

Aston Family Relationship Centre

Development Plan

SUBMISSION NO. 91

AUTHORISED: 17-04-05



And

Inquiry into

**“Balancing Work and Family
Responsibilities”**

**Submission Due Date
8th April 2005**

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Aston Family Relationship Centre
(AFRC)

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PART A: INTRODUCTION

1. Vision

To Help and Reconnect Families

AFRC believe that the family network is an integral corner-stone of society and a legacy for our children and as such it must be nurtured.

The development and implementation of guidance and support programs will assist in highlighting the importance of the role parents play in children's lives.

AFRC feel by resolving conflict, encouraging communication and focusing on the needs of children – their interests being of paramount importance – parents can take a proactive role within their community and family network.

Stronger family networks today will enhance the legacy we leave for our children and society will greatly benefit.

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2. Executive Summary

The Aston Family Relationship Centre ('AFRC') submits the following Paper in response to the Commonwealth Government's recently released Discussion Paper *A New Approach to the Family Law System: Implementation of Reforms*.¹

AFRC welcome the opportunity to respond directly on the implementation process of the Government's proposed family law reforms.

The following paper deals with implementation of the reforms in the context of the proposed Aston Family Relationship Centre.

¹ Australian Government, *A New Approach to the Family Law System: Implementation of Reforms*, Discussion Paper. Released 10 November 2004.

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3. Who we are?

3(i) Aston Family Relationship Centre

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Secretary:	Brett Pearce
Business Development Manager:	David Lewis
Network and Projects Manager:	Alan Harrison
Activities and Business Associate:	Brad Mander
Human Resources:	Brendan Elkins
Program Coordinator:	Richard Yiap

Contractors:

Westminster Lawyers	-	Family Law Specialist Legal Advice
	-	Accredited Mediators
Gary McDonald	-	Accounting
George Story	-	Psychologist Child Advocate
Tony Gee	-	Psychologist & Mediator
Con Economou	-	Organisational Psychologist
Don Yiap	-	Medical Practitioner
Alexina Baldini	-	Carinish, Drug and Alcohol rehab.
Rob Verity	-	Knox Community Health
Peter Leech	-	Men's workshop
Lindsay Hodgson	-	Financial Planner

Acknowledgments:

Paul Le Moing-Ross	-	Accredited Family Law Specialist
Nicholas Prassinis	-	Lawyer & CSA adviser
Richard Yiap	-	Program Coordinator
Members of:	-	CSA Regional Review Panel

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3(ii) A Summary of our Experience in the Field.

HISTORY OF AFSSA.

The trauma undergone by once-proud parents being reduced to emotionally damaged human beings – whilst suffering severe health troubles as a result – was the trigger in establishing a support network to help individuals who were undergoing relationship breakdowns.

In 2001 *Australian Family Support Services Association* ('AFFSA') began which enabled a broader range of support services to be implemented and to accommodate the needs for men and women who have similar experiences.

AFFSA currently provides

- Telephone Support
- Information
- Guidance
- Referrals
- Meetings

Since 1997, the eight years of experience helping people in the community of metropolitan and rural Victoria has given us broad knowledge of the needs and wants of both men, women and children of a family and marriage breakdown. Importantly, this knowledge has been translated into help, support and information. The networks which we have developed enable us to provide a quality support scheme and referral service which helps our clients to get the relevant information they need. This information then allows them to make qualified judgements for their former families.

AFSSA is a non-government funded service which is marketed largely by word-of-mouth, referrals and promoted via a web based information service.

AFSSA receives at least two referrals per day.

AFSSA has supported many thousands of people directly and indirectly over the eight years of involvement in family and marriage breakdowns.

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PART B: FAMILY RELATIONSHIP
CENTRES ('FRC')

4. Support Services:

The Discussion Paper's proposals envision the provision of a coordinated network of services.² This submission now addresses the relevant issues raised in the Discussion paper relating to services.³

4(i) Overview of Potential Services to be offered by AFRC:

- First-point of reference for Separation (Single Entry Point for all services)
- Individual Counselling and Guidance
- Telephone Support and Information
- Programs
 - Parenting
 - Health
 - Education
 - Re-Partnering
- Client Management
- Dispute and Conflict Resolution
- Financial Guidance
- Your Children, Our Children
- Community Support
- Parenting Management
- Litigation Understanding and Process
- Change-over centre

² *A New Approach to the Family Law System*, above n 1, p2, 6; Prime Minister's Policy Statement, *Framework Statement on Reforms to the Family Law System*, (Issued 29 July 2004), Appendix A of *A New Approach to the Family Law System*, above n 1, p19.

³ *A New Approach to the Family Law System*, above n 1, p3.

