





## *Vision*

To foster and promote commitment to valuing relationships and to using constructive and cooperative means of managing and resolving conflict in a safe environment.

## *Mission*

Family Mediation Centre (FMC) Relationship Services is committed to providing high quality relationship services, consultation and training to individuals, couples, groups and professionals, which aim to enhance functioning and well being in families, organisations and the wider community.

## *Statement of Purpose*

To provide a range of community based services aimed at the enhancement of relationships and the prevention, management and resolution of conflict, including, but not limited to, family mediation, conciliation, counselling, family therapy, workplace mediation, relationship education, consultancy and training.

## *Values*

**RESPECT** for the human dignity and worth of each person who is involved with the Family Mediation Centre. This means that people are treated with courtesy, consideration and tolerance, and that services are provided for all people regardless of age or socio economic status, race, colour, gender, disability, sexual orientation or religious beliefs.

**QUALITY SERVICE**, providing appropriate, efficient and effective services by competent, qualified staff in a professional and skilled manner.

**SOCIAL JUSTICE** and natural justice, encompassing the principles of fairness, equity, access to and participation in all the work we do.

**INTEGRITY** and truthfulness in all our dealings with everyone involved in the organisation.

**ACCOUNTABILITY** and transparency in our work. This includes our Duty of Care to all involved in the organisation, with a commitment to their safety and welfare.

**EMPOWERMENT** – acknowledging the rights and responsibilities of those with whom we work, and their power to resolve their own difficulties with appropriate assistance.

**COOPERATION** – whilst recognising the reality of some competition in our external environment, the practice of cooperation with each other, our clients and other organisations wherever possible.

**ECOLOGICAL SUSTAINABILITY** – in terms of both work practices and office design, the application of principles of ecological sustainability (such as reduced energy use, recycling etc.) in our work environment.

**REFORM** – a commitment to the development and reform of practice and policy in the areas in which Family Mediation Centre operates.

**PROFESSIONAL & ETHICAL STANDARDS** – a commitment to maintaining high professional and ethical standards in all aspects of our work. All staff are bound by the Organisation's Code of Conduct and the Code of Ethics of their respective professional associations.

# mission, vision, value & objectives

**1,237**

Clients assisted by our  
Family and Relationship Services

**2,045**

Clients assisted by our  
Family Relationship Centres

**1,426**

Clients assisted by our  
Family Dispute Resolution program

**1,217**

Clients assisted by our Supporting  
Children After Separation Program

**449**

Callers sought phone advice from  
our Financial Counsellors

**334**

Clients received face-to-face services  
from our Financial Counsellors

**58.7**

Percentage of staff who are full time

**40.9**

Percentage of staff who are part time

**0.4**

Percentage of staff who are casual

**62**

Number of female staff members

**13**

Number of male staff members

**51**

Average age of our staff members

**fast facts**

It has been a year of change and transformation. We set out last year to ensure that the legacy of the founding members of Family Mediation Centre (FMC) would be enshrined in a trans-generational model and we can report that this is well and truly underway.

We are extremely pleased to report that our goals from the previous year are being met and the future looks positive and vibrant. We feel secure that FMC is poised to continue to be an industry leader and that we are fiscally responsible. There are many challenges and uncertainties that lie ahead, but we are confident that our staff are exceptional and will continue to perform well.

The most significant feature of any organisation is its staff and we honour and appreciate ours. As the new CEO steps into the role of leading our organisation, we take time to reflect on the significant contributions that our staff have made. They work hard, often long hours in trying circumstances, and yet perform their tasks in a sincere and professional way. Often the work is filled with immense pressure; yet they continue to provide a warm, consistent and professional service.

As Chairman, I would like to take this opportunity to thank each member of the Board for their outstanding commitment and dedication to FMC. They are tireless in their pursuit of excellence and development. Each Director brings a unique set of skills and experience and together we are diligently transforming the way we govern. We are committed to ensuring that our vision and mission is met. We are now pivoted for the smooth and orderly succession of our Directors with the confidence that the new Directors will have the tools and knowledge required to lead FMC for generations to come. Each Director has made important and sustained contributions, but we would especially like to thank Dr Becky Batagol and Julie Dixon for their immense contributions, as well as Ross Hyams and Maurie Hasen, and to our newest Directors who already are contributing, Ashley Saltzman and Greg Whimp.

