is unable to access the internet.

Why has your lawyer referred you to Interact Online?

In cases where there is a dispute about parenting you must attempt to resolve it through Family Dispute Resolution (Family Law Mediation) before you can go to Family Court, unless an exemption applies. It is also strongly encouraged when you need to negotiate a property settlement.

If agreement is reached you can ask your lawyer to assist you to apply for Consent Orders based on what you have agreed if you want your agreement to be legally enforceable. In some cases where your agreement is about parenting it is sufficient to have what you agreed written down, signed and dated so that it becomes a Parenting Plan. A parenting plan is not enforceable but it has to be considered by the judge if you do later end up in court.

What are Family Dispute Resolution Practitioners (FDRP's)?

FDRP's are mediators who hold a post graduate qualification in Family Law Mediation. They will meet with you each individually to evaluate your dispute, determine what risks are present and help you to prepare for mediation.

If they determine that mediation is not appropriate, or the other participant refuses to participate they will issue a s60i Certificate (parenting matters only)

What is a s60i Certificate?

A section 60i Certificate is a certificate that can only be issued by a registered Family Dispute Resolution Practitioner. It is usually required in order to escalate the dispute into the Family Court if it relates to parenting matters.

How does FDR work?

FDR is a mediation process where an independent, highly skilled mediator assists you to identify the issues, consider the options and work towards a mutually acceptable agreement.

It is an efficient process and substantially less expensive than lawyer negotiation or going to court because working with the mediator you can speak and negotiate directly in a safe and supported online meeting environment. We use a proven process and a co-mediation model which helps to ensure that you receive the best possible level of service.

How do I get started?

Your lawyer will discuss the process with you and what information you want them to send to us. We will then contact you to arrange a pre-mediation meeting.

You can find out more about Family Dispute Resolution on our website. <https://interact.support/family-dispute-resolution/>

You can also contact us directly through the website or email office@interact.support

Follow us on Facebook
<https://www.facebook.com/interactSupport/>