



**NORTHERN BEACHES MEDIATION**  
**BRN: BN98024955 ABN 66115 605 378**  
**Suite 25, Waratah Court**  
**12-14 Waratah Street**  
**Mona Vale NSW 2103**  
**Phone: (02) 9997 8518**

### **INFORMATION FOR MEDIATION CLIENTS**

Welcome to Northern Beaches Mediation.

The following information is provided for all clients accessing our Mediation services and outlines our office hours, cost of sessions, cancellations, confidentiality, access to files and consent. If you have further questions about any of these points please direct them to any of our staff.

#### **Our Mediation Service**

Northern Beaches Mediation is approved by the Federal Attorney General's Department to provide Family Law Mediation or Family Dispute Resolution.

Mediation is a voluntary process providing a safe venue for you to discuss and settle issues of concern, including issues about parenting, property and finances.

Prior to mediation we offer each party an individual appointment. This takes about 1 hour. At this appointment you will have the opportunity to outline your issues and express any concerns you may have about the mediation process as well as to find out how mediation works and its suitability to your personal situation. We will also discuss the costs involved in the mediation process. If, at the conclusion of this introductory session with each of you, we all feel that mediation is appropriate, an appointment will be made for a joint session.

#### **Office Hours**

The Office is open Monday to Friday from 9.00am to 7.00pm.

#### **Cost of Sessions**

There is no charge for your introductory session and you are under no obligation to continue mediation with us. If you however do decide to proceed with mediation we have two options for payment, the first being an "hourly rate" of \$350.00 and the second being a "**Package**" of \$3,000.00. These options are more fully explained in our Scale of Costs.

### **Cancellations**

If for some reason you need to cancel or postpone an appointment, please give us at least 24 hours notice. Cancellations with less than 24 hours notice will incur a fee.

### **Confidentiality**

As part of providing a mediation service to you, we may need to collect and record personal information from you that is relevant to your current situation.

All our discussions with you and all personal information gathered from you is confidential and will remain so except when:

- ◆ It is subpoenaed by a court, or
- ◆ Failure by us to disclose the information would place you or another person at risk, or
- ◆ Your written approval has been obtained to provide a report or to discuss your situation with another person eg. lawyer or
- ◆ We discuss our work with a professional supervisor. This is standard practice and helps to give you the best service we can. Our supervisors are bound by the same Code of Ethics and Confidentiality as we are.

NB. In the event of any issues being raised about which we feel a need to report we will inform you of our obligations in this regard and discuss with you as much as is possible the consequences of this occurring before taking action.

### **Access to Files**

You may access the material recorded in your file upon request.

### **Disputes**

If for any reason you are not happy with the mediation service provided firstly, please advise us. If there is something we can do to help we will be happy to do so. However if you feel that we have let you down and you are not getting the outcome you want from us you are entitled to contact our association, Resolution Institute on 1800 651 650.

### **Consent**

The contents of this letter are both a cost agreement and a contract for the provision of mediation services provided by Northern Beaches Mediation.

Your acceptance of the points raised in this letter will be recognised by you scheduling an appointment with us or by your attendance at the next session.

If you are unsure of any information in this letter, please do not hesitate to contact us.

Regards

Lidy Seysener