

Family Relationship Advice Line

Helping Families Build Better Relationships

1800 050 321

- Strengthening family relationships
- Helping families stay together
- Assisting families through separation

What is the Family Relationship Advice Line?

The Family Relationship Advice Line is a national telephone service that provides information and referral to services that can help strengthen relationships, overcome relationship difficulties or deal with separation. Where appropriate, family dispute resolution may also be provided. Experienced professionals are also available to help people affected by separation work through the issues they are facing and decide what to do next.

Services provided by the Family Relationship Advice Line are focussed on putting the children first and resolving disputes about children without going to court. This means a more cooperative approach between separating parents.

Who can call the Advice Line?

Anyone can call the Advice Line about family relationships. This includes parents, grandparents, children, young people, other family members or friends. Other people who may be offering advice or support to families can also ring the Advice Line to get information that can help.

What can I expect when I call?

When you call the Family Relationship Advice Line you will be able to talk to someone who can help you work out what information, support and services you need. This may include:

- information about services to help maintain healthy relationships
- advice on family separation issues
- guidance on developing workable parenting arrangements after family separation
- advice about the impact of conflict on children

- telephone based family dispute resolution for people who need assistance resolving disputes over parenting arrangements
- referral to Family Relationship Centres and other dispute resolution services
- information about the family law system
- referral to a range of other services to help with family relationship and separation issues

During a time of family breakdown, many people are faced with a complex mix of emotional and practical matters.

The Family Relationship Advice Line will help you sort through these issues and refer you to other services that can help. This might include services from Centrelink, the Child Support Agency, or a legal service. It might also include services that can assist with counselling and support for you or the children, or help with accommodation, mental health issues or drug and alcohol abuse problems. The Family Relationship Advice Line can also provide assistance and referrals for families dealing with violence or child abuse issues.

Telephone based family dispute resolution may not be appropriate for all people, and Advice Line staff will assess each caller and provide a referral to the most appropriate service/s.

Do I have to give my name?

You don't have to give your full name. However, when you call, you will be asked for a few details which will help identify you should you call again. This will mean that you will not have to repeat all the same information each time you ring.

Alternatively, you may elect not to provide any identifying information and be treated as a new caller next time you call.

Where can I find more information?

For free information, advice or referral

Call

The Family Relationship Advice Line

1800 050 321

8am - 8pm Monday to Friday

10am - 4pm Saturday (local time)

except on national public holidays.

Or for information about family relationships and services that can help.

Visit

Family Relationships Online at www.familyrelationships.gov.au