There will be a further emphasis on developing a strong marketing strategy of our services and the organisation. We are very excited about this direction and the CEO's vision that our staff, clients, members and directors enjoy the spirit of being "One FMC".

As an organisation, we continue to navigate through the path of being one that is heavily reliant on government funding. We are grateful to the funding bodies and their confidence in us and will continue to be fiscally responsible, careful in our expenditures and resourceful in our services. We have continued to earn the government's respect and contracts, as we offer an excellent service and highly professional staff that are dedicated to the broader goals of improving the quality of lives of our clients and communities.

This coming year we will be concentrating on the development of our strategic plan, the integration of our vision and mission into the life of the organisation at all levels. We will be ensuring that every staff member believes their contribution is valued and needed in order to ensure that the whole is greater than the parts. The Board would like to sincerely thank all of our staff and express our appreciation for their efforts. They have continually provided a caring, warm and professional approach to their work.

### Significant Highlights 2011-12

#### *Board Composition*

Board composition has changed in 2011-12 as two long-serving Directors have resigned and two new Directors have joined us.

On 25 June 2012, Director Edwina Richardson lost her battle with cancer. Over the 12 years of her directorship, Edwina had been Chairman of FMC (2011-12) and a Board Member working hard to improve the lives of separated families and their children. FMC has lost a fine and wise colleague and friend. The Board are developing an appropriate memorial to Edwina that will honour her memory within FMC and the community.

In January 2012, Anthony Grimes resigned after nearly 11 years as Director and Company Secretary. Mr Grimes was a dedicated Board Member who consistently provided much valued guidance and organisational wisdom to the Board. In May 2012, Ashley Saltzman was appointed as Director, followed by the appointment of Greg Whimp in June 2012.

#### *Appointment of CEO*

Chief Executive Officer, Mary Rose Yuncken resigned in March 2012. The Board would like to acknowledge the many accomplishments and hard work of Ms Yuncken who served as CEO

from 2005. Under Ms Yuncken's guidance, FMC experienced a considerable increase in staffing levels, an expansion and diversification of services, a greater number of service locations, the purchase of the Narre Warren and Ringwood offices and a significant rise in funding. Ms Yuncken pursued these projects with energy, vigour and enthusiasm.

The Board appointed Kim O'Neill as new CEO of FMC in June 2012 with commencement scheduled for July. Ms O'Neill brings a wealth of senior management experience in the community sector, having held executive roles with Wesley Mission and Baptcare. Kim has extensive experience in community-based organisations and has worked in both State Government and Community Health. She has a Masters of Human Services Management, a Bachelor of Social Work and is a graduate of the Australian Institute of Company Directors. Kim brings to FMC a great deal of professional experience, enthusiasm, a commitment to our vision and values.

The Board is very grateful to General Manager of Operations Annette Gillespie who was Acting CEO from March until July 2012. During that period Annette enabled a seamless transition between CEOs and displayed tremendous professionalism and leadership.

#### *Board Governance Review*

As foreshadowed in the last Annual Report, the Board embarked on a governance review of the FMC in August 2011. The review has a 24-month timeframe. The Board launched the Governance Review to ensure that our formal structures match the vibrant and collaborative organisation we have grown to be over the past few years.

The following changes have been made: a new constitution, an effective induction process and package, revision and development of policies, the establishment of new committees, the recruitment of new directors with the view to match needs that may be lacking, to seamlessly govern and be open and transparent with staff, stakeholders and members. We have worked hard on ensuring that our Directors are developing the necessary skills to effectively govern this significant organisation.



Kalman Rubin  
Chairman

# chairman report

As an industry leader for more than 27 years, FMC has focused on enhancing the wellbeing of Australian families through client-centred services embedded in a culture of excellence, growth, innovation and continued learning. Over the past 12 months, FMC continued its longstanding tradition of delivering high quality responsive services to more than 4000 families throughout the state of Victoria. In addition, FMC increased its focus and capacity to monitor and evaluate the effectiveness of the services provided to families by introducing an enhanced client relationship database, combined service and compliance quality assurance program.