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- Marriage and Relationship Guidance and Counselling
- Mediation and Individual Guidance
- Parenting Camps
- Workshops, Seminars and Meetings
- Education
- Case Management
- Drop-in Centre
- Books, Referrals, Self-Esteem Support
- Legal Advice re Family Law, the Family Court and Child Support,

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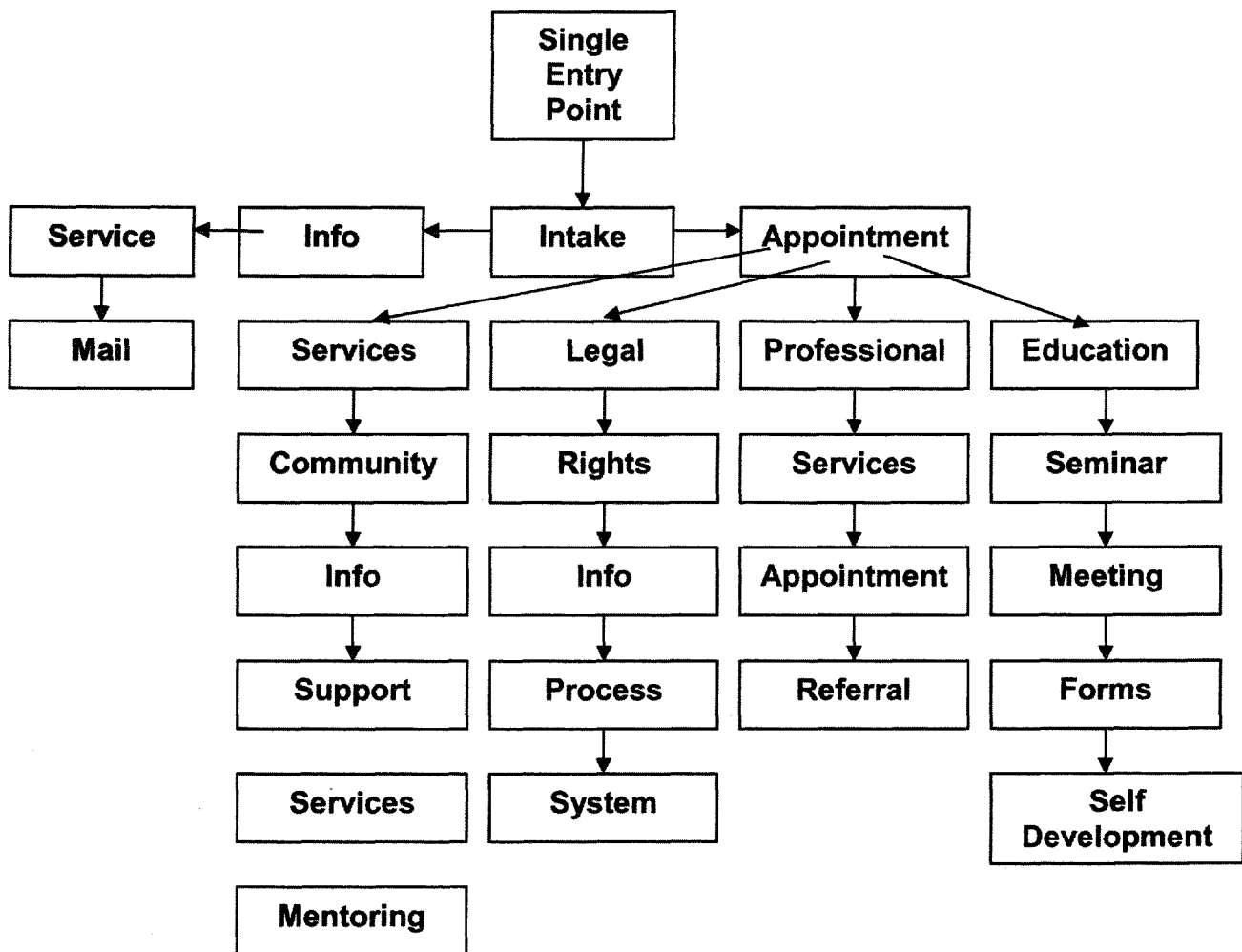
4(ii) Context of Support Services' Role

AFRC support the proposed Family Relationship Centres providing a visible entry point to the family law system when relationships have broken down, as well as additionally providing *pre-breakdown* support and education.

The Centres will have the ability to provide clients with their in-house expertise, as well as providing a coordinated service to the diverse range of professional areas which they are likely to need.

By providing a Single Entry Point for all clients, they can subsequently be referred to other helpful services depending on their specific requirements. This streamlines the process for all parties concerned and clearly articulates to the clients the services available to them both within the Centre and the broader community.

Client Management Process



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4(iii) What are the Support Services Needed?

