

# **Family Relationship Centres – Information paper**

## **Revised 22 October 2005**

This document summarises the operational arrangements for Family Relationship Centres and is provided for public information. Organisations wishing to apply for funding to operate a Family Relationship Centre should seek selection documentation through [www.ag.gov.au/tenders](http://www.ag.gov.au/tenders) and [www.facs.gov.au/frsp](http://www.facs.gov.au/frsp) or by calling 1800 220 425.

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## Why is the Government establishing Family Relationship Centres?

The Australian Government is seeking a cultural change in the way we approach family relationships. Underpinning the Government's reforms are the importance of promoting healthy family relationships, preventing conflict and separation, encouraging agreement rather than litigation, and promoting the right of children to have meaningful relationships with both parents.

The Government wants:

- (a) separating parents to sit down, focus on their children and agree on parenting arrangements rather than going to court, and
- (b) families to get help to improve their family relationships and prevent conflict.

Family Relationships Centres (Centres) are central to achieving this cultural change and the operators of the Centres must be focused on achieving the Government's objectives. A Centre's performance in achieving outcomes will affect the amount of funding they receive.

## What are objectives of Family Relationship Centres?

The objectives of Family Relationship Centres are to:

- give intact families help with their family relationships and parenting through appropriate information and referral
- give separating families help to achieve workable parenting arrangements (outside the court system) through information, support, referral and dispute resolution services, and
- deliver high-quality, timely, safe and ethical services.

Centres must be focused on how they are going to keep separating parents out of court and focused on their children's needs. A significant amount of the Centre's resources are expected to be used to provide free joint sessions (including dispute resolution) for separating parents. Helping separating parents to reach parenting agreements in joint sessions will be a very important part of the Centre's work. (Note: If Centres believe parents considering separation can resolve their difficulties and stay together, they should refer the parents to services that will help them to do so.)

In providing dispute resolution services, Centres should not see themselves as merely a process on the way to court. Centres and other dispute resolution services should use best practice, child focused dispute resolution to enable separating parents to resolve their difficulties without the need to go to court. Where relevant, Centres should help parents to understand the financial costs and impact on their children of using the courts to resolve parenting matters. (In cases involving violence or child abuse, dispute resolution is not compulsory and parents may wish to resolve their difficulties in court. However, where it is appropriate, parents may choose to resolve their disputes out of court in cases where there has been violence).

Although Centres will be providing the important task of helping separating parents reach agreement and stay out of court, Centres will not be 'divorce shops' which only help separating parents. Centres will also play a pivotal role in improving family relationships. The Centres will provide some services to intact families but importantly will also help families access the range of existing services for families. The Centres will be a highly visible entry point or gateway to a whole service system. They will assist:

- couples about to be married to get information about pre-marriage education

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- families wanting to improve their relationships to get information about family relationship education and other services that can help strengthen relationships
- families having relationship difficulties to get information and referral to other services that help to prevent separation
- separated parents to resolve disputes and reach agreement on parenting arrangements outside the court system through child-focused information, advice and dispute resolution, as well as referral to other services
- separated parents whose arrangements have broken down or whose court orders have been breached, to resolve the issue outside the court system, through information, advice, referral and dispute resolution
- other people who deal with families such as teachers or doctors, and
- grandparents and other extended family members affected by a family separation through information, advice, referral or dispute resolution services.

As well as other services funded under the Australian Government's Family Relationships Services Program (FRSP), Centres will need to work closely with government and non-government services to ensure families get the help they need. Each Centre should actively promote its service in its community to ensure families know about and want to use the Centre, whether or not they have relationship difficulties. Centres should also provide outreach to people in the community who cannot easily access the Centres, because of distance, cultural or language barriers.

## What help will Family Relationship Centres provide?

### *Information for families*

Many people only need information to help them make decisions about their families but don't know where to get it. Family Relationship Centres will be a community resource, like the local library. The Centres will have information for people at all stages of family relationships. The Centres will encourage families to drop in for information and resources to support their family relationships, whether or not they have any difficulties. Centres may also send information out to families in their local area. Information might be provided through brochures, audiovisual material (such as DVDs) or fact sheets.