A wide range of children, family and community services were delivered from eight locations across greater Melbourne and Gippsland including family dispute resolution, family and financial counselling, children and adolescent support services, Family Relationship Centres and group education. In support of Government policy to create better outcomes for Australian children and their families (particularly those families experiencing the greatest disadvantage and hardship), FMC developed a Vulnerable and Disadvantaged Access Strategy including an Indigenous Access Plan. This has focused FMC on integrated service development and evidence based evaluation processes

that will take us into the future. In addition, client needs assessment and risk tools were reviewed resulting in greater attention being paid to the needs of children and those at risk of family violence.

Through collaboration with local community networks, partner agencies and professionals, FMC continued its commitment to increasing the capacity of communities to respond to families in need. The Supporting Children after Separation program co-located with a community centre to expand its reach into the Western suburbs of Melbourne. As a way of strengthening the communities' capacity to respond to families in conflict, FMC Training Services delivered high quality training to professionals from a number of locations throughout Australia. FMC takes particular pride in the 100% positive feedback received from employers of the students who completed the Vocational Graduate Diploma in Family Dispute Resolution.

A focus during the past year has been to increase the consistency of client service and administrative and financial systems across the organisation, ensuring that a shared approach to service delivery and system management is at the centre of all organisational development initiatives. FMC consolidated its data collection and file management processes across service programs and branches.

Financial and operational management systems were strengthened, and all compliance measures were met. FMC understands the value of its people and continued throughout the period of this report to develop an organisational culture that is focused on continuous improvement. This was achieved by providing a level of professional development and supervision to staff that exceeded industry standards. In March 2012, FMC transitioned from the highly successful six year leadership of Mary Rose Yuncken. I wish to take this opportunity to thank Mary Rose, the FMC Board of Directors and all staff for their commitment to the vision of FMC, their dedication to supporting families, and their hard work in a difficult and challenging environment.

I am confident that FMC is entering the next annual period well positioned to work alongside Australian communities, to continue to deliver proven, high quality services and be responsive to emerging community needs.



Annette Gillespie  
Acting CEO

## CEO report





The Family and Relationship Services (FARS) program delivers a range of counselling, parent/adolescent mediation and family therapy and support services from our offices in Moorabbin, Narre Warren and Broadmeadows. These services are in addition to the early intervention services provided at the Chadstone and Traralgon Family Relationship Centres. Our office in Broadmeadows is referred to as "Family Works", reflecting the consortium arrangement between FMC and LifeWorks. The consortium provides relationship services and support programs to families.

These services include counselling for families, couples and individuals, including children and young people, post separation parenting programs and relationship education groups. Seven FARS practitioners have assisted 1,237 clients during the 2011-12 financial year.

Family Works has collaborated and formed partnerships with three key organisations in the North, allowing an improvement in client access to services, particularly those from vulnerable and disadvantaged backgrounds. Our partnerships include working with Centrelink, Cities of Hume and Whittlesea and our involvement in the South Morang Community Hub.

**"I have greatly benefited from the advice, encouragement & support from FMC at a deeply distressing time in my life. Without this support, my transition to a better course would have been much more difficult."**

## family & children services

## Family Relationship Centres

Our Family Relationship Centres (FRC) offer a range of services to families in South Eastern Melbourne and Gippsland. Service provision includes: Family Dispute Resolution (FDR) in children and property matters; child inclusive practice; a range of Family and Relationship Services including family, couple and individual counselling and parent/adolescent mediation; financial counselling; post-separation information sessions; post-separation parenting groups; step-parenting courses; supporting children programs; and relationship education groups.

The Chadstone FRC, in a consortium arrangement with LifeWorks, and has been providing services to the community since 2008 and employs 17 staff.