The Discussion paper highlighted a number of important services which are commonly utilised by families in the process of a relationship breakdown. Such services included "doctors, child care centres, lawyers, schools".⁴

AFRC fully endorse the inclusion of such services within the framework of a broader network of services. In addition, AFRC believe that Family Relationship Centres also have the potential to provide a far broader network of support.

Services which could form part of the enlarged framework may include: psychologists, mediators, community health workers, medical practitioners, financial advisers and accountants.

Furthermore, providing referrals to local community support services in the local area provide clients with access to balanced and specific support with additional specialised service. The Centres, as organs of the local community, would provide information relevant to their respective region whilst also providing advice about other agencies.⁵

The combined services which an enlarged network may provide, includes:

Self-Management:

- Information
- Drop-in Centre
- Self-Help
- Self-Esteem
- Self-Management
- Self-Development
- Guidance
- Understanding

Professional Services:

- Consulting Psychologist
- Consulting Lawyers
- Consulting Mediators
- Consulting Doctor
- Consulting Financial Planner

Education:

- Community Networking
- Group meetings
- Camps
- Workshops
- Seminars
- Exhibitions
- Hints and Tips
- Books
- Web Support
- Self-Litigation Advice

⁴ *A New Approach to the Family Law System*, above n 1, p2.

⁵ *A New Approach to the Family Law System*, above n 1, p4.

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- Intervention Order advice

Future Direction:

- Parenting plans
- Job Search for both parents
- Reconnecting families
- CSA

4(iv) Who in the Community can help refer separating parents to Family Relationship Centres?

The following paragraphs refer to the questions posed on page 3 in the *Discussion Paper*.

The service providers who make up the network of support of a Family Relationship Centre can also have the responsibility to refer their clients to Family Relationship Centres. Such referrals would be relevant when clients of these services, in the process of navigating relationship problems, are seeking the respective professional's advice as a result of such problems.

Thus, a parent who is suffering from relationship problems and seeking the advice of, for example, a community health worker, may be referred by that worker to the Centre. The Centre can then provide a coordinated advice service.

(v) Additional Service: Mentoring Program

The provision of mentors is an important additional service which the Centres would be well placed to provide. Designed to help families and extended families to manage their relationship programs, mentors are the integral link for urgent, long-term and short-term support. They can act in temporary roles until a more positive resolution can be implemented. They can actively help and guide in the management of parenting plans and programs and helping in simple resolution of conflict by providing hints, ideas, guidance.

(vi) Lawyers' Role

The Discussion Paper noted that lawyers are not always best placed to resolve relationship breakdowns.⁶

⁶ *A New Approach to the Family Law System*, above n 1, p6.

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Most family lawyers encourage resolution of disputes by negotiation rather than litigation. Unfortunately, some lawyers promote litigation. The win - lose effect of court proceedings focuses the parties on adopting extreme positions to improve their tactical position. Parents put their own interests first and children are often a strategic tool to achieve a particular result at trial.

The Aston Family Relationship Centre will offer relationship counselling in an attempt to repair the marriage as a first priority. The next step will be to have the parties mediate with the intent that court proceedings be avoided and that the care of children be agreed between the parties. Consultant lawyers with expertise in Family Law will be available to advise parties as to their rights and obligations. Consultant lawyers who are qualified and experienced mediators will work in tandem with consultant psychologists to mediate disputes. The aim will be to reach an agreement that protects the interests of the children and both parents.

(vii) Contact Change-Over Centre

The Centres will be ideal locations where child change-over between parents can take place. They will provide a safe and neutral environment where parents can drop off or pick up their child without necessarily seeing the other parent.⁷

To help achieve this, AFRC will be open at times of Access change-over, with the provision of:

Front and rear access for change-over.

Child's play centre.

This will allow better management of contact change-over in a non-threatening environment and hopefully a more relaxed environment for both parents. In addition this would allow us to talk and help with any relevant items that concern each parent and some offer guidance.

⁷ In this regard, they will be similar in role to the Children's Contact Service commented on in *A New Approach to the Family Law System*, above n 1, p7.

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5a. Promoting Healthy Relationships:

Balancing Work and Family Responsibilities

Parenting is never easy, the children are moved around to suit our materialistic needs and our financial commitments. Therefore it is our responsibility to manage and balance our needs for a lifestyle with the needs of a family and to help prevent the relationship breakdown that would be very likely to happen, It is important to look at the ability to rotate working hours to meet the needs of the family and to use the community recourses in meeting the financial commitments we all have. We need to understand the negatives of our work and the family planning along with the traps that we can all fall into.

Having the balance of life, work commitments, our lifestyles and our family is very important. To do this we need education, we need it at school, we need it at we become adults and we need it when we are adults. Mentoring and life skills coach's are very important to help meet these needs and these requirements.

