



services and
information



 **interrelate**[®]
relationship experts since 1926

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About us

Interrelate is an innovative and flexible provider of relationship services in NSW. We specialise in supporting parents and children and strengthening family relationships. Since 1926, we have been delivering quality relationship services to individuals, couples, families, children, schools and communities through our network of centres and outreach locations across NSW. We are strengths-based and child focused in our approach.

Each year, we help over 62,000 people to strengthen their relationships through our innovative programs and publications. Our services include:

Relationship education

Counselling

Parenting support

Family dispute resolution

Children's contact service

Carer support

Mental health support

School programs

Aboriginal community workers

Workplace support and training



How we can help

Everyone experiences ups and downs at different stages in their lives. If you find that you can relate to the issues and situations presented in this guide, we can help you. Our programs and services are designed to build on your strengths and give you the skills to maintain positive outcomes once you no longer need our assistance.

Read through this guide to find out more about our services and which ones can best support you and your relationships.

What to expect



When you come to Interrelate, you can expect high-quality attention and care from professionals who are passionate about helping you to have strong relationships.

Service charter

Interrelate promises to:

- provide you with a safe environment
- protect your privacy
- recognise diversity and provide equal service opportunities among all communities, families, couples and individuals regardless of gender, religion, sexual orientation, age, ethnicity or disability
- have highly skilled staff to help you
- provide you with up-to-date information
- refer you to other services as appropriate and help you contact them
- listen to any complaints and feedback you might have

Confidentiality

Anything you tell our staff is confidential. We will only disclose personal information if you give us permission or if required or authorised to by law, for example, to protect children or others from harm.

Costs

Some of our services are free and others attract a fee that may be charged based on income. As a courtesy, 24 hours' notice is required for cancellation of an appointment, otherwise a late fee may be charged.

Child care

Interrelate does not provide child minding services at our centres. If you have an appointment with us but are unable to organise child care, please let us know in advance so we can discuss other options.

Flexible services

We aim to provide as many services as possible in locations where we operate. If you are interested in a service that is not available in your local centre, we will endeavor to provide you with a similar service or assist you with a referral to another organisation.

Ready for the next step?

If you would like more information or to make an appointment for a private interview, you can contact your local centre on 1300 i relate (1300 473 528).





Individuals, couples and families



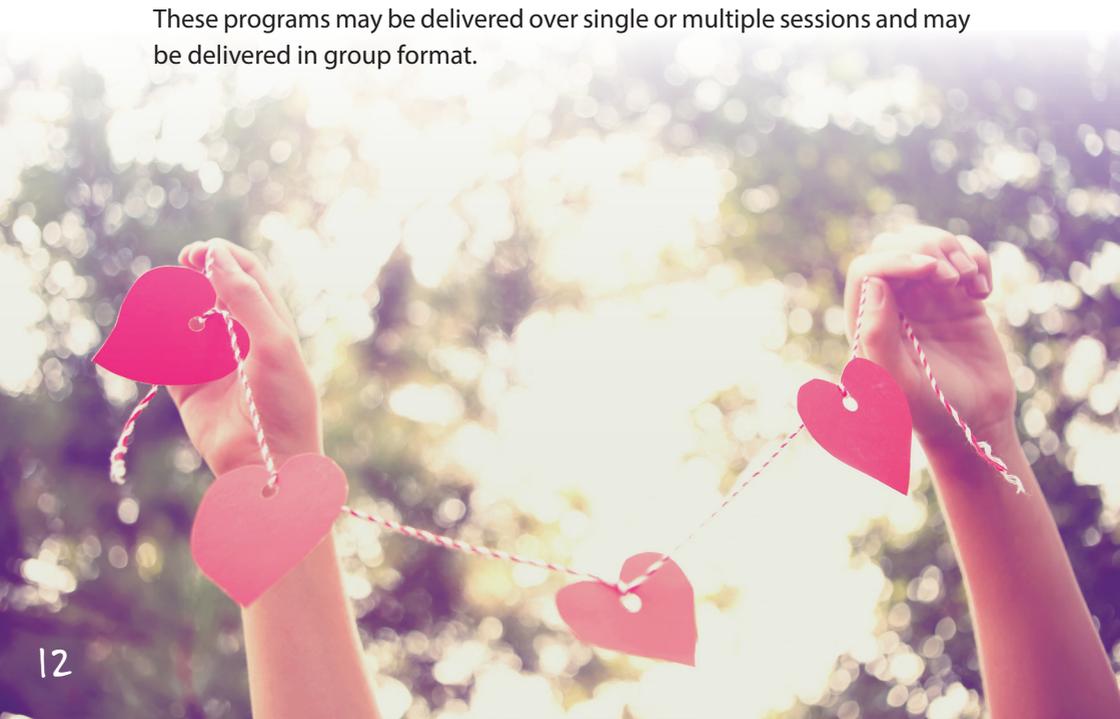
Relationship education

Is your relationship not as strong as you would like?

