

Concerns may include:

- Family crisis or change
- Relationship difficulties
- School / work issues
- Interpersonal issues (such as anger, drugs & alcohol, stress or self-esteem)
- Accommodation
- (or anything else no matter how small it is)

Referral Process

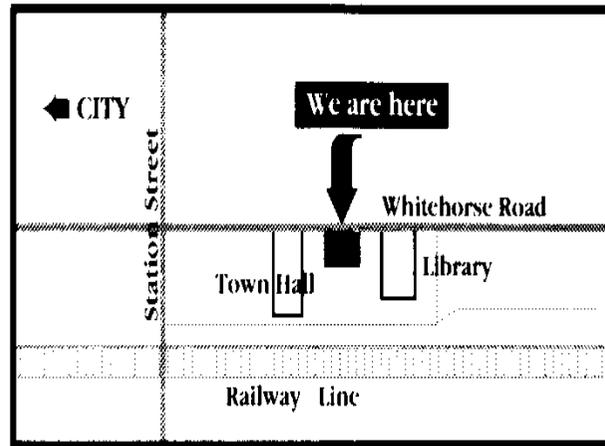
For further information and referrals please contact FAN or check out our website at www.fan.org.au

Useful Contacts

Lifeline: 131144

Kids Helpline: 1800 551 800

Parent Line: 1300 301 300



FAN

Family Access Network Inc

1030 Whitehorse Road Box Hill 3128

PO 141 Box Hill

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Email: fan@fan.org.au

Website: www.fan.org.au

Hours: 9am - 5pm Monday - Friday

Date of publishing Jan 2009



**FAMILY ACCESS
NETWORK**

**Counselling and
Family Mediation
Program**

Family Access Network has been providing services to young people since 1981 and is committed to responding to the diverse needs young people experiencing homelessness or at risk. Our services philosophy is underpinned by a client focused rights-based approach. We operate in the belief that timely intervention maximises positive outcomes.



Counselling & Family Mediation Program

As part of the Homeless Support Services FAN now offers a counselling and family mediation program for young people aged 15-25 with links to the City of Whitehorse. In partnership with Reach Out for Kids and UnitingCare East Burwood Centre, FAN provides the youth counseling and family mediation component within the Whitehorse Counselling Services Alliance funded by the City of Whitehorse. An onsite counsellor is available for individual counselling sessions, early intervention programs and workshops for young people and where appropriate their families to resolve and prevent personal difficulties from reaching crisis point.



Counselling

Free generalist counselling is

available for up to eight sessions for young people ages 15-25. We cater for all youth, supporting a broad range of issues and areas of need in a peaceful space where young people can feel safe and respected.

Counselling is a **PRIVATE** place to explore issues, worries and concerns that you may have. It is also a place that is:

- 😊 **SAFE**
- 😊 **CONFIDENTIAL**
- 😊 **NON-JUDGEMENTAL**

A Counsellor will not give your information to others unless:

- *You want them to*
- *They think you are in danger to yourself or others*

Guided referral services are provided should ongoing or specialist support be required.

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Family mediation & conflict resolution

Mediation is a process whereby the participants together with the assistance of a neutral third person isolate the dispute issues in order to develop options, consider alternatives and reach an agreed outcome that will accommodate all needs.

Mediation is a process which emphasis the participants own responsibility for making decisions that affect their lives.



Aims of the Program

The aim is to offer a timely, effective and client centered response to facilitate the best possible outcome for young people and their families.