The governments of the day can assist in providing tax deductability for Parents wanting to start a family, and tax deuctability for those who are travelling down the life path of running a family and all the expenses that come with it.

Australians and the Governments can assist in helping re-educate those who wish to resume in the workforce and as part of the governments mutual obligation a planning and re-training program should be implemented as the family grows and as the youngest child reaches school age.

Aston Family Relationship centres are once such method of assisting the governments, communities and assisting our society to achieve a common goal and objectives.

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5. Promoting Healthy Relationships: **Prevention of Family Separation**

An exciting aspect of the proposed new Family Relationship Centres is their role in promoting healthy family relationship and preventing family relationship breakdowns. This submission now addresses the issues relevant to prevention of breakdowns raised in the Discussion paper.⁸

5(i) Education

Through extensive first-hand experience over recent years, a number of key factors, common to many relationship breakdowns, have emerged.⁹ These include the situation where:

- Youngest is of school age.
- Parent works more than 50 hours a week.
- Parents are in the age bracket 35-42.
- The parents have been in their relationship for 10+ years.
- One parent is looking for a change in their environment.

By identifying and further investigating other common factors, Family Relationship Centres have the potential to actively help in the *prevention* of family breakdowns. In such a role they would adopt and complement a role similar to that provided by the Family Relationships Skills Training.¹⁰

Promotion of the factors and highlighting parenting skills programs via seminars, workshops, camps and free call numbers will help parents to understand the danger signs of a separation that could be imminent.

Community education would be a key role of Aston Family Relationship Centre. Through working with schools, community-based organisations for men, women, elderly and children, Family Relationship Centres are well placed to help the community address the problems associated with separation and family breakdown.

Materials, interviews, information, seminars and camps are all integral tools, helping and supporting parents maintain a healthy environment for the family network and the future of families with our society.

⁸ *A New Approach to the Family Law System*, above n 1, p8.

⁹ See eg, above page 7, for a limited history of our experience.

¹⁰ *A New Approach to the Family Law System*, above n 1, p8.

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5(ii) Reporting Function

Along with the necessary and relevant day-to-day tasks and publication of annual financial reports which it is expected the respective Centres will undertake, the Centres will be placed in a unique position to receive and collate data which can subsequently be used in research materials.

For example, clients would be given an AFRC client intake form which would be created with the assistance of the Australian Institute of Family Studies (AIFS), Family Unit. Relevant questions would be formulated into the form, which would assist in development of family relationship working papers, produced by the AIFS.¹¹

¹¹ Client confidentiality and privacy would be held in the highest regard and all personal details identify the client would be removed, except for a client identification number that the relevant authorities could use when and if required by law and/or audited by the government and or its relevant departments.

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6. Disputes

6(i) Context of Disputes:

Disputes happen for many reasons. Often the dispute begins with a change in a person's direction in life, or something happens to a person who emotionally or physically impacts on themselves or another person's life. For example, one parent may have a change to their life which may have been beyond their control and that has an immediate effect on the other parent. As a result one parent may have a diminished input in their child's life consequently engendering a dispute.

6(ii) Speedy resolution of Disputes: Intervention

Disputes often need immediate intervention – potentially by the Family Relationship Centre – which, if acted on at this stage, may lead to a resolution of the conflict. This depends on the level of dispute concerned and the impact it has had on the relevant parent who is affected by the change.

This intervention may take place in many forms. One possibility is to empanel a body consisting of members with varied expertise. Such a body may include: a senior member of the Family Relationship Centre, a lawyer, an accountant, a medical practitioner, a psychologist and a financial adviser. The panel will focus on the “best interests of the child” and will attempt to resolve the dispute before it becomes an entrenched conflict.

Both parents need guidelines as to what can happen in certain circumstances and what potential effects their decision will have on the other parent and the children.

6(iii) Prioritising Children over Property:

The process will focus more on the children, than the parents' needs. The Centre will encourage parents to resolve the care arrangements for the children and other child related issues (such as schooling and health care) before any property division is contemplated. In this way children's interests are prioritised over all other aspects of the matter.

7. Breaches of Parent Orders:

The Discussion Paper recognised that a major cause of conflict between separating parents is the breach of parenting agreements or court orders.¹² Such breaches can be dealt with in a number of ways. If rules and guidelines are implemented which have a positive effect on both parents to respect the needs of their children and the other parent, a highly desirable result is achieved.

The Discussion Paper considered the wealth of experience and knowledge available from overseas jurisdictions when considering reform on the domestic front.¹³ In some foreign jurisdictions, if a parent does not comply with parenting orders, they are put in gaol. In some countries, the roles of the parents are reversed as a consequence, whilst in others, heavy financial penalties are levied. AFRC believes that some of these measures are of an extreme nature. Nevertheless, the provision of a coordinated framework of procedures, guidelines and rules which would lead to both parents respecting the needs of their children and the other parent, would achieve a highly desirable result.

