

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 Senior 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) is a community-based, not-for-profit organisation with no religious affiliations. We have over 70 years' experience providing family and relationship support services. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians.

Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We are committed to ensuring that our services are relevant, inclusive and accessible.

We provide our services from 15 centres across metropolitan Melbourne and regional Victoria, through additional outreach locations, and via telephone and online platforms.

Contact us

Call 1300 364 277, email kew@rav.org.au or visit www.rav.org.au/senior-relationship-services to find out more and to book an appointment.

Senior Relationship Services



Relationships Australia

VICTORIA

What are Senior Relationship Services?

Relationships Australia Victoria's Senior Relationship Services include elder 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 Senior 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 in which each person meets with the mediator separately for approximately an hour and a half. 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.

Interpreters can be organised upon request. Please contact us for more information.

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.

Information and support groups

We provide a range of information and support groups to support people aged 65 and above, their families, and professionals who work with older Victorians. Visit www.rav.org.au/senior-relationship-services to find out more.