



Australian Government



Family Law
PATHWAYS
NETWORK

SOUTH
AUSTRALIA

Pathways Newsletter

September, 2012

Welcome to the September 2012 Pathways Newsletter. This edition contains a profile of the services offered by the Mental Illness Fellowship South Australia (MIFSA), an introduction to Relationships Australia new 'Post Care Team' and three extended articles that explore:

- ❖ Family Violence and Family Law – in context in children's matters by Ms Poppy Matters of Camatta Lempens Lawyers
- ❖ How Common is Cyber Bullying in Australia – by Shane Cuow of ReachOut.com Australia, and
- ❖ The new committee established by the Law Society of South Australia that focuses on the wellbeing of practitioners in the legal profession - by Toni Vozzo, Partner of Johnson Winter & Slattery and Chair of MHWB Committee and (article first published in the *Bulletin* August 2012. Reprinted with the kind permission of the author and the Law Society of South Australia).

We are pleased to report that the **Megan Hunter Conference Series** held in Adelaide, Port Augusta and Mount Gambier were very successful and well received by the conference attendees. Pathways would like to extend thanks to all those who assisted in making the Conference Series possible, especially the outgoing Project Officer Ben Johns and of course Megan Hunter.

Pathways would also like to welcome the new Chair of the Pathways Steering Committee, Graham Russell, Legal Services Commission. The Pathways Members and Steering Committee also wish to acknowledge and thank Penelope Kari, for all her hard work and dedication as former Chair of the Steering Committee.

We hope you enjoy this September 2012 edition of the Pathways Newsletter. If you would like to submit an article for the next edition or profile a new or existing program, please contact the new Pathways SA Project Officer, Erin Smyth at e.smyth@rasa.org.au.

In this issue:

- Greetings from Pathways
- Introduction: Relationships Australia *Post Care Team*
- Family Violence and Family Law
- How Common is Cyber Bullying in Australia?
- Profile: MIFSA
- New Committee Focuses on Wellbeing of Legal Profession
- CCS Waiting Times
- FDR Waiting Times
- Counselling Waiting Times
- The Pathways Network.

Introduction to Post Care Services

Relationships Australia (SA) is very happy to introduce the Post Care Services team who are able to provide a valuable and necessary support service for people who have been affected through growing up in care.

The Post Care Services team understand that for many people, life in the 'care' system was not a good one, and that the result of trauma, grief and loss has many ongoing effects.

We have also taken on the delivery of Find and Connect Services, a Commonwealth funded program. Both Find and Connect and Post Care Support Services will provide:

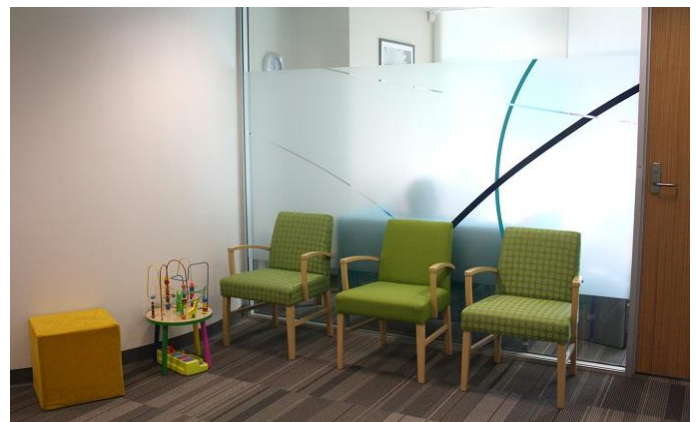
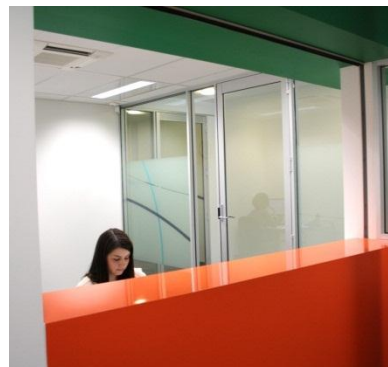
- ❖ Support and counselling
- ❖ Therapeutic and social groups
- ❖ Access and referrals to other services and networks where appropriate
- ❖ Support with searching for and accessing records from your time in care, and
- ❖ Searching for and connecting with, where possible, other family members.



