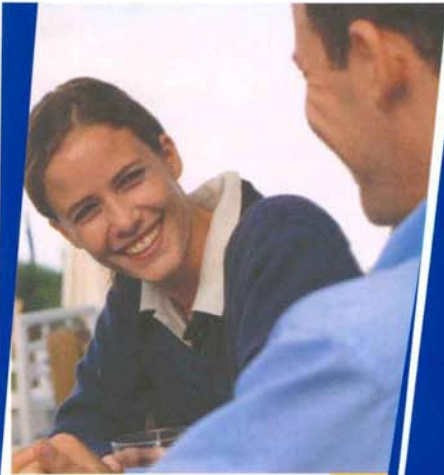


Relationships Australia

WHO we are

WHAT we do



Before you attend your first session at Relationships Australia, here is some information that may prove helpful.

Welcome

WHAT ARE OUR VALUES?

RELATIONSHIPS AUSTRALIA is a community-based, not-for-profit organisation that has no religious affiliation.

We are committed to providing the best possible counselling, mediation and education services in a professional, relaxed and confidential environment.

Our services are for people from all walks of life, regardless of age, race, gender or sexual orientation. It doesn't matter whether you're single, married, divorced, living together or in a same-sex or de-facto relationship, you can talk to us.

WHO ARE OUR CLIENTS?

Our services are available to individuals, couples or families who are dealing with issues central to their lives: whether beginning a new relationship, having relationship difficulties or ending a relationship. Our staff work with clients on issues such as: relationship, family or social difficulties, communication skills, family violence, separation, sexual abuse, gambling addiction, stress, sexual concerns, property settlements, parenting plans, conflict with children and step-children ... the list goes on.

HOW DO WE ENSURE THE BEST FOR CHILDREN?

As well as helping adults, we can offer support to you as a parent and to your children. We have information you can read, we can talk to you about your children, or we can arrange family/ children's appointments, if appropriate.

TRANSPORT AND PARKING

Please ask the receptionist when making your first appointment what public transport is available and whether there are any problems with car parking near our office.

IS THE SERVICE CONFIDENTIAL?

Relationships Australia offers you all the confidentiality which the law allows. Every one of our employees has signed an Oath or Declaration of Confidentiality. In some cases, such as when there is an immediate threat to a person's safety, or when there is knowledge of current child abuse, the law requires these matters to be reported.

PRIVACY ACT

Relationships Australia complies with all the provisions of the Privacy Act. If you would like a copy of our Privacy Policy, please ask.

VIDEO

At Relationships Australia it's important to us that our service is of the highest professional standard. We require staff to provide videotapes of their work for supervision and training purposes. This helps us to make continual improvements to our client services. Naturally there is no obligation, but if you agree to a videotape of your sessions, your consent is given subject to very strict conditions which will be explained to you.

WHO ARE THE STAFF YOU'LL DEAL WITH?

Our staff are professional, approachable and impartial. They are highly qualified and experienced professionals from fields including social work, psychology, social science, education and law. It is a *minimum* requirement that people joining our staff have appropriate tertiary qualifications. Each staff member is required to participate in on-going training and professional development.

Relationships Australia

For over 50 years Relationships Australia has been at the forefront of providing innovative, personalised relationship solutions to individuals, couples, and families. During that time we have developed a network of 75 offices across the country, with each office tailoring services to their own community.

IS CHILD CARE AVAILABLE?

While we would like to help, we do not have the resources to provide child-minding facilities. If you have difficulty finding suitable child care, we invite you to discuss your options with our receptionist. Relationships Australia cannot accept responsibility for children left unsupervised on our premises.

MAINTAINING PROFESSIONAL STANDARDS

To keep both our staff and services at the highest possible professional standard, we encourage clients to give us feedback about their experience.

Contact may be made with you up to twelve months after your first appointment to help us assess our service standard and you can rest assured that any contact we make will be managed discreetly.

We take complaints seriously. If you have any concerns about the service you receive, please telephone your local manager, or express your concerns in writing to the Chief Executive Officer of Relationships Australia in your capital city.

MOBILE PHONES

While they can be convenient, they can also be distracting. We ask that mobile phones are turned off when you are on our premises.

FEEES

As a not-for-profit, community organisation, we aim to provide an affordable service to all clients. Some programs are only partially-funded by State and Federal Governments and fees must be charged. In most cases fees will be based on a sliding scale negotiated on your income level. Our receptionist will have discussed any applicable fees when you made your appointment.

You will be required to pay each time you attend. Cash, cheque, and most credit cards are welcome.

APPOINTMENTS

Most offices are open at normal business hours and a range of after-hours times. Please ask about your individual needs.

If you can't keep your appointment, we ask that you telephone us at least 48 hours before your appointment to cancel. Failure to do so may result in a fee being charged.

Appointments start on time so you will not spend a long time in the waiting room. Generally, staff are not available to provide unscheduled telephone counselling outside of your appointment.

Relationships Australia

1300 364 277

Relationships Australia offers a range of professional services. If you would like further information on what is available in your area, please ask any of our staff or visit our Website:

www.relationships.com.au