

# Family Relationship Services for Carers

## **VICTORIA**

Eastern Access Community Health Inc  
1300 303 346

## **WESTERN AUSTRALIA**

Anglicare WA Inc  
08 9263 2050

## **NORTHERN TERRITORY**

Centacare NT  
08 8944 2000

Alternatively call the Family Relationship Advice Line on 1800 050 321 which is available 8.00am – 8.00pm Monday to Friday and 10.00am – 4.00pm Saturdays (except national public holidays).

## **Brochure orders**

To order additional brochures contact 1800 050 009 between 8.30 am to 5.30 pm Monday to Friday (except national public holidays).



*Where families caring for a family member with disability need support, the Australian Government funds community-based organisations through the Family Relationship Services Program to assist them.*



**Australian Government**

## What services are available to me?

*Family Relationship Services for Carers* provide mediation and counselling to assist families to:

- make decisions about the future care arrangements for their family member with disability
- resolve conflicts that may arise within the family in relation to the future care needs with the assistance of an accredited mediator
- discuss their concerns and issues around family relationships and the care of a family member with disability through general counselling sessions.

## Who can use these services?

Family members who are considering the future care of their family member with disability can use these services. Priority is given to families:

- experiencing conflict or at risk of breakdown
- caring for a family member with severe disability
- considering financial planning for future care needs.

## How can I benefit from these services?

*Family Relationship Services for Carers* provide an impartial person to assist families to take into account the needs and interests of the whole family unit when considering future care arrangements.

## When can I access these services?

You can access these services if your family needs support in considering future care plans for a family member with disability.

## Is it confidential?

Services provided under the *Family Relationship Services for Carers* are confidential except in certain circumstances.

By law, service providers are required to report some things. If staff reasonably suspect that there is a current threat of serious harm to someone, that a person has actually been harmed and/or a child is at risk of abuse or neglect, then they must report that suspicion to the appropriate authorities.

## What will it cost to use these services?

Services provided under the *Family Relationship Services for Carers* are free of charge.

## How can I contact these services?

Services are located across every state and territory. You can call the following to locate a service near you:

### **ACT**

Centacare Canberra – Goulburn  
02 6162 6100

### **NEW SOUTH WALES**

Interrelate Family Centres  
1300 736 966

### **QUEENSLAND**

Centacare Catholic Family and  
Community Services  
1800 337 552

### **SOUTH AUSTRALIA**

Uniting Care Wesley Adelaide Inc  
08 8202 5190 or 08 8150 7213

### **TASMANIA**

Relationships Australia Tasmania  
1800 002 222