In its capacity as a contact handover centre, the AFRC will provide independent verification of whether contact has been provided or not and whether the contact parent has attended or not.

7(i) Focusing on the Children

All procedures implemented by the Government and, in turn, the Courts must submit to the over-arching primacy of the children's interest. It has long been accepted that children are of paramount importance in any form of relationship breakdown. Their needs are particularly acute at times when their parents are engaged in a dispute; the parents' interests are of secondary importance.

During disputes and relationship breakdowns, where contact is implemented, the current regime provides that the children are moved between the parents' residences. This places a strong emphasis on the parent's interests, and diminishes the children's to that of a subsidiary interest.

The courts should look at the options of actually keeping the children in the family home and the parents rotate out of the family home. Such a regime would completely reverse the current system and places the children's interests firmly first.

There are many problems with this process. Moreover in many family circumstances such a regime may be totally inappropriate. Nevertheless, there are workable solutions.

¹² *A New Approach to the Family Law System*, above n 1, p7.

¹³ *A New Approach to the Family Law System*, above n 1, p13.

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Family Relationship Centres would be well placed to implement and support such a system, also being available to help parents adjust to the changes.

When there is deliberate blocking of the children to the other parent then role-reversal could be considered. Similarly, if one parent was to see the children on the weekend and the other parent denies access, the Family Relationship Centre can help through intervention and facilitating dialogue. The role of Centres in such a situation was recognised in the Prime Minister's Statement of 29 July 2004.¹⁴ It can encourage a reconciliatory approach between parents, involving both of them in the process. Together all parties can seek an outcome where the parent denied access is provided the access, or it is deferred to a later time. Such a result would meet the expectations of the child by providing them with the contact with both of their parents.

7 (ii) Positive Re-enforcement:

Highlighting the benefits of equal or shared parenting for the children is more important than the conflict of the parents. Should a non-compliant parent persist with behaviour which is not focused around the 'best interests of the children' then that parent should be counselled in resolving the issues they have with the other parent and a development-mentoring program is implemented immediately.

Resolving disputes between parents needs to be done quickly and efficiently as it is in the best interest of both parents to provide the necessary life development skills for the children.

Too much emphasis applied to resolving parental conflict without avoiding any detriment to the children created by a settlement.

¹⁴ Prime Minister's Policy Statement, *Framework Statement on Reforms to the Family Law System*, (Issued 29 July 2004), Appendix A of *A New Approach to the Family Law System*, above n 1, p20.

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**8. How can the Family Relationship Centres
best meet the needs of families across
Australia?**

The provision of a Single Entry Point leading to a co-ordinated network of services and advice has many benefits.

A Single Entry Point allows those who are unaware of the breadth of existing services and infrastructure (perhaps due to language or other barriers) to benefit from the range of services available to help them.

Remote clients – or others unable to visit the Centre – will still be able to benefit from telephone support and advice.¹⁵

The Federal nature of the scheme could allow for uniform services to operate across Australia; through the provision of similar information, materials and advice to all Australians irrespective of geographic locality. Such consistency could be clearly visible by common logo and name ('nationally badged') to all Centres across Australia. AFRC fully support such a scheme.

The Discussion Paper also recognised the need for the Centres to embed and enmesh themselves in their local community, accessing locally provided services and agencies.¹⁶

AFRC will use the Local Community Support Services in our area to provide a balanced service. It is useful to have national guidelines to assisting people undergoing family separation, yet maintain a level of independence for each region or state so that the Centres can retain their relevance to local communities.

The multi-layer scheme envisioned is a welcome initiative. It will lead to an accurate service reflecting Centres' local community's demographics, whilst providing appropriate referrals and recommendations.

¹⁵ The provision of such a service was envisioned in the Prime Minister's Policy Statement, *Framework Statement on Reforms to the Family Law System*, (Issued 29 July 2004), Appendix A of *A New Approach to the Family Law System*, above n 1, p20.

¹⁶ *A New Approach to the Family Law System*, above n 1, p5.

9. Planning for the Future

9(i) Coordinated Guidance:

AFRC believes that if we can set up a guidance and support program along with a development process, which will enable our clients to achieve goals for themselves but more importantly a future for their children, and then we have achieved our objectives.

AFRC understands everyone is different; they have different needs and wants. It is our objective to show people the benefits of what they can achieve and the benefits of a strong family network. By understanding past issues and giving people the tools to move forward in their lives we hope to enable them to adjust their thoughts and their ideals.

