



Phone & Videochat  
or Face-to-Face

# Northern Frontiers Services Elder Mediation Brochure 2024

**No Long  
Waitlist**

## **ELDER MEDIATION** *Cairns & Australia-wide service*

### **Who is Northern Frontiers – Elder Mediation suitable for?**

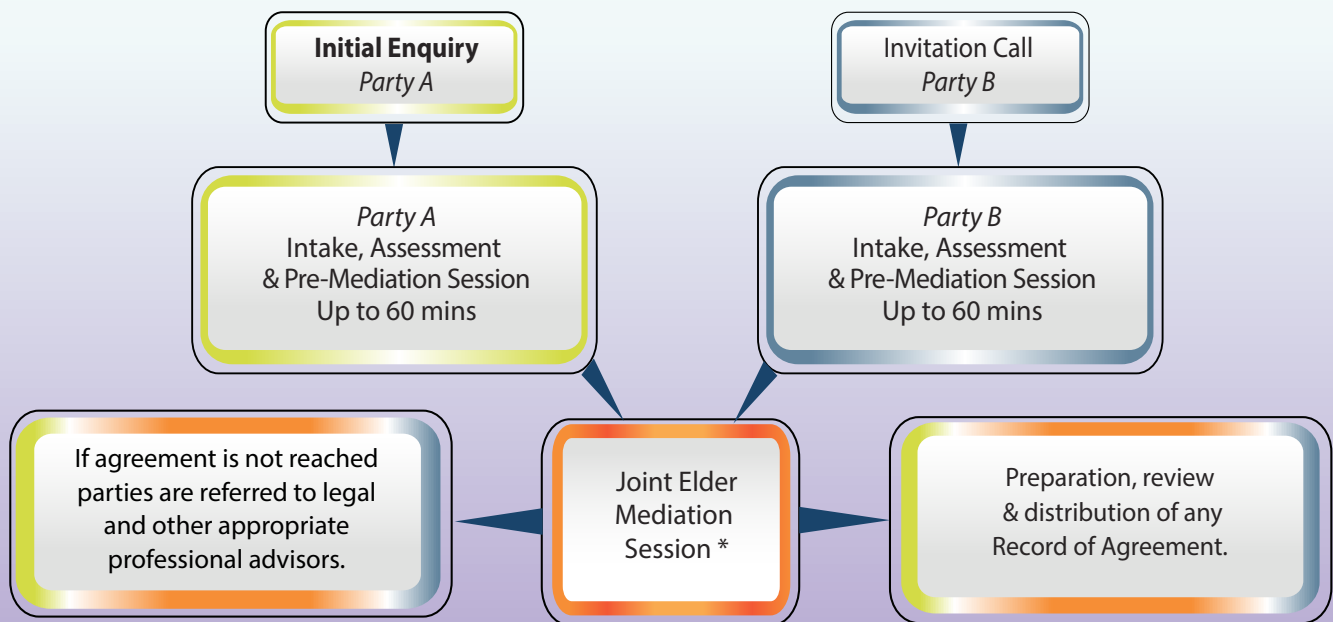
Northern Frontiers – Elder Mediation offers a dispute resolution process for older people who may be finding it difficult to have important discussions about age-related issues with family members or significant others. Mediation offers a way of assisting seniors to have these discussions in a live setting with the guidance of a professional, and independent, mediator.

### **How can Northern Frontiers – Elder Mediation assist?**

When important decisions need to be made about age-related issues, mediation offers a safe, cost-effective, low-stress way of helping seniors communicate with everyone involved or likely to be affected in some way. The focus of Northern Frontiers – Elder Mediation is on respectful communication as opposed to pitting you against each other. In this way relationships are protected and may even be enhanced through mutual understanding and acceptance. At the very least, mediation provides a safe place to 'get things off your chest' as you work towards resolution. A Northern Frontiers – Elder Mediation process may be a way of delivering difficult news, addressing an uncomfortable issue, through the assistance of an independent 3rd party (a Mediator). Our experienced mediators ensure everyone is given the opportunity to express their concerns/opinions – whilst simultaneously making sure the older person's wishes for their future are expressed in a safe, supportive environment.

PLEASE NOTE: In mediation we use the term 'party', and this could be an individual, a couple or a small group of family members etc.

### **ELDER MEDIATION PROCESS**



^Invitation calls to Party B cannot occur until Party A has completed their Intake session.

\* The number and length of mediation sessions is dependent on the willingness and ability of both parties to mediate effectively and the number, and complexity, of agenda items.

### **IMPORTANT:**

*In some circumstances, and at any stage of the mediation process, the Mediator may assess your matter as not appropriate for mediation. Because Mediators are bound by strict confidentiality requirements we are not always able to advise why mediation may not be appropriate. In these situations we would strongly advise you to seek appropriate legal advice.*



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## Elder Mediation Brochure 2024

### BENEFITS OF MEDIATION

#### Comfortable

Meet in a quiet relaxed space (in our offices, via phone or videochat) with a neutral third person who can help you stay focused on the job at hand. No need to give evidence or be cross-examined – just be prepared to listen to each other, propose options and work together towards mutual agreement. Note: Face-to-face sessions are not required.

#### Keep control

Mediation assumes you know what is in your, and your family's best interest, and allows you to make proposals to suit. Rather than being forced in to, or having decisions imposed on you, mediation gives you direct control in distributing your property pool.

#### Confidential

Mediation takes place in a 'protected space'. Everything that is said is held in confidence by the Mediator and cannot be used as evidence in any court (limited exceptions apply). This means you can speak openly and honestly about your concerns and seek mutual understanding without fear of publicity.

#### Affordable

Northern Frontiers Mediation pricing is less than half the average hourly rates of legal and financial advice (which can be anywhere between \$350 - \$700 per hour per party).

#### Less Confrontational

Mediation focuses on respectful communication –not pitting you against each other. In this way relationships are protected and may be enhanced. It's okay to "get things off your chest in a respectful way but it's not okay to discredit or attack the other party. The Mediator will insist on a safe and respectful environment for all.

Elder Mediation Pricing 2024

Service Type	Session Type	Session Length	Session Rate
Elder Mediation	Intake & Assessment Session	Up to 60 mins	\$235 per person
	Joint Mediation Session*	2-4 hour sessions	\$175 per party per hour

\* All mediation sessions incur an additional 30 minute administration fee per party. This covers the cost of documenting and distributing your Record of Agreement.