Centres might hold public information sessions or training seminars on different family relationship issues. These might be run by the operators of the Centre or other organisations. Family Relationship Centres will be expected to encourage the use of their facilities by other local providers of relevant programs. Centres will program information sessions according to the needs of people in their area. Some of these are likely to be common to all Centres. It is expected that Centres will run information sessions on parenting after separation (encouraging parents to focus on the needs of the children involved) and host information sessions by the Child Support Agency. Local providers of relationship education or family skills training may also conduct their programs on Centre premises.

Centres will enable families to get information in other ways. For example, it will be helpful to clients for Centres to have a computer terminal and telephone available to the public to help them obtain specific information, for example from the Child Support Agency or Centrelink. A telephone may also be used to obtain information or advice from the new national Family

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Relationship Advice Line which the Government is establishing. The computer terminal could have links to Family Law Online as well as useful websites and tools, such as the Child Support Agency self-help tools.

It is expected that Centres will use a range of other mechanisms to provide information about relevant services and programs in the area, as well as to encourage families to use the Centres. Examples include:

- local radio
- mail-outs
- stalls at community events
- school visits
- presentations to meetings of local organisations, and
- kits or video/DVD-based presentations provided to local organisations.

### ***Helping families use other services***

There are many very good existing services to help families (see examples below under Community Engagement). The Centres will play a key role in helping families access those services. Centres could make available information about other services or could assist people by:

- helping identify their needs
- helping them access the relevant information, and
- helping them access a relevant service (whether at the Centre or by referral to another organisation).

Depending on the client's wishes and consent, this could be by:

- making an appointment for them
- introducing the client to the other service through a three-way telephone call
- providing the other service with the client's contact details and asking it to contact the client, or
- giving contact details of the other service to the client to make their own arrangements.

Where an individual interview is held (see below) as best practice, the Centres should follow up to see if the referral was successful.

With the consent of the client, the Centres would also be able to give information about them to the referred service so that the client does not have to tell their story again.

By referring people with relationship difficulties or who want to strengthen their relationships to early intervention and prevention services that successfully help people stay together, the Centres will play an important role in helping prevent relationship breakdown and separation.

### ***Help for separating families***

Information and referral services will be available to all families (including those entering into relationships). There will be additional services for separating or separated parents and other family

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members affected by parental separation. Parents considering separation will be offered the same level of service as those who have separated. Centres should not assume that clients with relationship difficulties or going through separation will inevitably separate and Centres should consider referring clients to family counselling or other intervention programs that help keep families together.

### Individual interviews

Centres will offer individual interviews to separating or separated parents to help them identify issues and options, give them advice on parenting after separation and help them focus on the needs of their children. Where relevant, Centres should help parents to understand the financial costs and impact on their children of using the courts to resolve parenting matters. Comprehensive assessment of issues, such as violence and child abuse, would be conducted at this stage. Individual interviews would also be available to children and other family members affected by parental separation.

The interview would aim to help the client:

- focus on the needs of their children rather than just on the relationship breakdown
- consider whether the relationship can be kept together
- understand the dispute resolution process
- consider next steps, including the need for a parenting plan
- access other services to deal with problems impacting on their relationship or their ability to reach agreement (eg mental health, drug/alcohol issues, income support, domestic violence, counselling for emotional aspects of breakdown, reconciliation services or legal advice), and
- resolve issues for themselves.

The interview would also be part of the preparation and intake for a joint session with the other parent (see below). Unless the case is unsuitable for a joint session, the Centre will invite the other parent to attend an individual interview and offer the same level of support and assessment and preparation for a joint session. If the Centre considers that a joint session is not appropriate at that time, the Centre should consider what other services may help either instead of or prior to a joint session (for example, a client may need to be referred to counselling to deal with the level of anger before proceeding to dispute resolution). Clients who need therapeutic counselling or other ongoing individual support should be referred to an alternative service. Where other services are needed, Centres will help the client access them.

Detailed guidelines will be developed in relation to situations where there has been violence and both parents nevertheless wish to participate in a joint session at the Centre.

Centres should aim to avoid the need for families to have to re-commence a dispute resolution process and form a new relationship with a different practitioner. In considering whether to proceed to a joint dispute resolution session at the Centre, the Centre should make an assessment as to whether dispute resolution at the Centre is best or whether dispute resolution at another service (for example, one that offers longer or more specialised interventions) would deliver a better outcome for the separating family. The Government is providing additional funding to a range of other services to help deal with referrals from Family Relationship Centres.

