

Llamau

Imagine a World Without
Homelessness

Let's Talk Family Mediation



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llamau.org.uk

Welcome

At Llamau, we recognise how challenging family life can be. As individuals, we have our own characteristics and opinions that often differ from others. These differences can be within our family or friendship circles, putting relationships at risk of breaking down.

Relationship breakdown in the home is the leading cause of youth homelessness in Wales. It is not uncommon for families to face challenges that prevent them from being able to communicate openly and calmly with each other, which can result in young people leaving the family home. In some cases words and opinions can be misunderstood and escalate into tense and serious situations that with Llamau's help can be avoided.

Let's Talk Family Mediation offers a package of support for young people and their family, with a view to helping families communicate better and stay together. The service is flexible, welcoming self-referrals and referrals via third party organisations, such as schools and local authorities.



**AN OPEN
NON-JUDGEMENTAL
APPROACH**

01

Talk to Us Now

You don't have to wait for things to go wrong before you can talk to us.

It is often believed that we only need to seek help and talk to someone about how things are going in life when things are going wrong, but at Llamau, we know how important it is to talk and share your thoughts, feelings and experiences when things are going well.

Taking the time to talk to us when things are running smoothly can help build coping mechanisms and resilience.

FREE
CONFIDENTIAL
IMPARTIAL
NON-JUDGEMENTAL
TRANSFORMATIONAL



02

It's a Family Thing

**We all have our differences,
let's talk about them together.**

We recognise that no two families are the same, so when things at home become unsettled or conversations no longer flow so easily, we offer tailored support that encourages open, controlled discussion about the problems you are facing.

Families are supported to work together to understand each other's opinions and their differences in a friendly, non-judgemental environment, where all individuals can be heard and given the time they need to express their feelings.



Pointing you in the right direction

If our support isn't right for you, we'll direct you the right way

Llamau has been working to keep families together and safe for more than 35 years, so we have significant knowledge of additional support services available that sit outside of our own and are appropriate to help people who may need more or different support to what we can offer.

FACE TO FACE OR VIRTUAL SESSIONS AVAILABLE



Helping You Through Crisis

Providing the right support at the right time.

At Llamau, our aim where possible is to strengthen family bonds and keep them together, but unfortunately, there are times when staying together may not be the best decision. When this happens, we continue to work closely with all family members to ensure the best support is put in place for everyone involved.

When a family reaches crisis point and reconciliation is not an option, we can offer additional support such as making referrals to external therapeutic services as well as review safe housing options. We always aim to help mend and maintain healthy relationships where we can, even when it's no longer possible for families to live together.



FAQ's

Q: How does Family Mediation work and how long does it take?

A: Mediation is completely voluntary meaning engagement is your choice. Mediation workers are impartial and work with each family member individually and collectively.

Each family differs from the next so the duration of mediation can also differ. In some cases a family might work through mediation quickly, whereas others need a little more time. The opportunity to check back in and recap when needed is also available.

Most of the time, the mediator will meet with the young person first and then separately with the parent/s, guardian/s or appropriate person/s followed by joint meetings together. The process is not a one size fits all so we'd encourage individuals to embrace the sessions and allow it to take the time it takes.

Q: Will it cost me anything?

A: No, it is completely free.

Q: Do you have to be a parent to be referred?

A: No, we recognise that no two families are the same and so we work with families and situations as they present. Families might involve parents, siblings, grandparents, aunts, uncles, foster carers or other guardians.

Q: How can I be referred to mediation?

A: You can refer yourself directly by scanning the QR code on this page or you can email location@llamau.org.uk.

Q: Where will I meet up with a Mediation Worker?

A: We use many platforms to connect with families such as telephone, video calls and face to face. We recognise what works for some doesn't work for others so we offer a flexible approach that suits everyone.

Llamau

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I can't thank Katy and Talog enough for their support. I never knew Llamau existed before but I think if any family needs help they should get in touch. James and I needed someone to speak to, outside of our family, that could see things from a different perspective and not judge and that's what we got with Llamau

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Llamau

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Homelessness

**Depending on where
you live you'll find
different contact
information for that
area. Scan the QR Code
to find out where you
can access our services!**



Registered with
**FUNDRAISING
REGULATOR**

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