

Family Relationship Centres

Family Relationship Centres (FRCs) provide information, referral and family dispute resolution for parenting and/or property and financial matters, to support couples and families experiencing relationship difficulties, including separation. RAV manages four FRCs in Victoria.

Berwick

38 Clyde Road
Ph: (03) 8768 4111 | enquiries@berwickfrc.org.au

Greensborough

79 Grimshaw Street
Ph: (03) 9404 7800 | enquiries@greensboroughfrc.org.au

Melbourne

379 Collins Street (enter via Queen Street)
Ph: (03) 8625 3666 | enquiries@melbournefrc.org.au

Sunshine

1 Clarke Street
Ph: (03) 9313 0444 | enquiries@sunshinefrc.org.au

headspace

headspace is the National Youth Mental Health Foundation, providing early intervention mental health services to young people aged 12 to 25. RAV is the lead agency delivering headspace services in Bairnsdale, Sale and Wonthaggi.

headspace Bairnsdale

171 Main Street
Ph: (03) 5141 6200 | info@headspacebairnsdale.org.au

headspace Sale

453 Raymond Street
Ph: (03) 5184 5000 | info@headspacesale.org.au

headspace Wonthaggi

headspace centre in Wonthaggi and five outreach locations across Bass Coast and South Gippsland.

5b Murray Street
Ph: (03) 5671 5900 | info@headspacewonthaggi.org.au

Open Place

Free support for people who grew up in institutional care in Victoria prior to 1990, known as Forgotten Australians / Pre-1990 Care Leavers.

1/8 Bromham Place, Richmond
Ph: 1800 779 379 | info@openplace.org.au

Where we are

We provide our services from 18 locations across metropolitan Melbourne and regional Victoria. We also deliver some services through additional outreach sites, online, over the telephone and through community engagement initiatives.

Our centres

Ballarat

1025 Sturt Street
Ph: (03) 5337 9222 | ballarat@rav.org.au

Boronia

83 Boronia Road
Ph: (03) 9725 9964 | boronia@rav.org.au

Cranbourne

2/199 South Gippsland Highway (cnr William Street)
Ph: (03) 5990 1900 | cranbourne@rav.org.au

Cranbourne North

405 Narre Warren Road
Ph: (03) 5911 5400 | cranbournenorth@rav.org.au

Greensborough

Banyule Community Health, 3/25-33 Grimshaw Street
Ph: (03) 9431 7777 | greensborough@rav.org.au

Kew

46 Princess Street
Ph: (03) 9261 8700 | kew@rav.org.au

Shepparton

634 Wyndham Street
Ph: (03) 5820 7444 | shepparton@rav.org.au

Sunshine

1st Floor, Harvester Centre, 4 Devonshire Road
Ph: (03) 8311 9222 | sunshine@rav.org.au

Traralgon

59 Breed Street
Ph: (03) 5175 9500 | traralgon@rav.org.au

Central Office (Camberwell)

(Training and Administration) 1183 Toorak Road
Ph: (03) 8573 2222 | enquiries@rav.org.au

(Continues over the page)

What we can help with

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
- mental health
- family violence
- grief and loss
- managing change
- stress
- ageing and retirement
- loneliness and isolation
- other issues that are affecting your relationships, or causing you concern.

Our commitment to you

We are committed to providing safe, inclusive and accessible services for all people.



RAV acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services.

We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.

More information

Call **1300 364 277** (local call cost)

Email enquiries@rav.org.au

Visit www.rav.org.au

Funded by the Australian and Victorian Governments.



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.

Relationships Australia®
VICTORIA

Who we are and how we can support you



Our vision is for positive, respectful, safe and fulfilling relationships for all Australians.

www.rav.org.au

Who we are

Relationships Australia Victoria (RAV) is a community-based, not-for-profit organisation with no religious affiliations. We have over 70 years' experience providing family and relationship support services.

Who we support

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

We welcome people from vulnerable and disadvantaged, culturally and linguistically diverse, and Aboriginal and Torres Strait Islander communities, people with disability, and members of lesbian, gay, bisexual, transgender, intersex, queer and asexual (LGBTIQA+) communities.

We can support:

- individuals
- couples and families
- parents and guardians
- children and young people
- older people.

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

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

The safety of our clients, staff members and the community is our priority.



Interpreters are available on request.

Our services and programs

Aboriginal and Torres Strait Islander partnerships

We partner with Aboriginal Community Controlled services and programs to support the needs of Aboriginal and Torres Strait Islander peoples.

Counselling

Counselling provides the opportunity to talk about any difficulties, challenges or concerns, in a safe, supportive and collaborative environment.

It can help you to find positive ways to manage your situation. We provide counselling for individuals, couples, families, children and young people.

We also provide a program for couples who are planning to marry or commit.

Disability Counselling and Support

We provide free and confidential counselling and support for people who have experienced violence, abuse, neglect and exploitation, and those affected by the *Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability*.

early matters

A program in areas of Ballarat and Sunshine to promote and strengthen healthy family relationships.

Family dispute resolution (mediation)

Family dispute resolution, also known as mediation, helps couples who are separating to resolve their family law disputes.

These include conflicts about parenting and the care of children, child support, financial arrangements and property settlement.

Family violence services

We provide specialist family violence prevention, support and recovery services that aim to reduce violence and enhance the safety of victim survivors.

Our services include men's behaviour change programs, for men who use family violence. We also provide a case management program for men who use family violence and whose circumstances, including housing, mental health, and drug and alcohol issues, are barriers to their behaviour change.

A key component of these and other programs is our Family Safety Model, which uses a holistic approach to family safety by providing risk assessments, safety planning and support to the partners, former partners and children of the men in these programs.

We provide specialist counselling and group programs for women impacted by family violence.

Forced Adoption Support Service

We provide free and confidential counselling, support and information for people affected by past forced adoption policies and practices.

Frontline bushfire counselling program

Free counselling and support for those impacted by the 2019/20 bushfires in East Gippsland.

i-Connect

Our Family Mental Health Support Service in East Gippsland, providing free early intervention support for young people aged 0-18.

I like, like you

A healthy relationships and family violence prevention program for primary and secondary schools.

Redress Support Services

We provide free and confidential support for anyone making, or considering making, an application through the National Redress Scheme.

Relationship education courses and groups

Our courses and groups help you to share experiences, connect with others and learn new skills.

Workplace and employee support services

We provide employee assistance programs (short-term, solution-focused counselling), post-incident debriefing and support, conflict resolution and training to maintain and improve the health, functioning and productivity of employees and workplaces.

Professional training

We are a Registered Training Organisation (RTO 21977) and deliver quality, research and evidence-led professional training in areas related to families and relationships.

Our RTO accredited courses include the:

- Graduate Diploma of Family Dispute Resolution CHC81115
- Graduate Diploma of Relationship Counselling CHC81015 (with a Focus on Family Violence)
- Mediation Skill Set (CHCSS00110) Short Course

Our other accredited courses include the:

- Mediation Training Short Course
- Specialist Course in Integrative Couple Therapy

We provide a range of professional development workshops, webinars and short courses for professionals in the community services, education and legal sectors.

We also offer clinical supervision and can deliver tailored training customised to workplace needs.

We deliver specialised funded programs including Support for Fathers and the following offender services programs: ATLAS, LINCS and LINCS in Families.