



Phone & Videochat
or Face-to-Face

Northern Frontiers Services Grandparent Mediation Brochure 2025

**No Long
Waitlist**

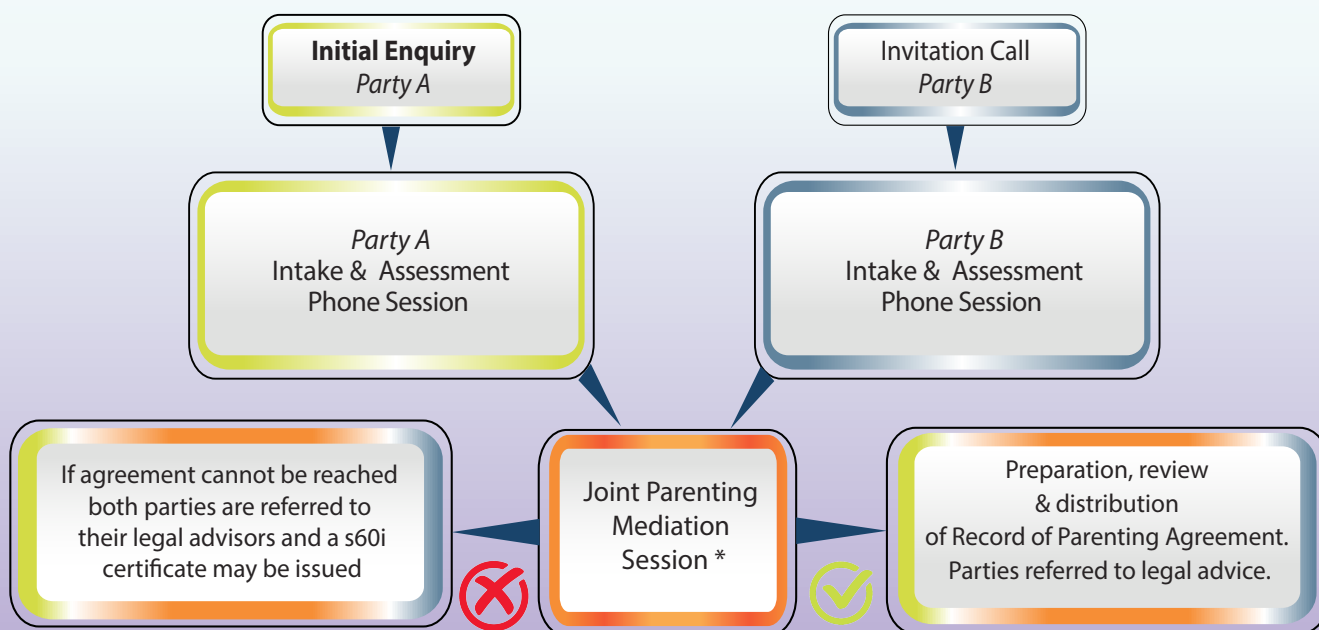
FAMILY LAW MEDIATION *Australia-wide service*

Northern Frontiers provides an affordable, confidential and fully-accredited Grandparent Mediation service across Australia. Family Dispute Resolution (also known as family law mediation) is a process that assists separated families reach agreement about disputed parenting and grandparenting matters. At Northern Frontiers Mediation parents, grandparents and guardians are encouraged to work through their differences together with the assistance of an Attorney General's Department Canberra-accredited Family Dispute Resolution Practitioner (FDRP or Mediator).

As a private, non-government funded mediation service Northern Frontiers Mediation Cairns offers prompt, affordable services that are available via phone and videochat (Zoom, MS Teams, Facetime) Australia-wide and overseas (where appropriate). We also offer face-to-face sessions from our Cairns Head Office, if you also live in the stunning Far North Queensland region. You can now mediate from the comfort of your chosen location and instead focus on the issues that need to be resolved so you and your family can move forward.

Mediation sessions typically run between 2 – 6 hrs (shorter and longer sessions can be arranged, dependent on the issues to be discussed, and by prior arrangement). Unless advised otherwise, we assume that both parties will pay their own costs of mediation.

PARENTING MEDIATION PROCESS



* 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 the matters/agenda items to be discussed.

IMPORTANT:

In some circumstances the Mediator may assess your matter as 'Not appropriate for Mediation' and issue a s60i certificate. This may occur at any stage of the mediation process. Because Mediators are bound by strict confidentiality requirements, you are encouraged to direct any questions you may have about the s60i certificate to your legal advisor.