Interrelate offers individual and group relationship education programs that can help you develop skills to improve your relationships. These are programs that can help you with:

- communication and self esteem
- keeping romance and passion alive for couples
- making healthy choices for ways to deal with anger
- parenting skills and relating to your children
- connecting with the other parent after separation

These programs may be delivered over single or multiple sessions and may be delivered in group format.



Counselling

Do you want to talk through what's going on?

Counselling offers opportunities for individuals, couples and families to explore and change challenging aspects of their lives and relationships. Talking to a professional counsellor – whose job it is to listen and help people solve their problems – can take the heat out of a situation.

Counselling can help you:

- pinpoint the real problem or problems
- make sense of how you feel without judgment
- work out what you can change (and accept what you cannot)
- identify your options
- clarify your goals for the future
- muster the courage to make the necessary changes to have satisfying relationships
- hear and understand each other better
- identify the needs and concerns of everyone involved
- work towards solutions and outcomes
- provide support until those involved are ready to go alone.

These programs may be delivered over single or multiple sessions and may be delivered in group format.

Parenting support

Would you like some parenting support?

We offer a range of programs and seminars to assist with common parenting issues when you are:

- becoming a parent for the first time
- having difficulties disciplining your children
- struggling to connect with your children
- having trouble co-parenting
- experiencing conflict over the children
- looking for ideas for parenting teenagers
- looking to learn new skills.

We also sell a range of resources to help when your children start asking tricky questions you're not sure how to answer. See the Schools section for more information on these.



Parenting after separation

Are you experiencing conflict with the other parent?

Interrelate's Building Stronger Families program is for separated parents who are struggling to communicate effectively with each other or cannot communicate without significant levels of conflict.

Many parents realise that the conflict between them is causing their children to be unhappy and to struggle emotionally, but don't know how to make the right changes.

The Building Stronger Families program supports parents to examine their relationship with the other parent. The program provides parents with new ways of managing conflict and creates a new parenting arrangement that supports improved outcomes for their children.

Either one or both parents can attend the program, but they will do this at different times so they don't have to meet.



Family dispute resolution

Can you relate to family disputes or disagreements?

Interrelate can help resolve minor differences or serious conflicts within families. This is a popular service for separated parents and other family members who are finding it difficult to get along or make arrangements for children. It is a simple, inexpensive form of mediation that does not involve legal action. This is a confidential process where one or two trained mediators help people in conflict come up with solutions that everyone can agree with.

Conflict resolution can:

- help you find permanent solutions for your disagreements
- help parents focus on their children's needs instead of arguing
- provide a safe environment where individuals can express themselves on important family matters
- give you the opportunity to hear other points of view
- avoid the emotional and financial costs of a legal battle
- avoid a judge or magistrate imposing a solution.

Children's contact service

(Currently available in Coffs Harbour, Dubbo, Lismore, Orange, Port Macquarie and Caringbah)

Do you need a safe space for children to visit with relatives?

The Children's Contact Service provides a safe and relaxed atmosphere where children from separated families can connect with a parent or relatives who they do not live with. It is a centre specially designed for adults and children to play together, read stories or just sit and talk in a pleasant, home-like environment. With the expertise and support of our staff, children and parents are helped to re-establish their relationships in a caring atmosphere.

The Children's Contact Service can also be used for safe changeover when there is high conflict in the family or adults do not want to see each other. The Children's Contact Service is not just for parents. Other important people in a child's life can also use this service and be supported to re-establish their relationships with the child. Where it's appropriate, the Children's Contact Service will assist families to move to self-managed changeover and contact arrangements.



Carer support

Do you have a carer in the family?

Interrelate provides a personal counselling and mediation service for carers. This service can assist with:

- emotional support for carers and their families
- mediation to help families develop caring arrangements, including financial matters
- access to resources and other agencies that can provide support and assistance.

Family carers are able to access a number of free counselling sessions as part of this service.





Children

At Interrelate, we respect and endorse Australian and international laws and conventions relating to children and will always work in their best interests.

We provide support to children experiencing difficult times through:

- child-friendly publications on important issues including puberty, sexuality, relationships and bullying
- a Children's Contact Service to allow children to connect with their relatives in a supervised environment when there is conflict in the family
- the offer of parenting programs which encourage and support parents to prioritise the welfare of their children
- child consultations where appropriate to hear the child's point of view
- programs to help children build resilience and understand and express experiences of significant change, loss and grief.