The following groups were conducted during the year:

**Parenting After Separation: Eight groups**  
**Strong families with Sudanese refugees: Four groups**  
**Sea Change Anger Management for Women: Two groups**  
**Assertiveness Coaching: One group**  
**Supporting Separated Parents and Their Children: Forty-five groups**

*“I think this service is the most valuable to people in conflict. I feel calmer when the session is over and I feel I’ve been heard.”*

FMC have had a presence in Gippsland since 2001 and the Traralgon FRC opened in July 2007. The centre employs nine staff. We are extremely proud of the level of service we have been able to provide clients across Gippsland in particular, despite staffing shortages and the difficulties in recruiting practitioners to a rural service. Between them, the FRCs have assisted 2,045 clients during the financial year.

Success of cross-program referrals has been particularly beneficial for clients on the FDR waiting list in Gippsland. During the year, many counselling clients have engaged in Family Dispute Resolution and our clients have also accessed financial counselling. The Traralgon office also introduced an outreach counselling service to Bairnsdale to provide greater accessibility for clients.

## Family Dispute Resolution (FDR)

FMC’s Family Dispute Resolution operates from offices located across the Melbourne metropolitan area in Moorabbin, Frankston, Ringwood and Narre Warren.

FMC has delivered high quality FDR services for over 27 years. We also deliver pre-mediation focus groups and post separation parenting programs. A high number of referrals originate from lawyers and courts, as well as self-referred clients. FMC has delivered very positive client feedback on the professional service received, indicating that clients have felt acknowledged and treated with respect. Our 16 FDR practitioners have assisted 1,426 clients.

*“Overall I feel the mediators have done a great job in facilitating an otherwise difficult situation. They were knowledgeable, calm and concerned with our personal situation.”*

We continue to run the grandparents forum, providing legal information, referral options and emotional support to grandparents who may not see their grandchildren after the parents’ separation or for grandparents who are called upon as carers. This event was organised by FMC and held in collaboration with Anglicare, Grandparents Australia and Ringwood FRC.

FMC has been providing FDR services to the Federal Magistrates court since 2001. We were pleased to learn that we were successful in our tender submission to continue to deliver these services in both children’s and property matters. We also continue to be a part of the Dandenong Court Collaborative project and regularly provide information and referral service to lawyers and clients of the court.

With the increase of multi-party disputes, particularly amongst grandparents or stepparents, FDR practitioners have provided a thorough intake and assessment service, which addressed family dynamic and conflict coaching. As a result of this practice, families experienced an increased ability to negotiate successful outcomes.

# family law services

## *Supporting Children After Separation Program*

Supporting Children After Separation Program (SCASP) operates from offices located across the Melbourne metropolitan area in Moorabbin, Frankston, Ringwood, Broadmeadows, Caroline Springs and Narre Warren.

SCASP provides a range of age appropriate services that meet the individual needs of the child. Children engaged in the program are offered one or more therapeutic interventions: child inclusive practice, child/adolescents counselling or group work activities. Our 13 practitioners provide this service and have assisted 1,217 clients throughout the course of the year.

Throughout the year, SCASP has extended its outreach services to vulnerable and disadvantaged clients in schools and developed partnerships with organisations such as MacKillop Family Services. Further, we have continued delivering the Indigenous School Holiday program in the HUME area, introduced the program in Caroline Springs and increased numbers from the Indigenous community for counselling services. Our practitioners have been receiving group supervision by Dr Jenn McIntosh and have accessed training in father inclusive practice, assessment of high conflict families and assessment of child and adult attachment.

The Kids Time workshop, Parents Time workshop and Door-to-Door school programs were developed in 2011/2012 to reduce waiting lists whilst providing an immediate short-term intervention for clients.

Kids Time workshop is conducted in a parallel process with the Parent Time workshop when appropriate. This is an educational and fun workshop for children, giving them the opportunity to gain resources, gain some understanding of why parents fight and separate and to learn how to manage strong emotions. The program also deals with feelings of blame/guilt that children may experience when they feel responsible for the family breakdown.

**"I am very grateful for this program and feel it would benefit all children experiencing separation."**

Parents Time workshop is conducted with the Kids Time when appropriate. The session covers the following: the impact of ongoing conflict on children's mental health; parenting styles and the effects on children; developing future goals and to interact with other parents in similar situations.

