

*Relationships*<sup>™</sup>  
AUSTRALIA • VIC

**75**  
- YEARS -



**Who we are,  
how we can help**

Here for you since 1948

# Our locations

We provide services in-person across Melbourne and regional Victoria, and through additional outreach locations. We also offer online and telephone services.

## RAV centres

**Bairnsdale:** 9 Ross Street  
Enquiries are managed by our Traralgon Centre.  
(03) 5175 9500 | [traralgon@rav.org.au](mailto:traralgon@rav.org.au)

**Ballarat:** 1025 Sturt Street  
(03) 5337 9222 | [ballarat@rav.org.au](mailto:ballarat@rav.org.au)

**Boronia:** 83 Boronia Road  
(03) 9725 9964 | [boronia@rav.org.au](mailto:boronia@rav.org.au)

**Cranbourne:** 2/199 South Gippsland Highway  
(corner of William Street)  
(03) 5990 1900 | [cranbourne@rav.org.au](mailto:cranbourne@rav.org.au)

**Cranbourne North:** 405 Narre Warren Road  
(03) 5911 5400 | [cranbournenorth@rav.org.au](mailto:cranbournenorth@rav.org.au)

**Greensborough:** Holstep Health,  
3/25-33 Grimshaw Street  
(03) 9431 7777 | [greensborough@rav.org.au](mailto:greensborough@rav.org.au)

**Kew:** 46 Princess Street  
(03) 9261 8700 | [kew@rav.org.au](mailto:kew@rav.org.au)

**Shepparton:** 634 Wyndham Street  
(03) 5820 7444 | [shepparton@rav.org.au](mailto:shepparton@rav.org.au)

**Sunshine:** 1st Floor, Harvester Centre,  
4 Devonshire Road  
(03) 8311 9222 | [sunshine@rav.org.au](mailto:sunshine@rav.org.au)

**Traralgon:** 59 Breed Street  
(03) 5175 9500 | [traralgon@rav.org.au](mailto:traralgon@rav.org.au)

**Central Office (Camberwell):** 1183 Toorak Road  
Training and administration services office.  
(03) 8573 2222 | [enquiries@rav.org.au](mailto:enquiries@rav.org.au)

## Family Relationship Centres (FRCs)

**Berwick:** 38 Clyde Road  
(03) 8768 4111 | [enquiries@berwickfrc.org.au](mailto:enquiries@berwickfrc.org.au)

**Greensborough:** 79 Grimshaw Street  
(03) 9404 7800 | [enquiries@greensboroughfrc.org.au](mailto:enquiries@greensboroughfrc.org.au)

**Melbourne:** Lower Ground Floor, 379 Collins Street  
(03) 8625 3666 | [enquiries@melbournefrc.org.au](mailto:enquiries@melbournefrc.org.au)

**Sunshine:** 1 Clarke Street  
(03) 9313 0444 | [enquiries@sunshinefrc.org.au](mailto:enquiries@sunshinefrc.org.au)

## headspace services

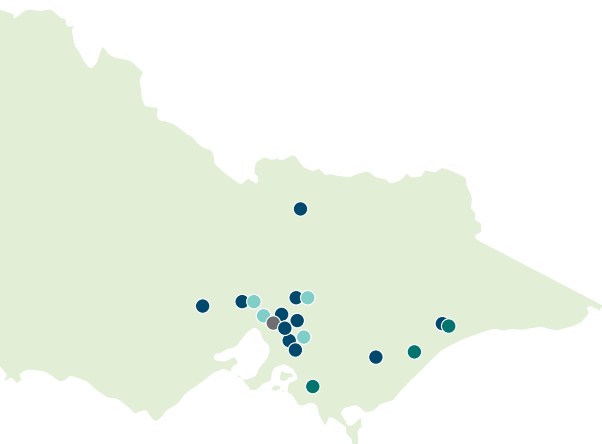
**headspace Bairnsdale:** 171 Main Street  
(03) 5141 6200 | [info@headspacebairnsdale.org.au](mailto:info@headspacebairnsdale.org.au)

**headspace Sale:** 453 Raymond Street  
(03) 5184 5000 | [info@headspacesale.org.au](mailto:info@headspacesale.org.au)

**headspace Wonthaggi:** 5b Murray Street  
(03) 5671 5900 | [info@headspacewonthaggi.org.au](mailto:info@headspacewonthaggi.org.au)  
The centre also provides services from 5 outreach locations across Bass Coast and South Gippsland.

## Open Place

1/8 Bromham Place, Richmond  
1800 779 379 | [info@openplace.org.au](mailto:info@openplace.org.au)  
Visit [openplace.org.au](http://openplace.org.au) for operating hours.



# Who we are

Relationships Australia Victoria (RAV) is a community-based, not-for-profit organisation that has been providing family and relationship support services since 1948.