The Post Care Services team include:

- ❖ **Nikki Hartmann**, Manager of Post Care, Find & Connect and Post Adoption Support Services
- ❖ **Sophie Thurnwald**, Administration/Receptionist and Records Searching
- ❖ **Pamela**, Counsellor/Case Worker
- ❖ **Sarah**, Counsellor/Case Worker
- ❖ **Liz**, Counsellor/Case Worker, and
- ❖ **Oksana**, Counsellor/Case Worker.

You can contact Post Care Services team on 1800 188 118



FAMILY LAW & FAMILY VIOLENCE



By Poppy Matters, Lawyer

Camatta Lempens Lawyers



When parties are separating, an issue that all too often arises is that of family violence. Anecdotally it is a common experience of solicitors to find that parents, both mothers and fathers, far too often feel that they have been let down by the family law system when it comes to handling the issue of family violence. Clients are often concerned about how they will be protected from the person they fear who may be the person on the other side of proceedings, how their children will be protected and what the legal requirements are around burden of proof of family violence in the family law courts system. In this article I will attempt to give a broad and generalised explanation of how family violence may affect custody proceedings.

The Legal Meaning of Family Violence:

Family violence is outlined in the *Family Law Act 1975* (Cth) (“the Act”) as:

“violent, threatening or other behaviour by a person that coerces or controls a member of the person’s family (the family member), or causes the family member to be fearful.”

Thus we see that “Family Violence” has a wide legal definition in order to encompass the many ways family violence may be experienced. This article will concern itself with two types of family violence: family violence against a child and family violence against a parent.

Parenting orders / Best interest of the child:

When making a Parenting Order the *Family Law Act 1975* (Cth) outlines that the Court’s paramount consideration must be the “best interests of the child”.

In determining what are the best interests of a child the Courts often have to examine conflicting considerations. In particular, the stated objectives that:

1. It is in a child’s best interests to have a meaningful relationship with both parents; and
2. That children are protected from physical or psychological harm from being subjected to, or exposed to, abuse, neglect or family violence.

The *Family Law Act* provides that when the Court applies the above considerations it is to give greater weight to the second consideration. But what does this mean in practicality?

The Court's duty in relation to family violence:

The Court has a duty to ensure that children are protected from family violence and abuse. In instances where the Court is of the belief that a child is being abused by a member of a household, which may include a parent, sibling, step-sibling or step-parent, it must ensure that it makes Orders to remove the child from any situation where abuse may occur. This may mean that if a parent is unwilling or unable to protect a child from family violence or abuse they are awarded very limited contact with their child. On a wider level, the Court must protect the child from being *exposed* to family violence. This commonly means exposure to parents who engage in family violence against a member of their household.

The Court may include as a part of its Orders any safeguards that it deems necessary to protect the safety of both the children and parents affected by the Order. Courts often account for family violence by limiting or imposing strict conditions on contact with the child. Such conditions may include that contact be at a children's contact service, or that handovers occur at a police station, or that another party who is not involved in the family violence facilitates handovers. What a Court will strive not to do, even when parents have been accused of family violence against the other parent, is prevent the accused parent from having contact with the child entirely. Although the parent who is experiencing family violence may find this frustrating the Court makes its determination in terms of the best interests of the child. Due to recent changes in the family law legislation the Court is forced to facilitate a child's relationship with both parents wherever possible.

Inconsistent Orders

A Family Law Court is able to make parenting orders which are inconsistent with a current family violence order. This means that if one parent obtains or has obtained a family violence order or an injunction from the police or Magistrates Court prohibiting the other parent coming into contact with them or their children, it can be overruled by a decision of a Family Law Court. If a Court makes a determination that is inconsistent with a family violence order they have several duties. One of these is explaining the purpose of the inconsistent order or injunction which is with the family violence order to all interested parties including:

- ❖ the Applicant in the proceedings
- ❖ the Respondent in the proceedings
- ❖ the person against whom the family violence order is directed (if that person is not the Applicant or the Respondent), and
- ❖ the person protected by the family violence order (if that person is not the Applicant or Respondent).