Our Door-to-Door school holiday program is a psycho-education service that creates a safe environment for children to express, understand and learn how to manage strong emotions; assists children/young people to develop healthier ways to better manage the transition of family separation; enhances children's self esteem and equips children with protective techniques.

SCASP has also adapted the Child Inclusive Practice (CIP) framework with families who are not participating in mediation. This model has been very effective with court referrals. The framework supports parents to develop and maintain a focus on their children by giving them a voice in a critical time of their lives.

## *Financial Counselling*

The Commonwealth Financial Counselling Program provides free quality financial counselling services to people on low-income groups and to small business operators.

We assist clients who experience personal financial difficulties due to circumstances arising from their employment or lack of it, sickness, credit over-commitment and family breakdown. The intended counselling outcomes are as follows: that a client's financial problems are fully or partially resolved; that the client can make informed decisions as to the best course of action to take to resolve their financial difficulties and to gain an improved ability to manage their financial affairs.

Our Financial Counsellors provide information and options on how to manage debt either via telephone advice and/or appointments and are based at Broadmeadows, Traralgon, Narre Warren and Moorabbin.

**"With my situation, I was seeking help and here I am with FMC. Feel so relieved as I was under a lot of stress."**

During 2011-12 FMC provided telephone advice to 449 callers and provided face-to-face services to 334 clients.

# family law services



FMC have been offering mediation training for over 25 years and is recognised as a leading training body in Conflict Resolution Skills. Our training services also deliver the Vocational Graduate Diploma of Family Dispute Resolution as a Registered Training Organisation with full accreditation through the Attorney General's Department.

Training offered:

- Vocational Graduate Diploma (VGD) of Family Dispute Resolution
- Foundations of Mediation
- Mediating Property and Financial Matters
- Child Inclusive Practice
- Group Supervision to other agencies
- Tailored Training Courses for other organisations

During 2011-12 FMC Training Services provided the following:

- 20 students graduated at the end of 2011 with the Vocational Graduate Diploma of Family Dispute Resolution (VGD of FDR). Courses were conducted in both Western Australia and Victoria.
- 12 new VGD of FDR students started in 2012
- Three courses of Mediating Property and Financial Matters
- Mediation Training for Youth Support Services
- Mediation workshop presentation for the Federal Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) Reconnect Best Practice Forum
- Regular Group Supervision for FDR Practitioners at Geraldton FRC (WA) and CatholicCare (VIC)



“I have found this to be informative, interesting, stimulating and challenging... I have found the trainers to be skilled, knowledgeable and approachable as well as consummately professional. I have enjoyed it immensely.”

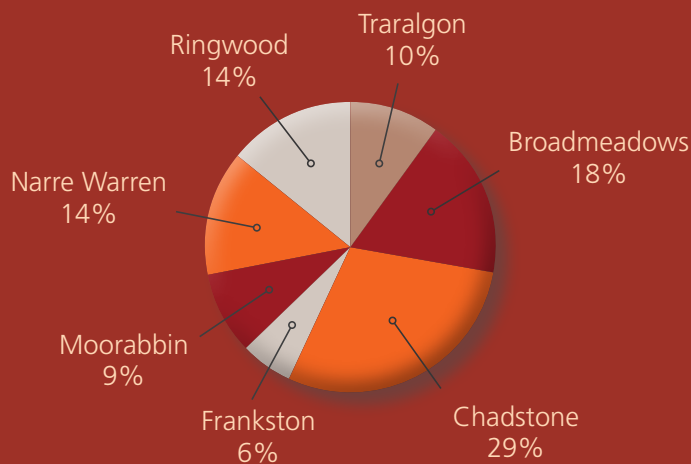
## RTO and training

# Family Mediation Centre Client Details Report 2011/12

	Supporting Children After Separation Program	Family Dispute Resolution	Family Relationship Centre	Family & Relationship Services	Grand Total
Client	1212	1414	1216	1230	5072
Gender	1210	1413	1215	1228	5066
Female	668	727	629	707	2731
Male	542	686	586	521	2335
ATSI	1185	1394	1210	1221	5010
1. No	1158	1383	1201	1207	4949
2. Aboriginal	26	10	8	12	56
3. Torres Strait Islander	0	0	1	1	2
4. Both	1	1	0	1	3