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The primary focus of joint dispute resolution sessions at Centres should be on children's issues. Where both property and children's issues are involved, Centres may deal with both issues as part of a dispute resolution process, subject to staff having appropriate skills in both property and children's matters. Centres will not provide dispute resolution services in matters that involve property issues only, but will refer these to other accredited dispute resolution practitioners.

### **Group sessions for separating parents**

In addition to general group information sessions and seminars described in the section 'Information for families' above, Centres could use group sessions to help separating parents focus on children's needs, to provide advice on developing parenting plans that reflect children's needs and getting the best outcome through dispute resolution. Group sessions may be used to support joint sessions (see below) or may be a discrete form of assistance.

### **Joint sessions for separating parents**

Joint sessions help families focus on the children's needs, develop parenting plans that reflect those needs and empower parents to resolve their own issues.

In some cases, parents may not be in dispute but need assistance in setting out their arrangements in the form of a parenting plan.

In other cases dispute resolution processes will be needed (such as mediation or conciliation) to help resolve conflict and reach a workable agreement on arrangements for the children.

Dispute resolution for separating parents is a crucial part of the Centre's services. Centres have been funded to provide free dispute resolution sessions. Centres should conduct dispute resolution in the way that best achieves durable parenting plans in sessions with parents. Centres should endeavour to use the best dispute resolution techniques and employ quality practitioners. They should ensure separating parents receive support outside of sessions so they can focus on resolving parenting issues during sessions. Dispute resolution will be expected to be child-focused – that is, focusing on outcomes for the wellbeing of the children after separation, rather than the relative positions of the parents. If the parents consent, dispute resolution could include separate consultation with children, with information from that consultation fed back to the parents.

As well as parents, other family members such as children or grandparents may be included in joint sessions where appropriate. (Centre staff will be trained in family conferencing techniques for use in cases involving grandparents and other extended family members.)

The joint sessions could be conducted face-to-face, shuttle (that is, the parents in separate rooms and the practitioner moving between them) or through technology such as telephone or video. Sessions may be held at the Centres or elsewhere and, as with all services provided by the Centres, need to take into account diverse cultural and communication needs. Centres may conduct the joint sessions using their own staff, sessional practitioners or through an arrangement with another organisation (see also section on Guidelines for Engagement with Other Organisations and Individuals).

Once a joint process is commenced at the Centre, the Centre should endeavour to continue with that family, subject to available resources. The aim should be to avoid where possible the need for families to have to re-commence a dispute resolution process and form a new relationship with a different practitioner (see also section on fees below).

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Note: It is expected that amendments to the *Family Law Act 1975* will introduce requirements to attend dispute resolution before taking a parenting matter to court. The amendments are expected to include the issuing of a certificate of attendance at dispute resolution. Centres will need to implement appropriate procedures for issuing certificates following the introduction of these amendments.

### **Child support**

The Centres will have a particular role in helping parents consider child support payment issues and encouraging them to reach agreement on child support payments. The Child Support Agency (CSA) may provide training to Centre staff to provide them with an understanding of the Child Support Scheme, including how to identify where proposed arrangements have child support implications, for example, the impact of parenting arrangements on child support payments and Family Tax Benefits. Centre staff will not be expected to be experts in child support or income support – instead they will be able to telephone CSA staff during sessions to discuss child support implications of arrangements they are considering. Clients may also be able to talk to CSA staff directly in private using Centre telephones. Similarly they may be able to talk to Centrelink about Family Tax Benefit implications. With the consent of both parents, a parenting plan developed at the Centre and/or other relevant information can be provided to the CSA so that the parents do not have to provide that information again to CSA.

## How will Family Relationship Centres involve children?

Family Relationship Centres should be places where families can bring their children.

Family Relationship Centres must focus on the needs of the children and how parents (and other family members) can make decisions that best meet their children's needs. Centres must adopt child-focused practice and, where appropriate, ensure that child-inclusive approaches are used in appropriate circumstances. As contained in Standard 3 of the FRSP Approval Requirements, the Centres' organisational planning must also take into account the needs of children.

The Government has funded professional development programs for practitioners working with separating parents – see <http://www.childreninfocus.org> for further information.

Family Relationship Centres should make information resources available for children and, where appropriate, consider conducting information or group sessions for children.

In relation to the parenting advice and dispute resolution services, the Centres may either:

- include children in these processes, if the family wishes and the Centre has capacity and skills, or
- make arrangements with other services with experience in child-inclusive practice so that families can receive this type of assistance in appropriate cases.

