

Are interpreters available?

Yes. Should you require an interpreter, please contact the Family Relationship Advice Line on 1800 050 321 who will contact the Translating and Interpreting Service to arrange a three-way conversation between yourself, the interpreter and the Advice Line representative.

How can I contact these services?

To find a *Family Relationship Services for Humanitarian Entrants* provider in your local area, call the Family Relationship Advice Line on 1800 050 321* or visit Family Relationships Online at 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).

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).

Family Relationship Services for Humanitarian Entrants



Where families entering Australia under the Humanitarian Entry Program may face difficulty settling into their new life, the Australian Government funds community-based organisations to provide Family Relationship Services.



Australian Government

What services are available to me?

Family Relationship Services for Humanitarian Entrants are designed especially for families who have entered Australia under the Humanitarian Entry Program.

The services will provide you with information about life in Australia, including customs, laws and the role expectations of males and females. The services can also teach you about parenting children in a new culture and what children may go through growing up in Australia. If you are experiencing family difficulties or conflict, the services can help your family through these hard times.

Who can use these services?

Family Relationship Services for Humanitarian Entrants are available to families who have entered Australia under the Humanitarian Entry Program. Services are open to adults, young people, parents and their children. The services aim to address the needs of each family member.

How can I benefit from these services?

Learning a new way of life while sustaining your culture and beliefs can be hard. It may cause stress for your family or lead to family problems. The services can help you understand different values and customs, and the roles your family members may have in their new country.

When can I access these services?

You can access *Family Relationship Services for Humanitarian Entrants* if you would like to strengthen your family relationships, if you are

experiencing difficulties settling into your new life or have questions about life in Australia.

Family Relationship Services for Humanitarian Entrants have arrangements in place to protect your safety. You should let the service provider know if you have any concerns about your safety or the safety of your children as soon as possible.

Is it confidential?

Services provided by *Family Relationship Services for Humanitarian Entrants* are confidential except in certain circumstances.

The information you give to staff, including interpreters, will not be given to anyone else without your agreement. However, 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, that a person has actually been harmed and/or a child is at risk of abuse or neglect, then they must report that suspicion to the appropriate authorities.

What will it cost to use these service?

Family Relationship Services for Humanitarian Entrants are free for you and your family members.

However, if you are referred to a different service you may be charged 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.