

Q & A

How many sessions are needed?

The number and frequency of appointments offered will depend on the family members' needs. Families vary in the number of sessions they attend and who in the family attends sessions – the average number of sessions attended can be between 2 and 10 sessions.

What is meant by 'family'?

Different cultures and groups have different ideas of what 'family' means. 'Family' can describe any group of people who care about each other and define themselves as such. The service may work with parents, children of all ages, grandparents, siblings, uncles and aunts, cousins, friends, carers, other professionals – whoever people identify as important in their lives.

Is it confidential?

Yes, unless circumstances suggest that the issues being discussed may pose a risk to clients or the wider community. No disclosure will be made without discussing the issues first, unless there is an urgent risk of harm.

Who are the practitioners?

The service is delivered by a range of professionals who have backgrounds in family therapy, counselling or mediation. They all have a thorough knowledge and understanding of the complexities of family life.

Opening Hours



The office is open:
Monday - Friday 9.00am to 5.00pm

The Family Transitions service operates on Mondays from 11.30am to 5.30pm.

This service is provided free of charge, however, we would be grateful for any donation you are able to make towards the work of this charity.

Contact Us

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Family Transitions



**Support for families
at times of change
when things feel stuck**

Family Mediation Highland

Family Transitions

Most families experience difficulties at some time. This can feel particularly challenging at times of change, whether these are family lifecycle changes with children growing up, parents growing older, or other factors such as separation, loss, a medical diagnosis, moving home or a change in financial circumstances. Whatever the reason, if it feels like family relationships are suffering, if you are no longer sure what to do for the best or family members seem stuck, then our Family Transitions Service may be able to help.

The Family Transitions Service allows families to take time to work together and help each other.

It can:

- Enable family members to talk and explore difficulties safely
- Understand each other's experiences and views
- Appreciate each other's needs
- Build on family strengths
- Make useful changes in relationships and their lives



How the Family Transitions Service can help

Families sometimes get into difficulties through their differences with one another, or feel the strain when members experience troubles. Evidence indicates that it can be helpful when families support each other through difficulties.

The Family Transitions Service offers a calm, safe space for families to share things that feel relevant and important to the challenges everyone experiences. It can help families to identify solutions, new, different and positive ways forward that fit in with their own family circumstances.

What happens?

Once we receive a referral, an appointment will be arranged for the family.

Practitioners recognise that each family is different. They acknowledge the importance of people's different beliefs, cultures, contexts and life experiences and will adapt their ways of working according to family members' ages, needs, resources and preferences. Sessions involving children, for example, will often include play and drawing. The practitioners will discuss with each individual family how they might wish to work together.

The aim of the Family Transitions Service is not to take sides or blame. It engages family members in developing a shared understanding of the problem and each other in order to explore ways forward that work for them.

Most sessions last between 45 minutes and one and a half hours, and our practitioners work in teams of two or sometimes three.