



# FAMILY RELATIONSHIPS ONLINE

HELPING FAMILIES BUILD BETTER RELATIONSHIPS

Staff use only

[www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

Family Relationships Online is a national service and resource finder for the family relationships sector.

## Purpose

- ◆ provides public access to information resources about family relationships and separation including information available on a range of other websites
- ◆ provides a central source of information about a wide range of services that may assist families
- ◆ provides information about family law reforms, Family Relationship Centres and the Family Relationship Advice Line, and
- ◆ supports appropriate referrals by service providers particularly the Centres and the Advice Line.

## A referral tool

Staff working on the Family Relationship Advice Line access information on Family Relationships Online to identify services that are most appropriate to callers' needs.

Family Relationship Centre staff can also use Family Relationships Online to identify appropriate service/s to refer callers to, particularly where clients require 'out of area' services. The services information in Family Relationships Online is also available to other service providers for referral purposes.

Government-funded services that would like to receive referrals from the Family Relationship Advice Line, the Family Relationship Centres and other service providers should register their services on Family Relationships Online.

## Registering service information

It is important for services that are relevant to families experiencing relationship or separation issues to be registered on Family Relationships Online and for their details to be regularly updated. Relevant services might also include associated matters such as mental health, alcohol and drug abuse, children's counselling, homelessness and urgent financial assistance among others.

Government-funded service providers can register their service related information using the Resource Manager, a user friendly online form. The Resource Manager can also be used to update service details as required.

Information on how to use the Resource Manager is available from the Family Relationships Online Help Desk (FROHelp@fahcsia.gov.au or phone: 1800 654 724).

Services that are not government funded but meet certain conditions may be nominated for registration on Family Relationships Online by their local Family Relationship Centre.



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