## Will clients receive legal advice and representation at Family Relationship Centres?

Family Relationship Centres will not provide legal advice to clients and clients will not be legally represented in sessions conducted at the Centres. The intention is to move away from an adversarial approach to parenting after separation. However, parents are free to obtain legal advice at any time and Centres should refer clients to legal advice when appropriate, particularly where it helps them to reach agreement (for example, legal information can help to manage parents' expectations about likely outcomes if they proceed to court). In doing so, the Centres should encourage parents to return to the Centres to continue to work towards agreement rather than going into an adversarial process. Where parents need basic legal advice, it may be better for Centres to help parents to access the Family Relationship Advice Line while at a Centre, enabling the dispute resolution process to continue as soon as the advice is obtained.

Centres should develop cooperative arrangements with legal service providers (private practitioners, legal aid commissions and/or community providers, community legal centres and women's legal services) in order to ensure clients have access to relevant and timely legal advice to assist them in resolving their dispute. See also section on Guidelines for Engagement with other Organisations and Individuals.

Arrangements may also be made for legal service providers to provide training for Centre staff to recognise when legal advice is necessary.

## What fees will apply at Family Relationship Centres?

Family Relationship Centres will provide all services that fall within the following categories free of charge:

- information and referral

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- public family relationship seminars and/or group sessions, and
- individual help.

Note: Where clients need ongoing individual help they should be referred to another service (whether co-located with the Centre or elsewhere).

With regard to joint sessions:

- up to three hours per couple will be provided free of charge, or
- where interpreters are needed, up to six hours shall be provided free of charge in recognition of the fact that more time will be needed in such cases.

(Joint sessions do not include intake and follow-up, but do include the time spent in shuttle mediation, tele-conferencing or private sessions conducted during a dispute resolution process.)

The provision of up to three hours of free joint sessions applies to all new cases and re-opened cases. A re-opened case includes instances where:

- the family uses the Centre at a later stage over a different issue or because an agreement has broken down, or
- there has been a breach of a court order made since the previous use of the Centre by the family.

Clients are only entitled to free dispute resolution a maximum of three times in any two-year period. The Centre may also decline to provide further assistance if it believes that such assistance is unlikely to be successful in resolving the dispute.

At the end of the three hours, clients may decide to continue at the Centre, subject to a fees policy and the Centre's capacity to provide the service, or accept a referral to an alternative service. The Centre should aim to avoid if possible the need for families to have to re-commence a dispute resolution process and form a new relationship with a different practitioner.

After the three free hours of joint sessions, Centres may charge fees on the following conditions:

- any fee scales reflect each client's capacity to pay
- fees are waived entirely for clients for whom Family Court fees would not be payable under the Family Law Regulations 1984, and
- procedures are in place to ensure that people without the capacity to pay are not treated differently from those who can pay fees.

Family Relationship Centres must publicly display their fees policy and must discuss fees prior to arranging sessions where they apply so that clients have a choice about whether to commence the process at the Centre or use another service with a different fees arrangement.

## What will Family Relationship Centres look like?

Family Relationship Centre premises must be accessible to all potential clients. They should be conveniently located (close to public transport routes and parking facilities), visible to the community and provide some service delivery outside normal business hours. Disability access must be provided.

The site and fit-out of premises must create a welcoming atmosphere for diverse family members, including children, while also ensuring appropriate levels of security.

The following features are likely to be important to prospective clients:

- a professional, discreet and dignified environment, but not intimidating or overly formal

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- a modern but not clinical setting, and
- homely decor with soft lighting and bright (not dingy) colours and comfortable furnishings.

Centres must be child-friendly and have waiting areas and facilities (eg play area, television, toys) where adult family members can supervise children. Where possible, Centres should have options for child-care arrangements, such as access to short-term child-care facilities.

Centres should not be placed at sites that would indicate a strong link to the adversarial system, such as adjacent to or within courts or legal services.

Centres must have premises that do not compromise the safety of staff or clients. Appropriate safety requirements include duress alarm systems, multiple exit and entry points, and separate waiting areas. Siting must also consider issues such as external lighting and car parking. Centres must develop a security plan that identifies risks and remedial measures, which should be monitored and reviewed periodically.

