

## Who we are

*Our vision is for positive, safe and respectful relationships for couples, families, schools, workplaces and communities.*

Relationships Australia Victoria (RAV) provides specialist family and relationship services. First established in 1948, we are a secular, community-based, not-for-profit organisation. Many of our services are provided free of charge or for a modest fee that is based on a client's ability to pay.

## Where we are

We provide services from 15 centres in metropolitan Melbourne and regional Victoria, and from additional outreach locations.

As well as providing services in our centres, we focus on enhancing relationships and social connections for Victorians through outreach programs, engagement initiatives and participation in community events.

## Our people

*Together, we focus on ensuring that our clients' needs are at the forefront of everything we do.*

Our staff are highly skilled and qualified professionals, with expertise in counselling, family dispute resolution, family law, family violence, child and family services, relationship skills development and training.



## Other programs and services

**Aboriginal and Torres Strait Islander services:** Working closely with Aboriginal organisations and community groups, we deliver services to meet the needs of Aboriginal and Torres Strait Islander people.  
[www.deadlyrav.com.au](http://www.deadlyrav.com.au)

**connectEDspace:** Our dedicated website for young people. [www.connectedspace.com.au](http://www.connectedspace.com.au)

**early matters:** A program that promotes and strengthens healthy family relationships in specific areas of Ballarat and Sunshine.

**headspace Bairnsdale:** We are the lead agency in this centre, which supports young people aged 12 to 25 to improve their wellbeing and mental health.

**i-Connect:** Our Family Mental Health Support Service in East Gippsland.

**Safe Resolutions:** A free, legally-assisted, culturally appropriate family dispute resolution service for the Vietnamese community in Melbourne's West.

**Workplace services:** We help maintain and improve the healthy functioning and productivity of workplaces, through employee assistance programs, conflict management, training and consultation.

## More information

Call 1300 364 277 (local call cost)  
Email [enquiries@rav.org.au](mailto:enquiries@rav.org.au)  
Visit [www.rav.org.au](http://www.rav.org.au)  
Like us on Facebook [@RelAustVic](https://www.facebook.com/RelAustVic)  
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Accredited by HDAA. Achievement of Accreditation to ISO 9001:2015 provides service users with confidence that Relationships Australia Victoria has effective management systems in place that are regularly reviewed.

*Who we are  
How we can help*



*Relationships Australia*

VICTORIA

## Who we help

*We support all Victorians, in all stages of life.*

We provide services for all members of the community, regardless of religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our services are for:

- individuals
- couples
- families
- children and young people
- parents
- older people, including grandparents
- Aboriginal and Torres Strait Islander people
- people from culturally and linguistically diverse backgrounds
- people who are lesbian, gay, bisexual, transgender, intersex and/or queer (LGBTIQ).

We also provide services to workplaces, organisations and schools within the community.

Our whole-of-family approach means that the needs and goals of all family members are considered.

## What we can help with

*We know that safe, positive and respectful relationships are the key to health and wellbeing.*

We can provide services to support you and your family with a wide range of issues, such as:

- relationships with your partner, family or friends
- separation and divorce
- parenting
- physical or mental health
- family violence
- grief and loss
- stress
- managing change
- other issues that are affecting your relationships, or causing you stress or concern.

## Our services

*We provide safe, non-judgmental and effective services that strengthen relationships and social connections.*

### Counselling

Counselling involves talking about any difficulties or challenges you are experiencing, or concerns you have, in a safe, supportive and collaborative environment.

It can help you to find positive ways to manage your situation, and improve overall wellbeing by relieving distress and enhancing relationships. It can support you to develop insights, consider choices and find solutions that recognise your strengths, wisdom and knowledge.

Our counselling service is flexible. We work with individuals, including children and young people, couples and families. We also provide a program for couples who are planning to marry or commit.

### Family dispute resolution (mediation)

Family dispute resolution, also known as mediation, helps couples who are separating to resolve their family law disputes, including conflicts about child care, child support, financial arrangements and property settlement.

### Family Relationship Centres

These centres focus on helping separating families to achieve workable parenting arrangements outside the court system. RAV operates four centres, which offer a range of services, including family dispute resolution.

### Relationship education courses and groups

Our courses and groups help you to share experiences, connect with others and learn new skills to improve your situation. Programs are provided for children, young people, parents, couples, people who have separated and those who are impacted by family violence.

We also provide “I like, like you”, a healthy relationships program for primary and secondary schools.

## Family violence services

We provide sensitive, supportive and professional family violence prevention, support and recovery services.

Our specialist counselling service and groups support women and children impacted by family violence.

We are the largest provider in Victoria of men's behaviour change programs, which assist men who are abusive to take responsibility for their behaviour change and to relate in respectful ways.

These services are provided as part of our Family Safety Model which uses a holistic approach to family safety to provide risk assessments, support and safety planning to those experiencing abuse and violence.

### Compass Forced Adoption Support Service

We provide information, referrals and support to people affected by past forced adoption policies and practices.

### Senior relationship services

We aim to improve the wellbeing, safety and sense of fulfilment of older Australians by strengthening relationships, facilitating social connection, and reducing loneliness and isolation. We offer elder mediation and counselling services, and a range of educational workshops and support programs to help couples and individuals get the best out of their retirement years.

### Professional training

We are a Registered Training Organisation (RTO) and deliver quality, professional training in areas related to families and relationships. Our courses include the Graduate Diploma of Family Dispute Resolution (RTO 21977) and a Mediation Training Short Course. We also provide a Specialist Course in Couple Therapy, which can contribute towards a Master of Counselling (Couple Counselling) with Swinburne University.

Our professional development workshops cover a range of topics related to individuals, relationships and client services, and are available to both individuals and workplaces.