## New Clients

Branch	Clients
Broadmeadows	935
Chadstone	1467
Frankston	318
Moorabbin	467
Narre Warren	687
Ringwood	711
Traralgon	487

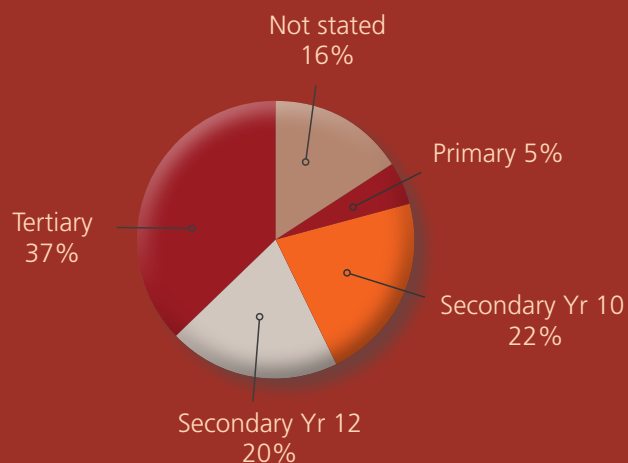


## statistics

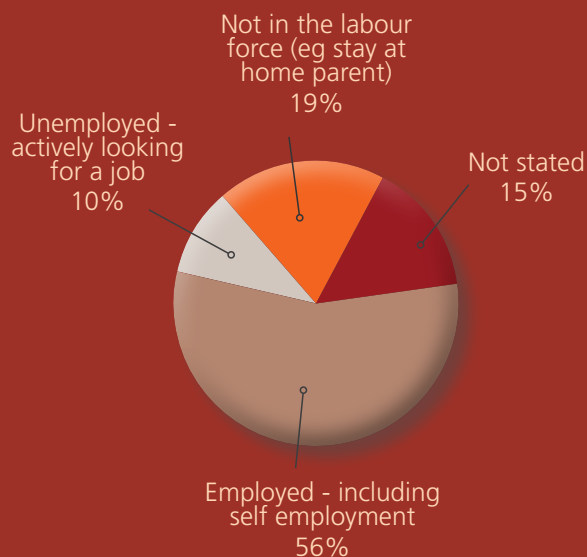
## Gender

Branch	Female %	Male %
Broadmeadows	54.56	45.44
Chadstone	55.05	44.95
Frankston	51.26	48.74
Moorabbin	54.39	45.61
Narre Warren	53.57	46.43
Ringwood	51.48	48.52
Traralgon	54.55	45.45