The Court must also give as detailed explanation in language that will be understandable to the persons involved outlining:

- ❖ The person of the order or injunction that is inconsistent with the family violence order
- ❖ The obligation created by the order or injunction including how the contact it provides for is to take place
- ❖ The consequences that may follow if a person fails to comply with the order or injunction
- ❖ The Court's reasons for making an order or granting an injunction that is inconsistent with a family violence order, and
- ❖ The circumstances in which a person may apply for a variation or revocation of the order or injunction.

Protection Provided When Family Violence is an Issue

A Family Law Court may make a determination regarding the presence of family violence even when no criminal charges have been proven or laid. Usually before issuing custody proceedings in a Family Law Court there is a legal requirement that parties engage in pre-litigation dispute resolution. However where allegations of child abuse or family violence are made against a party to the proceedings parties may be exempted from mediation. This is in recognition of the fact that the abused party may feel uncomfortable or fearful if forced to face their abuser. A party to proceedings may also apply to have their residential addresses suppressed or removed from Court

documents and provision may be made in the Courts for parties who are fearful to be accommodated in a secure room and even have a court guard escort them in and around the court facilities.

Conclusion

While the issue of family violence is a serious issue and one to which the Court must have regard when making custody determinations, the ultimate determinant in children's custody proceedings is what is in the "best interests" of the child with the default position being that the best interests of the child is to have a relationship with both parents.

This Article is the opinion of the individual and does not constitute legal advice. If you are or your child is experiencing family violence at the hands of a party to custody proceedings you may wish to seek legal advice.

HOW COMMON IS CYBERBULLYING IN AUSTRALIA?

By Shane Cucow – Professionals Coordinator at ReachOut.com

Cyberbullying is experienced by a minority of children and young people, but the incidence increases with age. Statistics from the Australian Communications and Media Authority indicate that up to 19% of 16 to 17 year olds experienced cyberbullying in 2009.

What is different about cyberbullying?

While bullying isn't new, cyberbullying has a unique set of characteristics that are evolving with changes in technology:

- It's 24/7 and in your personal space
- It can be very public, and be seen quickly
- It's possible to cyberbully anonymously
- Bystanders can become accessories, by passing on a humiliating image or 'liking' an offensive comment
- Some instances are known to be unintentional (not expecting a comment to be seen by the victim), and
- Many cyberbullying incidents can themselves form documented evidence.

How to respond to a young person who is being cyberbullied

1. **Support the young person being cyberbullied.** As with all forms of bullying, the target of cyberbullying might need emotional support. Reassure them that saying something is the right thing to do, recognize the difficulty of dealing with it, reiterate that nobody has the right to do that to them.
2. **Offer advice on online empowerment.** It is essential to advise them not to retaliate. Bullies are generally looking for a reaction and responding is giving them what they want. They can report, delete or block the message or the bully. Often asking a friend to stand up for them in an assertive way can be effective.
3. **Reporting and responding.** Most social networking services have features that allow users to report and/or respond constructively. Did you know that Facebook is working with a team of psychologists to build conflict resolution techniques into their reporting mechanisms? The Easy Guide to Socialising Online provides information on the privacy and reporting features of popular social networking services.
4. **Preventing cyberbullying from reoccurring.** Express the need for careful management of the information they share online. Ask them about the privacy features of the services they use and talk about how to optimise them. The ability to block, delete and filter within networks and email is something all users should be made aware of when using online services.

Using technology to benefit mental health and wellbeing

It is important to also recognise the powerful role information communications technology can play in supporting good mental health and wellbeing. Technology allows young people to form social connections and build a sense of social belonging that is essential to their resilience – and which can often lead to social connections offline. It also allows them to access self-help and formal-help services anonymously when they otherwise would not feel able, dramatically improving the accessibility of support for young people.