The Centres may have appropriate self-help facilities including a private area for clients to use a telephone and computer (see below). The premises must have suitable group and individual interview rooms and private waiting areas, particularly with regard to maintaining the privacy and confidentiality of clients. Interview rooms must also be appropriately sound-proofed. Group rooms must be suitable for use by other organisations conducting information sessions or programs on the Centres' premises.

To promote an integrated approach to family issues and to enable families to access a wide range of services with minimum inconvenience, co-location with other services, such as early intervention and prevention services, is encouraged.

To help clients access the Centre, badging for the Centres will be developed nationally and Centres will be expected to adopt this badging as their primary identifying symbol.

## How will safety needs at Centres be addressed?

The safety of all adults and children who visit or work for a Centre is paramount.

Before commencement, Centres must have in place a Safety and Security Plan which addresses safety risks across all relevant aspects of service delivery, taking into account the type of services delivered, the client population being targeted and factors relevant to the particular Centre. The Safety and Security Plan must address safety needs in the following areas:

- physical location
- building specifications
- security systems and protocols
- data collection and IT security
- record keeping and privacy requirements
- confidentiality provisions
- referral and information-sharing protocols
- statutory reporting requirements
- workplace health and safety
- recruitment and induction processes
- codes of conduct
- workplace competencies
- screening, assessment and referral processes
- clinical and operational practices, including outreach services
- reporting of critical incidents
- staff supervision
- staff training needs
- risk of or actual self-harm, and
- risk or threats of harm to others.

From commencement, Centres must comply with the Approval Requirements of the Family Relationship Services Program which cover safety of staff, client confidentiality and privacy, and client safety.

Centres will also be expected to adopt the following guidelines.

1. **Staff checks:** Centres should ensure all staff seeking to work in the Centre:
  - a) complete a personal disclosure statement showing they have not been charged or convicted of any criminal offences
  - b) undergo police checks which demonstrate they have not had inappropriate dealings with children, convictions or charges for a serious violent offence (in which case they would be considered unsuitable to work in a Centre), and

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- c) comply with relevant professional codes of conduct.
2. **Policies for staff:** Centres should give their staff clear safety policies and procedures in writing and provide staff with adequate support, training and resources to comply with those policies and procedures, including the capacity to respond to a diverse range of safety needs and critical incidents.
3. **Referrals:** Referrals must not be made to services that are likely to compromise client safety.
4. **Information display:** Centres should display and make available current and accurate information about safety issues.
5. **Client behaviour:** All clients (including adults and children) at Centres will be expected to behave appropriately. Any violent, abusive, intimidating or threatening behaviour should be managed in accordance with the Centre's Safety and Security Plan.

Safety standards and guidelines for Centres will be further developed in consultation with the community. A best practice framework and tools for screening and assessment will also be developed. Detailed guidelines will be developed in relation to situations where there has been violence and both parents nevertheless wish to participate in a joint session at the Centre. These will be in place before Centres commence operation.

## How will Family Relationship Centres work with other services?

### ***Cooperative and collaborative service delivery***

Centres will be expected to develop cooperative arrangements with other agencies in order to optimise the provision of services to clients. These would include:

- local arrangements for effective referrals, including follow-up arrangements and formal referral protocols with key organisations (Note: Protocols with key national agencies will be developed nationally for the network)
- arrangements for transfer of telephone calls (including three-way conversations to introduce the client to the other services)
- arrangements for obtaining specialised information or advice in the course of parenting advice or dispute resolution sessions (eg a telephone link to legal information or to advice from the Child Support Agency or Centrelink), and
- exchange of information relevant to client assessment (with client consent and subject to privacy and other legal constraints), to enable facilitated transfer of the client to another service.

It could also include other collaborative activities, for example Centre staff accompanying other services in outreach visits to rural Centres.

To enable families with diverse needs to receive timely help at the one place, Family Relationship Centres will be expected to enter into cooperative arrangements with prevention and early intervention services.

## **Brokering**

Centres may arrange for other organisations and individuals to provide information, parenting advice and dispute resolution services within the Centre, for example:

- the Centre could arrange for information sessions to be run by another agency which specialises in a particular area of work (such as family skills training, children’s issues, legal or financial information)
- the Centre could train staff in other organisations to act as local agents who provide information about the Centre’s services and assist in setting up appointments
- parenting advice could be provided by a specialist from another agency with skills in child development areas, or
- dispute resolution could be provided by an external dispute resolution practitioner.