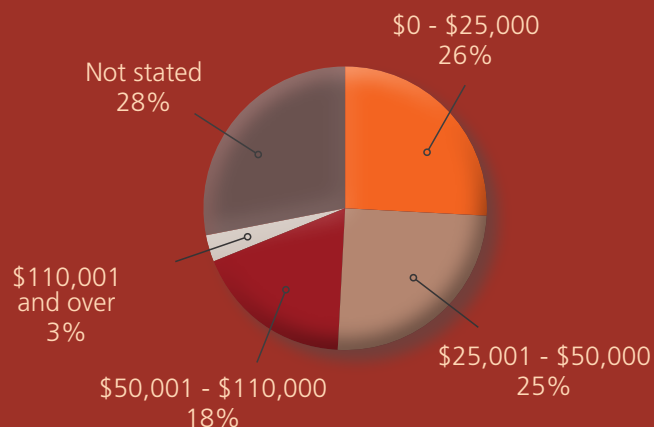
## Highest Level of Education



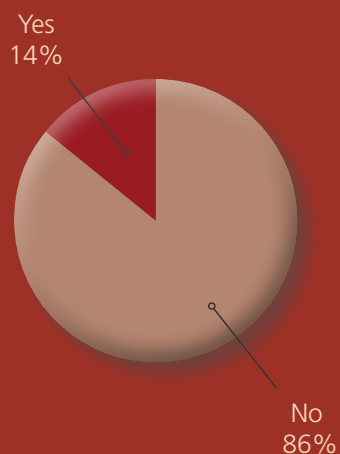
## Employment Status



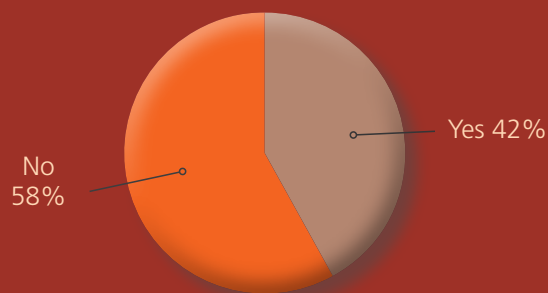
## Current Income



## Intervention Order



## Centrelink Payments





## *Kalman Rubin*

### *Chairman*

Mr Rubin is a Psychologist and Family Law Mediator working in private practice and for Victoria Legal Aid. He is the Chairman of FMC with over 30 years industry experience spanning across the US and Australia.

Mr Rubin is the Chairperson for the Victorian Legal Aid's Round Table Dispute Management Conferences. Mr Rubin has a Bachelor Degree from Ohio University in Psychology, Marketing and Literature; a Masters Degree from Case Western Reserve Clinical Therapy and Counselling in Systems Theory and is currently completing a PhD.

Appointed 2004



## *Dr Becky Batagol*

### *Company Secretary*

Dr Batagol is a lecturer at the Faculty of Law, Monash University. She has over 15 years experience as a researcher and teacher with a focus on family law, non-adversarial justice, dispute resolution, gender, family violence and constitutional law. She holds the role of Company Secretary and sits on the Board Executive Committee for FMC.

She recently completed work for the Victorian Law Reform Commission on non-adversarial child protection processes and has been a distinguished visitor at the Institute for Feminist Legal Studies in Canada. Becky is the co author of Non-Adversarial Justice (2009) and Bargaining in the Shadow of the Law - The Case of Family Mediation (2011).

Dr Batagol has a Bachelor of Arts (Hons), Bachelor of Laws (Hons) and a PhD.

Appointed 2009



## *Ross Hyams*

Mr Hyams is a Senior Lecturer in the Monash University Faculty of Law and Convenor of the Faculty's Legal Practice Programs. He has also been practising as a Solicitor since 1988.

Having practised in family law for many years, he has a keen interest in dispute resolution in family and children's matters. For the majority of his professional career, he has worked in community law.

Mr Hyams has a Bachelor of Arts, Bachelor of Laws and Master of Laws.

Appointed 2009



## *Julie Dixon*

### *Treasurer*

Ms Dixon is a self-employed Public Accountant and has been practising for over 30 years and holds the role of Treasurer of FMC.

She is a Fellow Member of the Institute of Public Accountants and Registered Tax Agent with a heart for serving the community.

Ms Dixon has a Certificate of Business Studies in Accounting.

Appointed 2000



## *Ashley Saltzman*

Mr Saltzman is a trouble-shooter and problem solver employed by executive management in organisations to identify, recommend and fix problematic situations.

Mr Saltzman contracts as a commercial mediator, problem manager and project recovery specialist. He has mediated commercial disputes for IBM across Australia and New Zealand, where he managed over 500 cases in a range of disputes covering contractual, relationship, performance and project delivery failures.

He has a Bachelor of Business (Accounting), is a CPA and has a Mediation qualification.

Appointed 2012



## *Gregory Joseph Whimp*

Mr Whimp has over 25 years experience in the Financial Services sector, with a strong background in financial planning and funds management businesses – both in Australia and overseas. He also sits on the Finance, Audit and Risk Committee for FMC.

Mr Whimp has held a variety of senior level executive roles including as Managing Director and Chief Executive positions of financial planning firms in both Australia and Singapore. He brings over 10 years experience as both an executive and non-executive director serving on a number of Australian Boards.

Mr Whimp has a Bachelor of Commerce, is a graduate and member of the Australian Institute of Company Directors and Financial Services Institute of Australia.