Who are ReachOut.com?

ReachOut.com is Australia's leading online youth mental health service, and provides an effective place to start for most issues relating to mental health and wellbeing. From everyday issues through to tough times, young people can access fact sheets and stories that are targeted to help them recognise what is happening, get tactics for responding, and information on how to access support when they need it. All content is developed in partnership with young people, psychologists and specialist organisations – ensuring it is relatable, credible and based on the latest evidence.

ReachOut.com also provides an online community where young people can view online discussions with youth workers and young people about common life problems. By connecting with peers and the online community, they can get tactics and information directly related to their current situation. Mobile accessible, ReachOut.com puts the tools for taking action into young people's hands:

"I think online chats and instant messaging were the first places I went when I felt down. Being able to chat to other young people but also having that security of anonymity meant that you could talk about anything."

Kris, ReachOut.com service user

ReachOut.com Pro provides information, access and advice on online tools and interventions for youth mental health and wellbeing. You can access reviews of therapeutic tools by professionals and young people, with advice on how to use them in your practice. Online professional development resources also provide training on how to use technology to better engage and support young people. ReachOut.com Pro's information is informed by research from the Young and Well Cooperative Research Centre – a partnership of over 70 organisations that leads research into tools and interventions that use technology to build wellbeing and resilience in young people.

Resources in this article:

- ❖ ReachOut.com - <http://reachout.com/>
- ❖ ReachOut Pro - <http://reachoutpro.com.au/>
- ❖ Young and Well Cooperative Research Centre - <http://youngandwellcrc.org.au/>
- ❖ Easy Guide to Socialising Online - <http://dbcde.gov.au/easyguide>

PROFILE: MENTAL ILLNESS FELLOWSHIP SOUTH AUSTRALIA – MIFSA – RESPITE PROGRAMS

By Simon McMahon

MIFSA is funded by the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs to deliver mental health respite services to South Australians in all metropolitan and some country areas. MIFSA Respite Programs assist carers to take a break from their caring role, improve the relationship with the person they care for, and help carers and their families to maintain their caring role.

Services are flexible and involve tailored support options which are developed in collaboration with the carer and care recipient. Support options include:

- ❖ 1 to 1 Support with Trained Respite Workers
- ❖ Short Breaks and Retreats at MIFSA's Respite House
- ❖ Social and Recreational Activities
- ❖ Telephone Support
- ❖ Group Education Programs for Carers
- ❖ Information and Referral Services
- ❖ Peer Support

MIFSA's respite support options have a strong focus on recovery, which means work is often undertaken with care recipients to either commence or progress their recovery journey. In addition to providing direct respite to the carer this approach to working with care recipients reduces some of the challenges experienced by the carer and their relationship with the person they care for.

MIFSA's Respite House is a support option which delivers recovery focused programs for care recipients or a break with enjoyable activities for carers. The Respite House at Seaview Downs has a large common area to cook and share meals, watch TV or play games in the evenings and seven bedrooms, with each guest receiving their own private lockable room and individual courtyard area. Respite House programs are short term and operate during weekdays. A catalogue of upcoming programs which includes a referral form is available online at www.mifsa.org or by contacting MIFSA. A video walkthrough of the Respite House is also available on MIFSA's website.

Often carers don't identify themselves as 'carers'. Rather, they are likely to see themselves as Mothers, Fathers, partners, family or friends first who simply provide care as an ordinary everyday duty in that role. Whilst understandable, this often means many carers remain hidden and don't access services that are available to them.

If you are, or know someone who provides care and assistance to a person living with mental illness, you may be able to access MIFSA's Respite Programs. If you would like to know more about eligibility requirements and how to make a referral, contact:

MIFSA Respite Programs

E - respite@mifsa.org

T – (08) 8378 4100

NEW COMMITTEE FOCUSES ON WELLBEING OF LEGAL PROFESSION

By Toni Vozzo, Partner of Johnson Winter & Slattery and Chair of MHWB Committee

Published research and statistics on depression and other mental health problems within the legal profession are disturbing and call for immediate attention from legal, educational and professional groups. Compared to other professions, lawyers have been found to have experienced the highest incidence of depressive symptoms and are more likely than members of other professions to use alcohol or drugs to deal with their symptoms. Law students also have high levels of risk for depression and psychological distress.