# What we can help with

We can provide services to support you with:

- relationships with your partner, family or friends
- separation or divorce
- parenting
- mental health
- family violence
- grief and loss
- managing stress
- life changes
- the impacts of traumatic experiences
- self-care and wellbeing
- loneliness and isolation
- other issues affecting your relationships or causing concern.

# Who we support

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

This includes individuals, couples, families, parents/carers, and children and young people.

# Talk to us today

- Scan the QR code or visit [rav.org.au](http://rav.org.au)
- Phone 1300 364 277 (local call cost)
- Email [enquiries@rav.org.au](mailto:enquiries@rav.org.au)



# Services and programs

## Counselling

Talk about difficulties or challenges you're experiencing with family and relationship issues, and find positive ways to manage your situation.

## early matters

A free program in areas of Ballarat and Sunshine to enhance parenting skills, and promote child wellbeing and healthy, safe family relationships.

## Family dispute resolution (family mediation)

Assists separating couples to resolve family law disputes, including about parenting matters, child support, financial arrangements and property settlements.

## Family Relationship Centres

Provide information, referral and family dispute resolution for parenting and/or property and financial matters, to support couples and families experiencing relationship difficulties, including separation.

## Family violence services

Our services are informed by our holistic Family Safety Model, which provides safety planning, risk assessments and support to the family members and children of men who use violence.

They include:

- men's behaviour change programs (MBCPs)
- case management for men who use violence and whose circumstances (housing, mental health, drug and alcohol issues) are barriers to their behaviour change
- post-MBCP groups, parenting programs and individual sessions to help sustain change
- trauma-informed support for victim-survivors of family violence, including children, young people, adults, and LGBTIQ+ community members.

## **First Nations Community Engagement**

We partner with Aboriginal Community Controlled Organisations to support the needs of First Nations peoples of Australia.

## **Forced Adoption Support Service**

Free and confidential counselling, support and information for people affected by forced adoption.

## **Intercountry Adoptee and Family Support Service**

Free and confidential support for intercountry adoptees and their families, including young adoptees, adult adoptees and adoptive parents.

## **Mental health services**

We offer mental health support through our general services and a range of specialised services including those below.

- **headspace:** We're the lead agency for 3 headspace sites which, through the National Youth Mental Health Foundation, provide early intervention mental health services to young people aged 12 to 25.
- **i-Connect Family Mental Health Support Service:** Free early intervention support for young people aged 18 and under in East Gippsland.
- **Youth Enhanced Service - Gippsland:** Free mental health and wellbeing support for young people aged 12 to 25 years in Gippsland.

## **Open Place**

Free, specialist support for people who grew up in institutional care in Victoria prior to 1990, known as Forgotten Australians / Pre-1990 Care Leavers.

## **Redress Support Services**

Free and confidential support for anyone making, or considering making, an application through the National Redress Scheme.

## Relationship education programs

Courses and groups to help you connect with others and learn new skills. Programs include Parenting After Separation Seminars, Tuning in to Kids®/Teens®, Men Being Well, trauma recovery groups, and Prepare/Enrich® pre-commitment and relationship enrichment program.

## Respect and Connect

A mental health promotion and family violence prevention program for schools. The program strengthens students' social and emotional learning, and promotes healthy relationships, through interactive, skills-building activities.

## Professional training

Through our Registered Training Organisation (RTO 21977), we provide the following nationally accredited courses in person, online and through hybrid delivery:

- CHC81015 Graduate Diploma of Relationship Counselling
- CHC81115 Graduate Diploma of Family Dispute Resolution
- CHCSS00142 Mediation Skill Set.



We also offer a Couples Counselling Course, Mediation Training Course and Specialist Course in Integrative Couple Therapy.

Our research and evidence-led suite of training options includes:

- professional development workshops
- on-demand webinars and short courses
- customised training packages
- clinical supervision and leadership coaching
- development and delivery of specialised funded programs, including programs for correctional cohorts and national Support for Fathers project.

# Working with you

The safety of our clients, staff members and the community is our priority.

We welcome:

- Aboriginal and Torres Strait Islander peoples
- lesbian, gay, bisexual, transgender, intersex, queer asexual and other gender and sexually diverse (LGBTIQ+) community members
- people with disability
- people experiencing vulnerability and disadvantage.

Interpreters can be organised on request. We also welcome calls through the National Relay Service.



We're committed to providing safe, inclusive and accessible services for all people.



RAV acknowledges First Nations peoples as the Traditional Owners and Custodians of the lands and waterways of Australia. We support their right to self-determination and culturally safe services.

We recognise the lifelong impacts of childhood trauma.

We recognise those who had children taken away from them.

Funded by the Australian and Victorian Governments.



Accredited by HDAA.  
Achievement of Accreditation to ISO 9001:2015 provides service users with confidence that Relationships Australia Victoria has effective management systems in place that are regularly reviewed.