Brokering could be part of collaborative arrangements with other organisations, or through a sub-contract in which specific services are purchased by the Centre from another service.

Sub-contracting and brokerage arrangements will need to ensure that:

- the external service meets the Centre’s standards for the specific aspect of service delivered
- where the external organisation already receives Commonwealth funding, there is appropriate attribution of costs, and
- a strategy is developed to avoid any conflict of interest.

## **How will Family Relationship Centres be funded?**

Each Family Relationship Centres will be subject to a funding with the Commonwealth.

Funding will be allocated to the Centre based on expected demand from clients in their catchment area. Funding will also take into account the need for rural, regional and Indigenous outreach services. There will also be potential for additional funding based on performance (see below).

## **How will the performance of Family Relationship Centres be assessed?**

The following Key Performance Indicators (KPIs) for Objectives 1 and 2 are indicative only. Detailed KPIs will be included as part of the Funding Agreement. Some KPIs will require external evaluation, while others will be assessed through information collected by the Centres themselves.

A Centre’s performance in achieving outcomes will affect the amount of funding they receive.

### **Key Performance Indicators**

#### **Objective 1: Helping intact families with their relationships**

Intact families are given help with their family relationships and parenting through appropriate information and referral.

##### **Key Performance Indicator 1.1**

The percentage of people in the catchment area who receive assistance from the Family Relationship Centre.

### **Key Performance Indicator 1.2**

The percentage of families using the Centre who take up appropriate referrals to:

- pre-marriage education programs
- programs that help them stay together
- programs that help them with parenting, and
- programs that help them deal with other issues that impact on their family relationships (eg treatment for gambling or drug problems).

### **Key Performance Indicator 1.3**

The percentage of intact family members who found the Centre's assistance to be helpful.

## **Objective 2: Helping separating families with their relationships**

Separating parents are given help to achieve workable parenting arrangements without going to court, through information, support, referral and dispute resolution services.

### **Key Performance Indicator 2.1**

The percentage of separating parents attending the Centre who agree on parenting arrangements without a court determination of a dispute (including those who have been to court previously who do not require further court determination).

### **Key Performance Indicator 2.2**

The percentage of separating parents attending the Centre who acknowledge an improvement in communicating with the other parent about post-separation parenting.

### **Key Performance Indicator 2.3**

The percentage of separating parents attending the Centre who take up appropriate referrals to programs to help them stay together.

### **Key Performance Indicator 2.4**

The percentage of separating parents attending the Centre who take up appropriate referrals to programs to help them deal with:

- entrenched conflict, or
- other issues that impact on their relationships.

Note: Although Centres themselves will not be delivering these services directly, they should ensure that they refer clients to available services that produce the best outcomes.

### **Key Performance Indicator 2.5**

The percentage of parenting arrangements still workable after one year, including those amended to meet changing circumstances.

### **Key Performance Indicator 2.6**

The percentage of separating parents using the Centre whose situation involves family violence, who found the Centre's assistance to be helpful.

### **Key Performance Indicator 2.7**

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The average waiting time for separating parents to attend advice or dispute resolution sessions (taking into account adjustments for service loadings as identified below).

### **Objective 3: Providing quality family relationship services**

In meeting the above objectives Family Relationship Centres need to deliver high quality, timely, safe and ethical services.

As a minimum they will be required to:

1. comply with relevant legislative requirements and standards under the Family Relationships Services Program Approval Requirements as well as additional requirements set in this Operational Framework, and
2. ensure that family practitioners at the Centre meet the competency-based accreditation standards developed for the Attorney-General's Department by the Community Services and Health Industry Skills Council.

Note: Competency standards for all Centre staff will be developed and specified over time.

#### **Note:**

Adjustments for service loadings on benchmarks relating to key performance indicators include:

1. the percentage of clients with complex cases, for example, cases involving family violence, mental health and drug and alcohol issues, high conflict (noting that Centres should aim for a broad case mix and maintain a proactive role to help the majority of families)
2. the percentage of cases in which children and other family members (eg grandparents and new partners) are included in sessions
3. individual location variables, for example, the size of catchment area, regional or rural location, and
4. the percentage of clients involving Indigenous, culturally or linguistically diverse persons.

Note:

1. Competency standards for all Centre staff will be developed and specified over time.
2. A Service Charter for Family Relationship Centre will be developed in consultation with stakeholders.