In a move towards improving the wellbeing of the legal profession in South Australia, the Law Society has established a Mental Health and Wellbeing Committee to develop and oversee a program to promote discussion, debate and drive issues regarding matters relating to legal practitioners' mental health and wellbeing.

The establishment of the Committee was one of a number of initiatives undertaken by the Society in 2011 aimed at raising awareness of issues of mental health in the legal profession and illness in the workplace, as well as informing legal practitioners of the assistance that is available to them to cope with personal or professional pressures.

The Committee's terms of reference include the following:

- ❖ To consider, comment on, or advocate within the Society, in relation to mental health and wellbeing matters as they affect the legal profession;
- ❖ To liaise with the Society and its other Committees in respect of matters relating to mental health and wellbeing in the legal profession; and
- ❖ To examine and keep under review the mental health and wellbeing of the legal profession in South Australia and to propose policies, principles and guidelines directed towards the prevention of mental illness within the legal profession, its diagnosis and treatment and towards the promotion of the wellbeing of every member of the profession.

As part of its role, the Committee is keen to raise awareness of the current **confidential** services that are provided by the Society to its members to help deal with the pressures and difficult aspects of legal practice and to improve and maintain lawyers' wellbeing. These services include:

LawCare Counselling Service is an independent and confidential counselling service for practitioners facing social or psychological issues, or any other issue that is interfering or could interfere with work performance. Practitioners dealing with stress (arising from either work or domestic situations), alcoholism, drug abuse, gambling addiction, matrimonial difficulties, family crises or career difficulties have the opportunity to speak with experienced counsellor and general practitioner, Dr Jill. She can provide counselling to members and their immediate family and, where appropriate, will make referrals to other services or to a specific support program.

A legal practitioner confronted with personal and professional problems can access the **Lawyers' Support Group** comprised of a panel of experienced lawyers willing to assist colleagues on a confidential basis. Assistance can be provided in respect of professional standards issues, personal issues, legal practice and business advice, legal cost matters and issues regarding the practitioner's relationship with the Courts.

Young Lawyers' Support Group comprises a group of practitioners who have agreed to assist, where possible, young lawyers who are seeking independent guidance from more experienced colleagues. Members of this group have a diverse range of occupations and skills and can be contacted direct for confidential assistance on ethical, professional and workplace issues or general professional matters.

For more details on each of these services and how they can be accessed go to www.lawsocietysa.asn.au and click on the "Support Services" link on the "Services for Members Only" menu. The Committee intends to review the effectiveness of the current services and recommend changes or additions, if necessary, to available services.

The *Courting the Blues* report, published in 2009 by the University of Sydney's Brain & Mind Research Institute (in conjunction with the Tristan Jepson Memorial Foundation) examined the literacy, attitudes, personal experiences and behaviours of lawyers and law students in relation to mental illness. The study found that "*law students and members of the legal profession exhibit higher levels of psychological distress and depression than do community members of a similar age and sex*". Although the study did not specifically investigate causes of psychological distress for legal practitioners and law students it did note that:

- ❖ Law education can have a greater competitive aspect than other tertiary education (which may decrease the support provided by students to each other);
- ❖ Legal practitioners and law students are frequently engaged as part of their professional activities in analysing what could go wrong and this approach may unhelpfully carry across into the non-professional aspects of their lives;
- ❖ "*Constant preoccupation with short term billing*" has been identified as a factor which causes stress for legal practitioners; and
- ❖ The nature of the work undertaken by legal practitioners can make them more likely to be stressed or to suffer depression (for example lawyers in some fields of criminal law who frequently deal with traumatised individuals).

The results of the study indicated that participant legal practitioners and law students were reluctant to seek assistance from mental health professionals and that many had low expectations of the effectiveness of professional assistance. However, the study also found that there was a greater level of treatment sought among the participants who reported having had depression (compared to the levels which would be expected amongst the general community).

