

Fees

Relationships Australia (SA) provides services subsidised by the Australian Government. As these subsidies do not fully cover the costs of all services, it is necessary to charge fees. Reduced fees are available for concession card holders.

Special arrangements may be negotiated for people on low incomes or with special requirements.

Individual requirements

Relationships Australia (SA) is committed to providing quality services to all people and understands that sometimes there are barriers that may prevent people from accessing community services. If you have any difficulty in accessing our services please speak to us about how we can help. For example, we can arrange for a cultural assistant or an accredited language or hearing interpreter to assist you if necessary.

Confidentiality

All information given to the agency is confidential. Confidentiality will only be waived when matters of a serious or criminal nature arise.

We value your comments

Relationships Australia (SA) is very proud of the excellent service it provides to the community. Client feedback is an important part of maintaining our service delivery standards. If you have any feedback about any of our services or staff, you can provide this by:

- Phoning Relationships Australia (SA) directly on (08) 8223 4566
- Completing and sending back the Feedback Form found in our "Client rights, feedback and complaints" brochure
- Sending us a letter outlining your feedback.

Relationships Australia (SA) locations

City (Adelaide)

161 Frome Street
Adelaide SA 5000
T: (08) 8223 4566
F: (08) 8232 2898

West (Hindmarsh)

49a Ormond Street
Hindmarsh SA 5007
T: (08) 8245 8100
F: (08) 8346 7333

Outer West (Port Adelaide)

8 Butler Street
Adelaide SA 5015
T: (08) 8340 2022
F: (08) 8241 5236

South (Marion)

Suite 500a
Westfield Shopping Centre
297 Diagonal Road
Oaklands Park SA 5046
T: (08) 8377 5400
F: (08) 8377 5411

North (Salisbury)

Shop 8a
Salisbury Cinema Complex
Cnr James and Gawler Streets
Salisbury SA 5108
T: (08) 8250 6600
F: (08) 8285 4494

North (Elizabeth)

13 Elizabeth Way
Elizabeth SA 5112
T: 08 8255 3323
F: 08 8255 7753

North East (Ridgehaven)

Unit 2, 1273 North East Road
Ridgehaven SA 5097
T: (08) 8396 4237
F: (08) 8396 4238

Riverland (Berri)

9 Kay Avenue
Berri SA 5343
T: (08) 8582 4122
F: (08) 8582 4152

Relationships Australia (SA) provides a wide range of other services that assist individuals, families and communities.

Some services are also available from outreach locations.

www.rasa.org.au

Child Consultation is provided by Relationships Australia (SA) and funded by the Australian Government.

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Child Consultation



Child consultation can form a part of the mediation process for separated parents.

What is child consultation?

Parental conflict can have a significant negative impact on the mental health of children. Generally children do not have a 'voice' during these times and it can be difficult for them to be in the middle of their parents. Child consultation is a process specifically designed for families, where parents' concerns about their children's reactions to separation or significant family issues can be addressed.

Child consultation can form a part of the mediation process for separated parents. It can also be useful in counselling to include children's views independently and meaningfully in a range of family situations.

Who is involved in child consultation?

It is preferable that both parents are involved in the process. Where one parent is unavailable for some reason, their written permission for the process will be sought.

For clinical reasons children younger than five years will not, in most cases, be involved in this process. However where the youngest child in a family is around this age their involvement will be discussed with parents. Providing assistance and information to parents is more likely to benefit very young children than working with the young children directly.



Who provides the service?

Child consultants are social workers, psychologists or counsellors with particular training, experience and interest in working with children and young people.

How is the service provided?

Parents are seen in counselling or in mediation where their concerns about the children are shared and the potential for child consultation discussed.

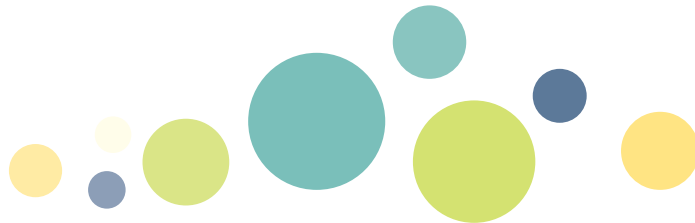
The children are then seen by a child consultant (who is normally independent of the original counsellor or mediator) and their perspectives on the changes within the family are sought. Depending on the number and age of the children, they may be seen together and/or independently. Usually one hour is sufficient – or longer, depending on the number of children seen.

At a later time the child consultant will attend a session with the parents and the original counsellor or mediator, to give a view of the children's experiences of separation.

It is essential that children have control over the information shared and that confidentiality is assured where requested, except in cases requiring duty of care.

The consultant may suggest that a child may benefit from counselling or other assistance, however, it will be up to parents to decide about further action.

After giving the feedback, the child consultant may leave the room so that the parents can discuss and incorporate the information, and use it to inform their parenting strategies or plan. The original counsellor or mediator will remain to facilitate this discussion.



For this process to proceed it is essential that:

- Parents come to the feedback session
- Parents are able to think about their children's needs and perspectives separately from their own
- Parents have some level of commitment to long-term parenting of the children
- Parents have goodwill towards the process
- Children come without being pressured and with clear ideas of what to expect from the process
- At all times, the effects of the process on the children will decide its continuation.

What are the advantages of child consultation?

Child consultation can enable parents to hear what their children are saying without feeling the other parent/family members are manipulating what the child is saying. Parents are then able to make more objective parenting plans and decisions on behalf of their children. There may also be some indirect benefits in terms of clearer communication about joint parenting and focussing on their child's need which may enhance the joint parenting relationship.

