About the Conflict Resolution Service (CRS)?

The Conflict Resolution Service started in 1988, and is a not-for-profit community organisation, which provides services to the ACT community to prevent, manage and resolve disputes.

CRS can assist with many types of disputes from family, neighbourhood, workplace, business…wherever there is a disagreement and breakdown in communication, CRS can assist.

Additional information on any of CRS services, tips & strategies for all types of disputes – visit www.crs.org.au

Why Choose CRS?

CRS   can save you time, money & stress

CRS   is informal and easy to use

CRS   can help you come up with practical solutions that can work long term for everyone in the family

CRS   can help prevent escalation of a problem into a crisis

CRS   can teach you the skills and strategies to assist to prevent, manage & resolve your conflicts.

CRS   can assist you to put things in perspective & decide what is most important to you

CRS   encourages everyone to look at a situation from different angles, which can help you find a solution

CRS   gets you talking with the other person involved, and utilises a format to ensure the other person hears your point of view…and you also hear theirs

CRS   ensures that all decisions to resolve the dispute are made with the agreement and involvement of everyone …and that everyone is able to live with these decisions

Family Tree House

This service is funded under the National Affordable Housing Agreement (NAHA), and National Partnership Agreement on Homelessness, which are jointly funded by the ACT and Australian Governments.

Conflict Resolution Service

Level 2 and Level 3 Griffin Centre
20 Genge Street, Canberra City ACT 2601
Ph: 02 6162 4050
E: familytreehouse@crs.org.au
Web: www.crs.org.au

Conflict Resolution Service

Family Tree House

Reconnecting ACT Youth with their Family Roots

Got a Family, Parent, or Teen conflict you can't resolve?

We Get You Talking!

All young people & parents experience conflict at some time!

Question: IS MY FAMILY CONFLICT REALLY THAT BAD?

Answer: NO

Conflict is a natural part of life. It can be a useful springboard to work through problems with parents, siblings, and other significant people in a young person's life.

Conflict can help everyone to gain a better understanding of themselves and other people.

Working through a conflict allows us to develop skills for creating more positive relationships throughout life.

Most of us learn through experience about what works and doesn't work…conflict is no different - it can actually be constructive!

Answer: YES

Sometimes problems and conflict within a family can get out of control.

There is so much to deal with in life - and not getting along with family members doesn't help…especially when you need their support, love and guidance, about issues which impact on young people and parents every day.

Things are said and done which can be hurtful and hard to take back.

And when arguments keep happening about the same things….or even different things…you can find yourself alone, frustrated and misunderstood.

Conflict is destructive when it never resolves and tears the family apart…and can also leads to abuse, fear, substance misuse, homelessness & more!

How can the Family Tree House (FTH) program help your family?

The FTH program works with young people, their families and other supports (like extended family & friends) to assist with the prevention, management and resolution of family conflict.

❑ Are you thinking of leaving home because of family conflict… life just seems to be too rocky at home?

❑ Are you worried your son/daughter is going to leave home because of all the arguments?

❑ Do you want time out from your parents/family due to the arguments…you want some space to sort things out…but then you'll go back home if things settle down?

❑ Are you challenged by your son/daughter's behaviour…and most of the time, conversations escalate into arguments?

❑ Have you left home because you couldn't deal with all the fighting…going back home just isn't an option, but you still want to try and sort things out with your family?

❑ Are you close to kicking out your son/daughter because you don't see another option to bring harmony to the family home?

❑ Do you need help talking with mum/dad or son/daughter… because you feel like they just don't listen to you?

❑ Your 'step-family' family is just not working because no one is getting along…do you need help getting it back on track?

If you answered YES to even one of the above questions… then the FTH program is for you!

FAQs about the Family Tree House

Q: How can I get my family involved with FTH?

Call FirstPoint on 1800 176 468

You can also call the Conflict Resolution Service directly on Ph: 6162 4050 or Email: familytreehouse@crs.org.au

Q: What does it cost? Nothing…it's FREE!

Q: Are there any age limits? The FTH program is aimed at families where the young person/s are aged between 15-20 years old who are at risk of homelessness due to family conflict… (age limits are flexible depending on individual circumstances)

Q: Is it confidential? Yes… we keep everything confidential unless you give us permission to talk to others… and as long as we are not legally required to make any reports in order to keep you safe from harm (but we talk with you before we do anything!)

Q: How will staff link up with me? Communication will happen when, how and where it feels comfortable for everyone…face-to-face, phone, text, in our office, at a café…

Q: What if my parent or child doesn't want to talk to CRS? That's ok…even if one person in the family is open to letting CRS assist, that's a great start…it just takes one family member to start the chain reaction.

Q: What if my parents threaten to throw me out…or have? CRS will help you and your family work through issues so that moving out becomes the last option…not the first. If temporarily moving out keeps you safe then we will support you to find other accommodation. The FTH will then continue to work with you and your family for as long as it takes to assist everyone to rebuild positive family relationships.