AFRC firmly believes that by understanding people, relating to what they had, what they need and what they want, we can greatly assist in providing a path which will give them the confidence to move onwards and upwards. Such an approach also has the potential to preventing family and marriage breakdown

9(ii) Children's Development Program and Parenting Programs

AFRC believes that implementing child development programs shortly after separation will help develop short and long-term development paths for children. Every situation is varied and both parents often having varying lifestyles, knowledge, life-skills and ideas of what they want for the children, thus each case must have a tailored-plan.

It is possible that interim parenting plans are implemented and monitored on a weekly basis to help parents deal with the frustration, confusion, misunderstanding, communication and direction in resolving various conflicts.

In the longer term, AFRC is uniquely placed to work with the parents to:

- Develop short-term plans.
- Develop a five-year and ten-year plans.
- Agree on each parent's responsibilities in regularly reporting back on the plan's progress.

The drafting of these plans may involve a coordinated approach incorporating teachers, principals, medical professionals and AFRC. Together all parties can help in mediation and guidance in accordance to the plans. As inevitable changes take place over time, the necessary adjustments can be incorporated in the original plan, or implemented at a later stage,

10. Extended Families

Our lives are guided by what our parents teach us, what our grandparents show us, what our brothers and sisters do when we play with them and how our extended families treat us. In most cases, extended families assist, support and offer a safe haven. Some people do not have this luxury and in such cases the AFRC will provide support, counselling and assistance.

10(i) Helping at Separation

AFRC will provide a drop-in centre, information sessions, guidance, meetings and mentoring that will assist the members of the extended family to get a better understanding of the circumstances and provide a means for them to cope better with the situation. If we can all help each other in making a separation, or a family and or a marriage breakdown a more amicable and smooth transition then the extended family may not feel so isolated.

Grandparents are more so inclined to need help, support and guidance, as they grew up in different times, and as such they need to get a better understanding of what their new roles are in society and to their family. Today Grandparents play a very key role in looking after the grandchild, so both parents can work, they provide meals, support and transportation for their grandchild.

There are also grandparents who would like to get more involved in their community and provide a level of care of which they feel comfortable with and as such it would be a shame to see our children miss that special care, love, support which only a grandparent can give.

10 (ii) Helping Re-Connect Extended Families:

AFRC provide a mechanism in reconnecting the family through mediation and support for our parents or our children's grandparents and along with our extended families.

11. COMMUNITY AND SOCIETY: Broader
Proposals

Knowledge, education, and understanding of what you have to do and what you are required to do is very important.

Children are our most important assets for the future and as such, education and understanding of our future begins with our children.

11(i) Education System:

Our education system should encourage our young Australians to understand more about our legal system by visiting or actually role playing different scenarios and learning more about what is fair and reasonable what effects decisions can have and how they may impact on another person.

Parents of today would need to be focused more on the community than on their own personal needs as at separation time they would have to be involved in an education program which would increase their knowledge on separation, why separation, what is expected, how it will impact on the children, what are your responsibilities and how to manage and respect the other parent during these times, i.e., a series of short seminars or courses.

This process will move society into a new direction that will have positive outcomes for the whole family, the community in which we live and as a result our society will benefit.

Education regarding how to conduct and behave in a relationship should be taught in high schools along with the existing health and sex education studies.

PART B: IMPLEMENTATION PROPOSALS

The Discussion Paper envisions a bold new initiative to implement a new regime managing of family breakdowns and troubles.

The AFRC is firmly behind these innovative proposals.

The implementation procedures of this regime will be an exciting and dynamic time for all parties concerned about the future of Australian families. The system is in its embryonic stages.

Therefore, AFRC submit the following proposal of a management framework for the future Centres.

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1. AFRC Statements.

Vision:

To help Re-connect Families

Duty of care:

To Ensure Both Parents Provide for their Children

Privacy:

To Respect and Honour Individuals' Rights

Contractor Agreements:

To Represent AFRC in a Professional and Honest Manner, by Providing Fair and Equitable Outcomes that Ensure the Family Networks of the Future are strengthened

Client Service Level Agreement:

Our Clients' Best Interests are Met with a High Standard of Care and Understanding

Fee Structure:

See attachment.

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2. Proposed Family Relationship Management System

Pre-Relationship Breakdown

Relationship Management

Disputes and Conflicts

Litigation Process

Financial Management

Parenting Management

Community Networks and Support

Extended Families

Process Time-Lines and Implementation

Our Children

Moving Families Forward

Why Change our System?

