



An Australian Government Initiative

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ABOUT US

Family Dispute Resolution Practitioners

Our mediators are all registered Family Dispute Resolution Practitioners and are highly skilled in family dispute resolution. They also have high level qualifications in either psychology or social science. They provide impartiality, confidentiality and direction in the dispute resolution sessions. The Centre's family dispute resolution service helps parents to resolve conflict and develop workable arrangements for the care of their children, including parenting plans. Our services are always offered on the basis that the best interest of the children is our highest priority. The Family Dispute Resolution Practitioners do not give legal advice, however separated parents can be referred to appropriate legal services if required.

Indigenous Advisor

The Indigenous Advisor consults with Indigenous communities and organisations to assist with identifying, establishing and evaluating a culturally appropriate and specific service for Indigenous families and children. The Indigenous Advisor also conducts community education to Indigenous communities and organisations about FRC services. This includes community education visits to outreach areas in Ayr, Charters Towers, and Ingham.

Library & Resource Officer

The Centre has a library and bookshop with a diverse range of books about families, parenting, separation, and personal development, as well as a range of other resources including printed material, CDs, and DVDs. The Library & Resource Officer assists clients and customers to use the library and bookshop facilities. All members of the public are welcome to borrow books and CDs/DVDs from the library, or to buy from the bookshop. The Library is also equipped with Internet and telephone access for clients wanting more information on services available.

Information & Referral Officers

The Information & Referral Officers are the public's first point of contact at the Centre and they assist clients and visitors who come into, or telephone, the Centre. They answer general enquiries about the services we provide and assist clients to access information about other services provided in the community. Referrals are made as required to Family Dispute Resolution Practitioners, or to other relevant programs, services, or resources. If you require Family Dispute Resolution, the Information & Referral Officers will provide you with information about the process and arrange an appointment time for you.

Café Assistant

The café has freshly made salads, sandwiches and rolls, cakes, fruit salad, and snack foods, as well as cold drinks and freshly made coffee/cappuccinos available to all members of the public. Everyone is welcome to sit in and eat at the café, while browsing in our library and bookshop, or to takeaway.