



## Contact Details

### Melbourne Family Relationship Centre

Lower Ground Level  
379 Collins Street (entry off Queen Street)  
Melbourne 3000 (Melways Ref: 1A H8)

Ph: 03 8625 3666  
[enquiries@melbournefrc.org.au](mailto:enquiries@melbournefrc.org.au)  
[www.relationshipsvictoria.com.au](http://www.relationshipsvictoria.com.au)



## MELBOURNE

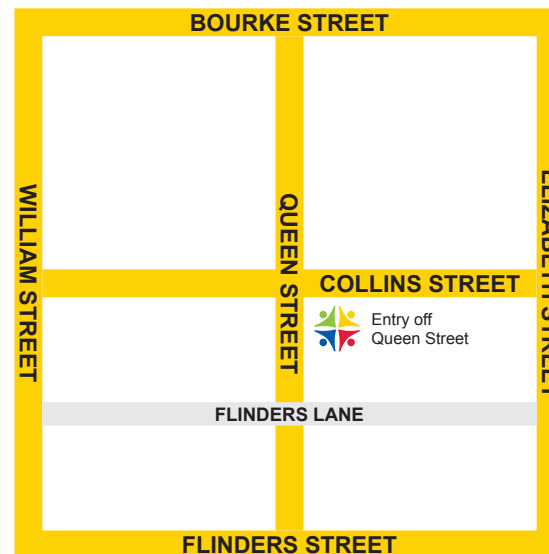
### Further Assistance

The **Family Relationship Advice Line** also provides free information, advice and referral.

You can call the **Family Relationship Advice Line** on 1800 050 321 between 8am to 8pm Monday to Friday and 10am to 4pm Saturday.

**Family Relationships Online** provides access to information about the changes to the family law system, family relationship issues and services available to assist families.

Visit **Family Relationships Online** at [www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)



- Family Dispute Resolution
- Assistance with Post-Separation Parenting Arrangements
- Information, Support and Referral
- Post-Separation Parenting Groups
- Counselling
- Property Mediation



An Australian Government Initiative

## How can the Melbourne Family Relationship Centre help?

The Melbourne Family Relationship Centre can help you by providing information about post separation family relationships at all stages. We can also refer you to other services that may be useful to you. We will talk with you to help you focus on your children's needs and support you in deciding what to do next.

We can provide family dispute resolution ('FDR', previously known as mediation) between parents and/or other involved family members to help you agree on care arrangements, reduce conflict and improve communication.

We provide child-focused information sessions prior to participating in the family dispute resolution process.

## Who can use these services?

Anyone can contact the Centre for information, advice and referrals. We can offer FDR services to anyone involved in caring for a child including separated parents, grandparents, step-parents, same-sex and gender diverse parents and other significant people in a child's life.

The Centre is committed to providing an inclusive service for all families. We acknowledge and respect the wide-ranging needs, backgrounds and diversity of families in our community.

## What about members of my family?

Family members, including children, can receive a range of services such as mediation and group work education as part of our services.

## Do I need a booking?

You don't need a booking to get information including information about programs and services available in your local area that can help strengthen family relationships after separation. If you require further assistance or support, you can make an appointment for an individual interview after first speaking with a practitioner over the phone.

Please call our centre and we will work with you to determine whether arranging an appointment with us is the best option for you.

## Are the services free?

The Australian Government provides financial support for Family Relationship Centres. However, you may be required to pay for some services depending on your financial circumstances. Healthcare or pension cardholders are exempt from fees.

There is a fee for property mediation.

## Who can come with me?

If it is appropriate, you can bring a support person with you for the initial sessions where their ongoing involvement will be discussed.

Private lawyers can't participate in Centre sessions but we encourage you to seek legal advice either independently or with our assistance.

## Will my details be kept private?

Your privacy is important to us and will be protected. We will only disclose personal information if you give permission or if required or authorised to by law, for example, to protect someone from harm.

## What if I need an interpreter?

We will arrange an interpreter if needed at no additional cost to you.

## Safety

We are committed to providing a safe environment and can put into place arrangements to assist with your safety or the safety of your children. You should let Centre staff know if you have concerns as soon as possible.

## Parenting Programs

Centre staff provide a Parenting After Separation Program to assist separating families in managing conflict relating to parenting arrangements. More information is available from the Centre's reception.

## Where can I find more information?

You can ring us on 03 8625 3666 for more information about the Melbourne Family Relationship Centre.

