

## Who provides the services?

Our counsellors and mediators have professional qualifications and experience in social work, psychology, mediation, law and/or counselling. They have been trained in elder mediation and counselling.

Staff providing Elder Relationship Services receive professional supervision and on-going training.

## How do I make an appointment?

You do not need a referral to use these services. Waiting times for an appointment vary according to the current demand for our services and your availability.

## About Relationships Australia Victoria

Relationships Australia Victoria (RAV) provides specialist family and relationship services. First established in 1948, we are a secular, community-based, not-for-profit organisation. Our vision is for positive, safe and respectful relationships for older persons, couples, families, schools, workplaces and communities.

We provide services for all members of the community, regardless of religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

## Contact us

Call 1300 364 277, email [kew@rav.org.au](mailto:kew@rav.org.au) or visit [www.rav.org.au/elder-relationship-services](http://www.rav.org.au/elder-relationship-services).

*Relationships Australia.*  
VICTORIA

# Elder Relationship Services



*Relationships Australia.*  
VICTORIA

## What are Elder Relationship Services?

Relationships Australia Victoria's Elder Relationship Services include mediation and counselling support services to assist older people and their families to:

- prevent or resolve family conflict;
- have difficult conversations;
- plan for the future (including for medical, health, financial or living arrangements);
- resolve differences in ways that improve their relationships; and
- make decisions that protect the interests, rights and safety of families.

Our Elder Relationship Services are confidential and it is voluntary to attend.

The decisions you make in mediation are not legally binding. If you would like to put your agreements in writing, your practitioner can assist you.



## Who can attend?

You can attend the service on your own, with your partner or as a family, or your children or parent(s) can attend on their own.

## How long is a session?

A counselling appointment is usually 50 minutes in length.

Mediation usually involves an initial appointment where each person meets with the mediator separately for one hour. Subsequent joint mediation appointments with two or more people will usually be two hours in length.

We understand, however, that each situation is unique and we work to tailor a process to fit your circumstances.

## How much will it cost?

The majority of our funding is from the Australian Government, with additional funding from state and local government grants, and client fees. Fees for these services are based on your income.

When you make a booking, we will advise you of the fees payable.

## Where is it available?

Elder mediation and counselling services are offered in a number of Relationships Australia Victoria centres.

Contact us to find your nearest centre.