

# Family Relationship Services for Families in Special Circumstances Drought Counselling

## How can I contact these services?

The *Family Relationship Services for Families in Special Circumstances* services are located in every State and Territory in a range of rural, regional and metropolitan locations.

To find a Family Relationship Service provider who supports Families in Special Circumstances in your local area, call the Family Relationship Advice Line on 1800 050 321\* or visit Family Relationships Online at [www.familyrelationships.gov.au](http://www.familyrelationships.gov.au).

\*Available 8.00 am – 8.00 pm Monday to Friday and 10.00 am – 4.00 pm Saturdays (except national public holidays).

Alternatively, for more information, call Centrelink's Drought Assistance Hotline on 13 23 16 or visit [www.centrelink.gov.au](http://www.centrelink.gov.au)

Men affected by drought or special circumstances can call Mensline Australia on 1300 789 978, which is a 24-hour hotline to receive more information, service referral or telephone counselling at the cost of a local call or visit [www.menslineaus.org.au](http://www.menslineaus.org.au)

## 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).



Australian Government



*Where families and communities are affected by special circumstances like drought or a natural disaster the Australian Government funds community agencies to provide counselling and support.*

## What services are available to me?

*Family Relationship Services for Families in Special Circumstances* can help you deal with crisis situations in a way that maintains dignity and encourages self-reliance. This can include emotional and financial assistance including individual and family counselling. The services also bring communities together through local activities and social support.

Drought counselling is available to assist you and your family if you are experiencing difficulties brought about by drought conditions.

On arrival, a counsellor will assess your situation, listen to your concerns and help you develop your own solutions. Options could include individual, couple or family counselling or referral to community activities or group information sessions.

## Who can use these services?

Drought Counselling is available to you and your family if you are experiencing relationship difficulties as a result of drought conditions.

## How can I benefit from these services?

If your community is currently affected by drought, you may be experiencing financial difficulties, which can lead to significant stress and pressure on you and your family.

Counselling may help you make decisions about dealing with the drought and assist you to explore future options. A counsellor can help you cope with relationship stresses, or any issue that is important to you. Drought counsellors understand

the issues facing people in drought affected areas and can link you to services which provide information, guidance and support.

## When can I access these services?

A counsellor can assist you in dealing with stress, relationship concerns, or worries about a member of your family. The services can be helpful if you find you or a member of your family are always worried, feeling hopeless or continuously sad.

## Is it confidential?

*Family Relationship Services for Families in Special Circumstances* 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 or that a person has actually been harmed and/or a child is at risk of abuse or neglect, then they are required by law to advise the appropriate authorities.

## What will it cost to use these services?

Drought Counselling is free for you and your family members.

However, if you are later referred to a different service they may charge you a fee. This will be based on your level of income and capacity to pay. If you are a low income earner or are experiencing financial difficulties, please discuss this with the service provider so it can be taken into consideration.