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| CALL: | 1300 90 81 70 |
| EMAIL: | reception@northernfrontiers.com.au |
| WEB: | www.northernfrontiers.com.au |



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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 focussed on the job at hand. No need to give evidence or be cross-examined – just be prepared to listen to each other’s concerns, propose options and work together towards agreement.

Keep control

Mediation assumes families know their children best and are therefore best-placed to make decisions for them. Rather than imposing decisions on you, mediation increases the control you have over resolving your dispute.

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 (some exceptions apply). This means you can speak openly and honestly about your concerns and seek mutual understanding without fear of publicity.

Affordable

Northern Frontiers offers streamlined mediation services and that means big savings for you. We offer prompt, affordable dispute resolution that is phone and videochat accessible Australia-wide. The more agreement you reach through mediation means less money and time spent trying to settle your matter through court or other legal means.

Less Confrontational

Mediation focuses on teamwork and respectful communication – so you won’t be pitted 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.

Parenting Mediation Pricing 2025

| Service Type | Session Type | Session Length | Session Rate |
|---------------------|--|---------------------|-------------------------------|
| Parenting Mediation | Intake & Assessment Session | Up to 60 mins | \$280 per person [^] |
| | Proposal Preparation session (not compulsory) | Up to 60 mins | \$190 per party per hour |
| | Mediation Sessions | 2 - 6 hour sessions | \$190* per party per hour |
| Child Consultation | An interview session with a Child Consultant can be arranged if applicable | Up to 50 mins | \$180 per session |

* All mediation sessions incur an additional 60-minute administration fee per party for the compilation and dissemination of any agreement made (specifically, your Record of Parenting Agreement).

[^]This price includes the cost of preparing and distributing a s60I certificate, indicating the outcome of a mediation process.



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Frequently Asked Questions

Is my matter suitable for mediation?

Anything to do with parenting may be listed as an agenda item. This might include: which school the child attends; how the child spends time with each party; extra-curricular activities for the child; religion; cultural celebrations; back-up care providers; living arrangements ... You can discuss your agenda items with the Mediator during your pre-mediation session.

Who can start mediation?

Anyone with an ongoing interest in the care and well-being of a child can initiate family law mediation.

This includes parents (regardless of marital status or length of relationship); step-parents; grandparents, other extended family members and significant others.

What if domestic violence is present?

Abusive behaviours may impact a person's ability to mediate safely and effectively. Mediators are trained to assess risk throughout the mediation process and will only proceed if assessed as safe to do so. If, at any time, the Mediator identifies an unacceptable risk, mediation may cease and a S60I certificate may be issued.

Do I have to mediate?

Mediation is mandatory in Australia if separated couples cannot agree on parenting and/or property matters and one or both seek to have their dispute determined by a court. Mediation is intended to be an alternative to court – so before you ask a Family Law Court judge to decide matters for you, you must attempt to reach your own agreement through mediation. You do not have to spend thousands of dollars on legal fees before initiating mediation. By making it your 1st option means you stay in control of parenting and property decisions and save money.

Can I have my legal advisor with me during mediation?

Parties must agree before bringing their lawyers to mediation. Lawyer-assisted mediation sessions typically take place in a meeting room determined by the Mediator or a lawyer's office.

More time is needed to organise this kind of mediation so please let Northern Frontiers' reception know as early as possible if this is how you wish to proceed.

What is expected of me in mediation?

In mediation you will be asked to:

- Identify the issue/s in dispute – focus on one at a time
- Express your concerns in a respectful manner
- Make proposals as to how the issue/s may be resolved
- Where possible, reach agreement about parenting or a financial issue
- Receive a copy of any agreement reached
- Seek legal advice before during and after mediation
- Sign and date your agreement.

Do I also need a lawyer?

It is recommended, although not mandatory, to seek legal advice before, during and after mediation. A key benefit of this is to ensure your parenting or property agreement is founded in current family law principles i.e. 'in the best interest of the child' and, in relation to property, 'fair and equitable.

Do I need expensive equipment for phone mediation?

No, just access to a phone and a quiet place.

Although we also offer audio-visual mediation services (Zoom, MS Teams, Facetime) most people simply use their mobile phone or landline.

The Mediator will call each party into the session.

What if I am unsure about mediation? Should I still give it a go?

In short, 'Yes'.

Even if you manage to reach agreement around some of the issues in dispute it will save you time, money and prolonged stress.

You may receive a Partial Agreement and a S60I certificate indicating you have at least attempted mediation and agreed on some issues.

How soon can I start?

As a private practice our waittimes are a lot less than government-funded providers. We can normally begin the mediation process within 2-4 business days! Please advise Reception if your matter is urgent as we can often prioritise.



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