In light of the above findings and other published research, awareness raising initiatives concerning the prevalence, risk factors and causes of psychological distress and depression within the legal profession will be a priority of the Committee. The Committee will also be seeking to formulate educational programs for the legal profession on the early identification of psychological distress and depression within the workplace, the management of mental health issues and on where effective assistance can be accessed by legal practitioners. As noted above, the Committee intends to consider whether any support services (in addition to those already provided by the Society) are required.

Committee membership comprises Toni Vozzo (Chair), Jonathan Wells QC, Trevor Edmond, Michael Tilley, Philippa Cociolone, Stephen Hodder (Society Executive Director) and Gianna Di Stefano (Society Risk Manager (CRP)). The Committee welcomes any suggestions and feedback which members may have in relation to promoting, supporting and encouraging the wellbeing of members of the legal profession. If you have any suggestions or comments, please contact Gianna Di Stefano at gdistefano@lawguard.com.au.

The author would like to thank Joanna Burrow for her contribution to this article.

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THE SA FAMILY LAW PATHWAYS NETWORK

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STEERING COMMITTEE

The Pathways Network Steering Committee consists of eight members elected annually to guide the operation of the Network. This includes approving and managing the work plan and promoting the Network's collaborative ethos across the broader family law sector.

The Steering Committee Members as of September 2012 are:

- ❖ **Graham Russell (Chair):** Manager Family Law Section – Legal Services Commission
- ❖ **Teresa Lynch:** Manager – Centacare Catholic Family Services
- ❖ **Elizabeth O'Connor:** Director of Family Services – Relationships Australia
- ❖ **Ric Trevaskis:** Senior Family Consultant – Family Law Courts
- ❖ **Sherrie Ryan:** Manager FRC Port Augusta – Centacare CDPP
- ❖ **Gerri Alver:** Manager Specialist Family Relationship Services – Anglicare SA
- ❖ **Jenny Cook:** Case Manager Bramwell House. Coalition of Women's DV Services of SA Inc
- ❖ **Jane Fox:** Chair of the Law Society Family Law Committee

Whether or not families receive the help they need will depend largely on the level of cooperation between the courts, legal professionals and family relationship services, and the level of understanding of each other's roles and processes

Robert McClelland, Australian Attorney-General

NETWORK MEMBERS

The Network consists of organisations and peak bodies operating within the broader family law sector. Members contribute to Network activities such as the directories, newsletter and training forums, and nominate a representative to attend the monthly Network meetings. The current Network member organisations are:

- ❖ Family Relationships Advice Line
- ❖ Legal Services Commission
- ❖ Southern Community Justice Centre
- ❖ Child Support Agency
- ❖ Aboriginal Legal Rights Movement
- ❖ Coalition of Women's DV Services
- ❖ Centacare CDPP
- ❖ Relationships Australia
- ❖ Centacare Adelaide
- ❖ Family Law Committee
- ❖ Lutheran Community Care
- ❖ Family Law Courts
- ❖ Anglicare SA
- ❖ FaHCSIA
- ❖ Ac Care
- ❖ Grandparents for Grandchildren

