

# Mediation

- Impartial
- Voluntary
- Equal
- Accessible
- Self-Determination
- Sustainable outcomes

Majority of cases referred to mediation have a factor of mental illness and/or vulnerability

# Assessment

- We get this information from the referrer when known
- Still identify within cases
- Support in place?
- Is it equal, impartial, self-determined, accessible?
- Can an outcome be sustainable
- Is mediation the best way forward for the individual

# Case Study 1

## Party 1

- Personality disorder
- Concern that he will 'kick off' in mediation
- Does not think he can listen to party 2

## Mediation

- Party 1 – support worker/person
- Is face to face mediation the right option?
- Manage the mediation equally. Agreement is balanced

## Party 2

- Works for a local university
- Mentions that the neighbour does not work
- Talks about 'what needs to happen'

## Case Study 2



# Service

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- Language
- Allow support
- Conflict Coaching
- Communication
- Reasonable adjustments



# Training

We are lucky to have internal trainers that offer us:

- Mental Health First Aid
- Mental Health & Complex Conversations
- Managing complex cases



Most important of all they train us how to look after ourselves in these complex situations

# Contact

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