We also have over 90 years of experience providing relationship education in schools. See our School section for more information on this service.

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chell Likes to
On Holiday
Charlie



Schools

Do you want to help children grow up having respectful relationships?

Interrelate has been teaching sexuality and relationship education in NSW schools for over 80 years. We have a reputation for non-discriminatory and open teaching on sensitive issues including sexuality, gender identity, bullying awareness and respectful relationships.

Our highly trained and skillful presenters deliver a range of programs to assist children and parents to communicate with each other about fundamental emotional and social development issues. Our programs are based on sound research and educational principles.

School programs

Bullying Awareness Parent Webinars

Online webinar to help parents and carers learn strategies to help if their child is involved with bullying.

Cybersafe Teens

Gives students a greater understanding of the online world and consequences of cyberbullying.

Kids Building Connections

Improves students' understanding of healthy relationships.

Managing Menstruation

Develops students' understanding about the process and management of menstruation, including changes that occur at puberty and basic female reproductive anatomy.

Minding Me

Develops students' understanding about how relationships can change during puberty (including their right to privacy) and assists them to deal with emotional and personal safety issues in their relationships.

Moving into the Teen Years

Enhances students' self-esteem, communication and decision making skills in relation to personal responsibilities and consequences and taking care of themselves and respecting others.

Preparing for Puberty

Develops students' understanding in relation to the physical, emotional, social and intellectual changes associated with puberty for both boys and girls.

Raising Awareness of Bullying

(face-to-face and online)

Teaches students strategies for dealing with bullies.

Where Did I Come From?

Develops students' understanding of male and female reproductive systems, conception, foetal development, birth and the different ways children can join families.

For more information or to discuss arranging a program for your school, contact us on (02) 8882 7875.

Child-friendly resources

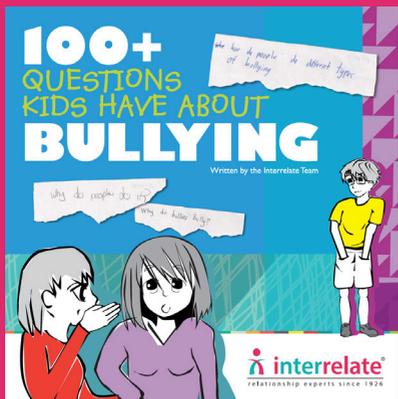
Do you have children asking tricky questions you're not sure how to answer?

Our 'Questions Kids Have' series of books are a valuable resource for teachers, school libraries and parents. The books provide age-appropriate answers to real questions submitted by students during Interrelate school programs.

They provide an opening for conversation between adults and children, with parents able to view the books first and discuss them with children, if appropriate.

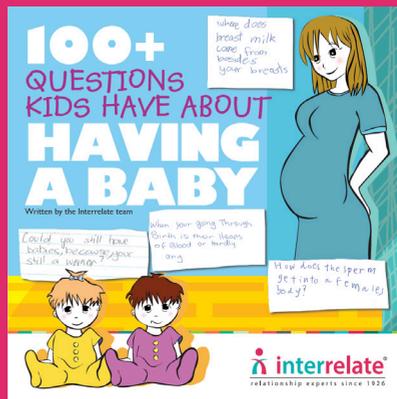
The series includes:

- 100+ Questions Kids Have About Bullying
- 100+ Questions Kids Have About Having A Baby
- 100+ Questions Kids Have About Puberty
- 500+ Questions Kids Have About Sexuality



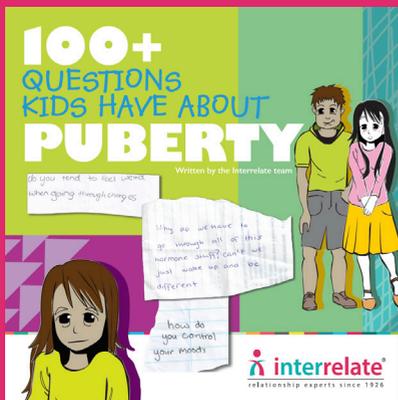
100+ Questions Kids Have About Bullying

This book offers practical strategies and advice for parents and kids based around real world examples of bullying and cyberbullying.



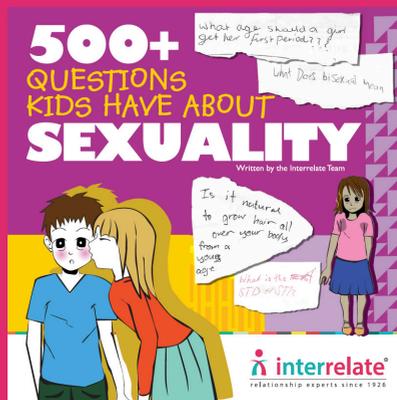
100+ Questions Kids Have About Having A Baby

Families can come in all different shapes and sizes. This book covers how babies are born and how different family units can be formed.