Family Dispute Resolution Waiting Times September 2012

Suburb	Organisation	Phone	Approximate Waiting period - Intake
Adelaide	Centacare Adelaide	8210 8200	1-2 weeks
	Adelaide FRC, Relationships Australia	8419 2000	3 weeks
	FDR Legal Services Commission	8463 7960	By Arrangement with lawyer or client direct.
Western Suburbs	Relationships Australia, Hindmarsh, Port Road	8340 2022	2 weeks
	Anglicare SA, Hindmarsh	8301 4200	3 weeks
Southern Suburbs	Relationships Australia, Marion , offered Tuesday 1pm-9pm, Wednesday 9am-5pm, Thursday 9am – 5pm and Friday 9am – 5pm	8377 5400	3-4 weeks
	Centacare Adelaide, Aldinga	8557 9050	By Arrangement
	Noarlunga FRC, Uniting Communities	8202 5200	6-8 weeks
	Marion Outreach Site		6-8 weeks
	Aldinga Outreach Site		4-6 weeks
	Victor Harbour Outreach Site (Alternate Mondays)		6-8 weeks
	Kangaroo Island Outreach Site (Alternate Mondays)		2-4 weeks
	Legal Services Commission Noarlunga	8463 7960	By Arrangement with lawyer or client direct
Northern Suburbs	Salisbury FRC, Relationships Australia	8255 3323	4-6 weeks
	Elizabeth FRC Relationship Australia		4-6 weeks
	Nuriootpa Outreach Site (Thursdays fortnightly)		4 weeks
	Gawler Outreach (One Wed. p/month)		4-8 weeks
	Clare Outreach (One Fri. p/month)		8 weeks
	Relationships Australia Ridgehaven	8396 4237	3-4 weeks
	Centacare Adelaide, Salisbury (Monday & Tuesday)	Book via Adelaide office 8210 8200	Minimal
Hills	Legal Services Commission Mount Barker	8463 7960	By Arrangement with lawyer or client direct.

Murray Bridge	Centacare Adelaide Murray Bridge, one Friday per fortnight	Book via Adelaide office 8210 8200	Minimal
Regional North	Port Augusta FRC, Centacare CDPP	8641 0432	Minimal
	Port Pirie Outreach Site		Minimal
	Port Lincoln Outreach Site		Minimal
	Regional FDR Centacare CDPP	8638 2100	Minimal
	Legal Services Commission, Whyalla	8463 7960	By Arrangement with lawyer or client direct
South East	Mount Gambier FRC, AC Care	8721 3500	Minimal wait time.
	Naracoorte Outreach Site	8721 3500	Minimal wait time apt made via Mt Gambier office
	Centacare Adelaide, Mount Gambier	8723 6599	2 weeks
Riverland	Relationships Australia, Berri	8582 4122	2-3 weeks

Children's Contact Waiting Times September 2012

Suburb	Organisation	Phone	Changeovers	Supervised contact
<u>Adelaide</u>	Relationships Australia Adelaide	8223 4566	Wait: 3 weeks Fridays: 5pm-6:30pm Saturdays & Sundays: 10am, 12:30pm, 2pm & 4pm	Wait: 16 weeks Saturdays & Sundays: 10:30am & 2pm
<u>West</u>	Relationships Australia Hindmarsh	8340 2022	Wait: 6-8 weeks Fridays: 5pm-6pm Sat: 10am, 10.15am, 2pm, 4.30pm -5.30pm Sun: 10am, 10.15am, 2pm, 4.30pm-6pm	Wait: 12-16 weeks Saturdays & Sundays: 10:30am & 2:15pm
<u>Southern Suburbs</u>	Anglicare SA Noarlunga	8392 3170	Wait: None Fridays: 6pm Saturday: 8:30am to 4pm Sunday: 3:30pm to 6pm	Wait: Minimal Saturday: 9:45am, 1:45pm, 3pm Sunday: 3:30pm
<u>Northern Suburbs</u>	Relationships Australia Salisbury	8285 4499	Wait: 8 weeks Fridays: 4pm-6:30pm, Saturday: 10am-6pm, Sunday 10am-6:30pm	Wait: 18-20 weeks Saturdays & Sundays: 10:30am- 12:30pm & 2-4pm
<u>Hills</u>	Anglicare SA Mt Barker	8392 3170	Wait: None Alternate Saturdays: 8:30am-4pm	Wait: 6 weeks Alternate Saturdays: 9:45am, 1:45pm, 3pm
<u>Regional North</u>	UCWCSA Whyalla	8649 4367	Wait: 4 weeks Wednesdays: By arrangement Fridays: 4-6pm Saturdays & Sundays: By arrangement.	Wait: 4-5 weeks Wednesdays: By arrangement Saturdays & Sundays: 10am & 4 pm

