

Family Relationships Online Family Relationship Centre Web Page Content Guidelines

Each Family Relationship Centre (FRC) is provided one page on Family Relationships Online (FRO) to assist with their communication and promotional activities. The purpose of the page is to provide key information in an accessible way, specifically about the Centre and its activities. The website attracts over 10,000 unique visitors each month, so it provides a free and effective way to promote your Centre.

The Department will review the material, including making a light edit if required (for syntax, spelling etc) prior to publishing and will contact you if there is a need to clarify or correct something. Please allow five working days for publication.

We also suggest that you have one nominated contact for your page from your Centre, or managing organisation. You'll be contacted by the FRO Help Desk when the new content is updated.

Page Features

- Provision for you to describe your FRC including any special features, outlet services, languages spoken or news (up to 300 words) or other information that conveys key info to prospective clients.
- Please note we cannot include a link to your organisation but you can make reference to it in the text (eg 'this Centre is managed by *Organisation ABC Western Australia*')
- Each FRC page will be only two clicks from the FRO Home page, and the list of all FRC's contact details will be only one click
- Location and Contact details including permanent Outlet / Outreach details
- Two photos of your Centre
- An interactive map of the FRC location and any *permanent* outreach locations
- A unique URL for each page (eg www.familyrelationships.gov.au/wodongaFRC)
- The option of loading up to three attachments (eg fact sheets, brochures, parenting plans or staff resources) for downloading/printing
- The ability to change the images/attachments and your content as required - you just send the information to the Department
- The page is 'print friendly'
- Each page is linked to the introductory FRC page: www.familyrelationships.gov.au/frc

What to send

- **Contact email:** familyrelationships@ag.gov.au
- Up to 300 words about your FRC and your services in a plain-speak style, avoiding jargon and acronyms
- Two images (jpg) of your FRC (we'll resize them to the format suitable for the page)
- Up to three attachments in Word format. Each file is to be no larger than 500KB please - we won't publish them if they exceed this limit.
- You don't need to send your basic contact information or opening hours, we have that already in the Resource Manager database
- If you have a question please send an email or call the FRO Help Desk: 1800 654724

Please ensure

- You include the FRC branding in your attached documents, not just your organisation
- Only include information and attachments about the FRC, not about the managing organisation's other activities
- Your outlet details, including opening hours are up to date in the Resource Manager, as the Department will take the information there for your web page