100+ Questions Kids Have About Puberty

Puberty is the time in our lives when we begin to change from being a child to becoming an adult.



500+ Questions Kids Have About Sexuality

A great resource for older primary students covering puberty, relationships, sexuality and more, that will also be useful in the early teenage years.

The books can be purchased directly from Interrelate or from www.interrelate.org.au



Communities

Do you want a service that meets your community's needs?

Interrelate is committed to meeting the needs of the communities in which we operate. We know everyone's situation is different, which is why our services are flexible and can be adapted to best suit the needs of the community.

We are particularly committed to and experienced in delivering culturally appropriate services for Aboriginal and Torres Strait Islander groups.

Interrelate employs a number of Aboriginal and Torres Strait Islander Community Development Workers whose role is to engage the community in conversations and connect them with Interrelate's broad range of services. Most of our services can be provided outside our centre and we welcome enquiries from community groups on how Interrelate can be of assistance.



Mental health support

Do you want some help to keep things on track?

Interrelate provides a number of services to assist people achieve mental wellness.

These include our:

Personal Helpers and Mentors Service

(Currently available in Ballina, Richmond Valley and Kyogle)

This is a free mental health outreach program for people aged 16 years and over whose lives are severely affected by mental illness.

The Personal Helpers and Mentors service assists people to set goals, cope better with everyday tasks like using public transport and budgeting, access community services and reconnect with their local community.

Family Mental Health Support Service (Connect)

(Currently available in Wyong, Bourke, Cobar, Coonamble, Kempsey, Nambucca and Coffs Harbour)

Connect is a free service that provides support to families where there are children and young people (0-18 years) who are affected by, or at risk of mental illness.

Connect works with children, youth and families to improve their health and wellbeing, improve relationships and connect them with their community through education, support and case management.



Royal Commission Community Based Support Services

This is a free service that supports people who have been affected by child sexual abuse and who are distressed by the work of the Royal Commission Into Institutional Responses to Child Sexual Abuse.

The service can be tailored to individual needs and assists with:

- information and referral
- face-to-face and telephone counselling
- support and case management
- referrals to, and engagement with, the Royal Commission
- attendance at and debriefing after the Royal Commission

For more information about this service, contact 1300 134 924.



Workplace support & training

Programs in the workplace

Do you want a more supportive workplace culture?

Interrelate offers educational programs in the workplace to help employees improve their relationships at work and at home. These programs can help employers create an environment that leads to greater productivity in the workplace. Our workplace programs can assist with:

- effective communication techniques
- balancing work and lifestyle
- assertive communication
- leadership skills
- dealing with conflict
- teamwork
- parenting skills
- emotional intelligence

The programs can be tailored for specific workplace environments.

Employee assistance program

Interrelate's employee assistance program provides confidential counselling support to a workplace's employees. Under the arrangement, employees receive professional help for a range of personal and work-related problems for themselves and their families.

It is arranged by and paid for by the employer, to help their employees deal with problems that might adversely affect their job performance, health and wellbeing.

Employers benefit from their employees developing coping skills, which can lead to improved attendance and productivity in the workplace. This is a proactive approach by employers who understand the benefits of having happy, resilient employees.

Clinical supervision

Interrelate can provide clinical supervision for people working in the human services, health services or related industries.

Clinical supervision is designed to encourage workers to reflect upon their practice and to consider the influence of relationships upon the conduct of their work. The supervisor provides support to the worker, guidance and advice and acknowledgement for competent and skillful work.

Supervision enhances worker wellbeing, staff and client relations and reduces the impact of workplace stress.

The confidential sessions can be scheduled regularly or as one-off individual or group sessions. Emergency supervision can also be provided in response to critical situations.



Contact your local centre on 1300 i relate (1300 473 528)

Interrelate centres

Rouse Hill 02 8882 7850
Coffs Harbour 02 6659 4150
Central Coast 02 4363 8050
Dubbo 02 6815 9650
Lismore 02 6623 2750
Newcastle 02 4016 0550
Orange 02 6363 3650
Port Macquarie 02 5525 3200
Caringbah 02 8522 4450

Family Relationship Centres

(Operated by Interrelate on behalf of the Government of Australia)

Coffs Harbour 02 6659 4100
Central Coast 02 4363 8000
Dubbo 02 6815 9600
Lismore 02 6623 2700
Newcastle 02 4016 0566
Sutherland 02 8522 4400
Taree 02 6551 1200

Interrelate head office

Suite 423, Level 4
14-16 Lexington Drive
Bella Vista, NSW 2153

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Toll Free: 1300 473 528





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