Appointed 2012



## *Maurie Hasen*

Mr Hasen is a Psychologist and Educator at the Australian College of Applied Psychology, mainly educating mature-age students across careers in the human services.

His professional career commenced in human services as a Social Worker and Family Therapist in the alcohol and other drugs rehabilitation sector. He then moved into academia where he has worked for the past 25 years.

Mr Hasen has a Bachelor of Science and Bachelor of Social Work.

Appointed 2004



## *Anthony Grimes*

Mr Grimes is the Manager of the Chadstone FMC Family Relationship Centre.

He has worked in the welfare sector for over 35 years. His professional career has spanned across public service, community legal sector and followed by FMC. He has managed the Chadstone Family Relationship Centre since its inception, and was recently appointed a White Ribbon Ambassador, taking a stand against family violence.

Mr Grimes has a Bachelor of Social Work and Diploma of Management.

Appointed 2000 - Resigned 2012



## Income Statement

	2012 \$	2011 \$
Revenue	7,081,069	7,451,743
Marketing expense	-74,218	-62,636
Occupancy expense	-445,815	-430,708
Administrative expense	-5,304,879	-5,294,493
Consultancy expense	-344,915	-406,918
Membership expense	-16,039	-21,147
Other expenses from ordinary activities	-745,312	-849,030
<b>Surplus from ordinary activities</b>	<b>149,891</b>	<b>386,811</b>

## Balance Sheet

	2012 \$	2011 \$
<b>Assets</b>		
<b>Current Assets</b>		
Cash and Cash Equivalents	2,076,294	1,409,933
Trade and Other Receivables	104,953	209,715
Financial Assets	142,461	132,386
Other Current Assets	100,696	92,285
<b>Total Current Assets</b>	<b>2,424,404</b>	<b>1,844,319</b>
<b>Non-Current Assets</b>		
Property, Plant and Equipment	3,676,071	3,929,812
Total Non-Current Assets	3,676,071	3,929,812
<b>Total Assets</b>	<b>6,100,475</b>	<b>5,774,131</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and Other Payables	324,931	328,494
Short-term Borrowings	205,008	205,008
Short-term Provisions	418,049	422,793
Other Current Liabilities	538,845	147,594
<b>Total Current Liabilities</b>	<b>1,486,833</b>	<b>1,103,889</b>
<b>Non-Current Liabilities</b>		
Financial Liabilities	816,583	1,007,044
Other Long-term Provisions	70,809	86,839
<b>Total Non-Current Liabilities</b>	<b>887,392</b>	<b>1,093,883</b>
<b>Total Liabilities</b>	<b>2,374,225</b>	<b>2,197,772</b>
<b>Net Assets</b>	<b>3,726,250</b>	<b>3,576,359</b>
<b>Equity</b>		
Accumulated Surpluses	3,726,250	3,576,359
<b>Total Equity</b>	<b>3,726,250</b>	<b>3,576,359</b>

This summarised financial information had been extracted from the Annual Audited Financial Statements of the organisation. A copy of the full statements is available on request.





***Industry experts providing consultancy and training throughout Australia.***

**office locations**



# Family Mediation Centre Offices

## Head Office:

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Email: [familyworks@mediation.com.au](mailto:familyworks@mediation.com.au)

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345 Nepean Highway  
Frankston VIC 3199  
Phone: 03 9556 5333  
Email: [family@mediation.com.au](mailto:family@mediation.com.au)

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Narre Warren VIC 3805  
Phone: 03 8781 9111  
Email: [narrewrn@mediation.com.au](mailto:narrewrn@mediation.com.au)

367 Maroondah Highway  
Ringwood VIC 3134  
Phone: 03 9847 5888  
Email: [ringwood@mediation.com.au](mailto:ringwood@mediation.com.au)

41 Grey Street  
Traralgon VIC 3844  
Phone: 03 5175 9399  
Email: [frctraralgon@mediation.com.au](mailto:frctraralgon@mediation.com.au)

**Website: [www.mediation.com.au](http://www.mediation.com.au)**

