

# Interrelate continues online service delivery

**11 June 2020**

Dear valued clients,

Since 27 March 2020, Interrelate has closed all of its offices and Family Contact Centres. This was in response to the Government's Public Health advice as part of the Covid-19 response.

At this stage, we have made no formal decision to resume our face-to-face service delivery. We will continue to provide our services via an online service delivery model with options for clients to choose video conferencing or telephone appointments.

In addition to the online options, community-based supervised contacts for Children's Contact Services (CCS) are being explored as an option with families, where appropriate.

As agreed in partnership with the respective families, Interrelate has organised a number of alternative ways for families to stay connected via online service delivery.

These alternative methods include:

- Time via Zoom or Skype
- Supervised phone calls
- Sharing of photos via CCS Coordinators email from one parent to other
- Letter writing from child to parent and parent to child
- Exchange of artwork
- Video messages

To support our clients facing economic hardship associated with Covid-19, Interrelate will continue to waive the small fee that is normally incurred for

these services. We hope to help as many people as possible through this challenging time.

Families that have been referred to mediation or Family Dispute Resolution (FDR) by the Family Court of Australia since can still receive help from Interrelate practitioners.

Current clients will continue to work with their assigned practitioner to maintain continuity of service.

We are still conducting new client intakes. For new clients seeking to book a mediation or FDR appointment, or need to arrange a CCS supervised session, they can contact Interrelate on 1300 473 528 or chat with our team via the Interrelate website: <https://www.interrelate.org.au>

Yours sincerely,

**Patricia Occelli**  
**CEO, Interrelate**