	UCWCSA Port Augusta		Wait: 5 weeks Wednesdays: By arrangement Fridays: 4-6pm Saturdays & Sundays: By arrangement.	Wait: 8-9 weeks Wednesdays: By arrangement Saturdays & Sundays: 10am & 4 pm
South East	AC Care Mt Gambier	8721 3500	Wait: None Fridays: 3pm to 5:30pm Saturdays & Sundays: 9am to 5:30pm	Wait time minimal and flexible contact service Saturdays & Sundays: By arrangement.
	AC Care Millicent		Wait: None Alternate weekends by arrangement	Wait: None Alternate weekends by arrangement
Riverland	Relationships Australia Berri	8582 4122	Wait: None Weekdays by arrangement Fridays – 4pm-6.30pm Saturdays & Sundays: 9am-6pm	Wait: None Weekdays/evenings by arrangement Saturdays & Sundays: 9am-6pm

Family Relationship Counselling –Waiting Times September 2012

Area	Service & Organisation	Phone	Counselling Times	Waiting Time
Adelaide / Central	Uniting Communities	8202 5190	Mon-Fri 9am-5pm Thurs 9am-8pm	5 weeks
	Relationships Australia	8223 4566	Mon-Fri 9am-5pm Wed & Thurs 9am-9pm	5-6 weeks
	Centacare Adelaide	8210 8200	Mon-Fri 9am-5pm Wed & Thurs 9am-9pm	2-3 weeks
	Lutheran Community Care	8269 9300 (Blair Athol)	Mon-Fri 9am-5pm	Minimal
		8331 3111 (Magill)	Mon-Fri 9am-5pm	Minimal
Spark Resource Centre	8212 3255	Wed, Thurs, Fri 9:15am-5pm	4 weeks	
Western Suburbs	Relationships Australia, Hindmarsh, Port Road	8340 2022	Mon-Fri 9am-5pm Tues 9am-9pm	No new clients being taken at present
	Anglicare, Hindmarsh	8301 4200	Tues and Wed	4-6 weeks
Northern Suburbs	Relationships Australia Salisbury and Ridgehaven	8250 6600 (Salisbury)	Mon-Fri 9am-5pm Thursday 9am-9pm	8 weeks (day) 8-10 weeks (night)
		8396 4237 (Ridgehaven)	Mon 9am-5pm Tues & Thurs 1pm-9pm	5 -6 weeks
	Centacare, Salisbury	8250 3694	One Friday per week	7-8 weeks
Southern Suburbs	Uniting Communities, Christies Beach	8202 5190 (book via city office)	One Thursday a week	5 weeks
	Relationships Australia, Marion	8377 5400	Mon, Wed and Fri 9am-5pm Tues & Thurs 1pm-9pm	6 weeks
	Centacare Adelaide, Aldinga , outreach to Victor Harbour and Goolwa	8557 9050	Aldinga: Mon-Fri 9am-5pm Victor Harbour: one Fri per week Goolwa: one Tues per week	Aldinga: 4 weeks Victor Harbour: 8 weeks Goolwa: 4-6 weeks
	Anglicare, Morphett Vale	8392 3100	Mon, Wed and Thurs	4-6 weeks Male and female counsellors
Barossa	Lutheran Community Care, Nurioopta	8562 2688	Mon 9am – 7pm and Tues 9am – 2:30pm	8-12 weeks
Murray Bridge	Uniting Communities	8535 6800	Tues and Thurs 10:30am-2:15pm	6-7 weeks
	Centacare – Men and Family Relationship only	8531 8888	Self referral by appointment	Variable.
	Lutheran Community Care	8531 3644	Mon-Wed 9am-5pm	4 weeks
South East	Centacare Adel, Mount Gambier	8723 6599	Mon-Fri 9am-5pm	2-3 weeks
	AC Care, Mount Gambier &	8721 3500	Mon-Fri 9am-5pm	None



	outreach		Thursday also 5-7pm by appointment	
Riverland	Relationships Australia, Berri	8582 4122	Mon, Tues, Thurs, Fri 9am-5pm Wed 1pm-9pm	2 weeks