Aston Family Relationship Centre
(AFRC)
3. Aston Family Relationships Centre
Employees

Location: Burwood Hwy, Knox (Terrace House)

Employees: 1. Reception / Clerk / Appointments / Co-ordinator - Full time
 2. Interviewer / Network / Manager - Full Time

Volunteers: 3. (3 hour blocks) – Minor Tasks

4. Events - General Meeting / Marketing - Part time Basis

5. Website - Part time Basis

Contractors : Lawyer - 3 x 4 hour blocks
 : Psychologist - 3 x 4 hour blocks
 : Mediator - 3 x 4 hour blocks
 : Counsellor - 3 x 4 hour blocks
 : Health - 3 x 4 hour blocks
 : Careers - 3 x 4 hour blocks
 : Security (handover) 3 x 3 hour blocks
 : Child care worker 3 x 3 hour blocks

Phones : Hotline Service – 1800 No
 : Fax
 : Phone – Business hours
 : Internet

Business Hours

Mon - Fri

: 9.00am – 9pm 3 times / week
 : 9.30am - 5pm 2 times/ week

Saturday : 8.00am - 1pm.

Other Times By Appointment

Aston Family Relationship Centre.

P.O. Box 2721, Rowville, 3178

Phone: 03 9738 2478

Mobile: 0416 136 811

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Aston Family Relationship Centre
(AFRC)

4. Aston Family Relationship Centre Costs

Proposed Costs

- | | | | |
|-----|---|---|--------------------------|
| 1. | Full Time Manager | - | As per Award Salary |
| 2. | Full Time | - | As Per Award Salary |
| 3. | Part time | - | As per Award Salary |
| 4. | Child Care Worker | - | As per Award Salary |
| 5. | Contractors (Psychologist, Lawyer, Doctor,
Financial Planner) | | As per their normal fees |
| 6. | Children's Play Area Coordinator | - | As per Award Salary |
| 7. | Volunteers | - | Mileage rate |
| 8. | Website Management | - | Sponsored |
| 9. | Building / Outgoings | | |
| 10. | Insurance | | |
| 11. | Facility costs / phone / electricity / rates | | |
| 12. | Internet facility | | |
| 13. | Fixtures and fittings | | |
| 14. | Equipment: Photocopier, Fax, Computers, Kitchen Facilities, Desks etc | | |
| 15. | Maintenance and Service | | |
| 16. | Security | | |

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5. Aston Family Relationship Centre Income

Proposed Funding Arrangements

1. Government funds premises, equipment, manager, administrator, child care workers and security.
2. Clients pay for Doctor, Lawyer, Financial Planner and Psychologist.
3. Government pays for Doctor, Lawyer, Financial Planner and Psychologist if the client has a Health Care or Pensioner Concession card. Clients pay a \$20 fee at each visit if the client has a Health Care or Pensioner Concession card, such fees to be remitted back to the government.

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6. MARKETING AND ADVERTISING

POSTERS AND ADVERTISEMENTS:

Community centres

Local papers

Council offices and magazines

Separation and divorce groups and organisations

Databases

General bulk mail outs

Business community seminars

Resources directories (CSA, Centrelink, Family Court)

Flyers / Posters

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7. Materials and Resources

Books

Community-based information

Community programs

Schedules – for contractor visits

Reference materials

Self-help guidance kits

Family court

CSA

Centrelink

Psychologist

Counselling

Other networks and services

Meetings

One on One Appointments

Financial Information

Referrals

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8. Aston Family Relationship Centre Products

Product Specific

Intervention orders

Consent orders – special needs (interstate and overseas)

Property

Superannuation

Centrelink

Charge assessment – CSA

Private collect

Financial Guidance

Self Help Kits

Separation and Divorce Information

Community Based Networks

Referral Networks

Specialist Services – Health, Legal, Accommodation etc.

Personal Development Materials

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9. Aston Family Relationship Centre Intake
Form

CLIENT MANAGEMENT FILE

NAME: _____

File No: _____

Police check

Yes

No

Intake Process:

Meetings attendance

1. _____

2. _____

3. _____

Referrals

Dr _____

Psychologist _____

Legal _____

Counselling _____

Mediation _____

Financial _____

other _____

Information Kit

Items code

001

002

003

Meeting notes

date

.....
.....
.....

Meeting notes

date

.....
.....
.....

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Aston Family Relationship Centre (AFRC)

Client Management

Service

Assessment

Intake

Appointment

Separation

Accommodation

Property

Children

Emotional

Financial

Moving On

Outcomes

Plans

Finance

Counseling

Programs

Health

Camps

Re-Partnering

Children

Extended
Families

Forms
Completion

Programs

Parents

Children

Employment

Education

Re-Partnering

Reviews

3 months, 6 Months, 12 Months, 2 Years, Intervals

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Aston Family Relationship Centre **(AFRC)**

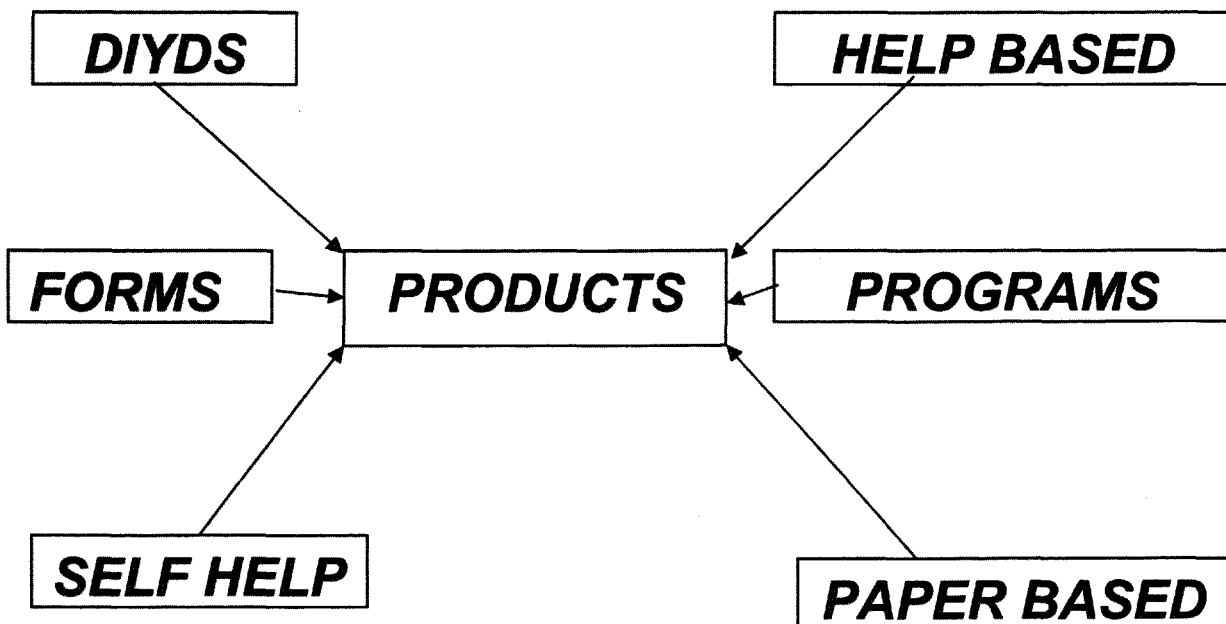
10. Additional Information

INFORMATION AND FACT SHEETS

Shared care benefits and positives
What you need to know
Helpful hints and tips
Fact 1 - 4
Reference sheet
3rd party. Reference / Testimonials
Accommodation - community and surrounding
Emergency
Short term
Long term

PRODUCTS

1. Fact sheet package
2. CSA: Calendar (program)
3. Forms: Property, consent, super, spousal, Maintenance (CSA), financial
4. DIYDS:
5. Books / Publication - 'Your Marriage is About to End'
 - Calendar
 - Cookbook
6. Information CD/web. - Complete book, fact sheets, calendar forms, hints and tip
7. Books by other authors



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Aston Family Relationship Centre **(AFRC)**

11. Information Sessions & Meetings

11(i) INFORMATION SESSIONS

3 x group sessions per week
1 x morning, 1 x afternoon, 1 x evening

2 x home visit sessions / week – as required (disability)

Appointments for one on one.
Scheduled throughout the week
From 8.00am – 8.00pm

11(ii) PARENTING PLANS and Follow up Time lines

A series of STD paragraphs

A forms Completion program

A 12 mth Parenting Plan

A 12 mth Agreement

A 12 mth Financial and Budget Plan

A 12 mth Mentoring Program

A process of Urgent Resolution Program

A process of positive Program

11(iii) RECONNECTING FAMILIES

Lost Grandparents / Lost Fathers / Lost children / Lost Mothers

Mediation – both parties

Client – AFRC – client communication

Client – AFRC – children

Management interviews (of the process)

Reconnection program

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11(iv) NETWORK MEETINGS

Regular Meetings with

1. Employees / volunteers
2. Contractors
3. Government authorities
4. Local business/Lions Club/ Rotary Club/Local Council)

This will give us a better understanding as to what the individuals needs are, what problems are being Faced and what sort of outcomes are taking place. That will enable us to better manage our clients, Staff, Contractors with our Vision for the Future

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12. PROPOSED WEEKLY PLAN

	Monday	Tuesday	Wednesday	Thursday	Friday
8.00 am	Drop-in	Information Session	Drop-in	Information Session	Health
	Health	Information Session	Financial	Information Session	Support meeting
	Counselling	Counselling	Health	Workshop	Counselling
	Information Session	Psychologist	Workshop	Psychologist	
Noon	Financial	Mediation	Information &	Counselling	Info
	& Support		Support		Session
	Meeting	Drop-in	Meeting	Drop-in	
	Legal & Mediation	Financial	Legal Adv/App	Legal & Mediation	Forms etc
8 pm			Info session		Crisis
			9 pm		

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