
Personal and relationship services

Summary

- Personal issues can affect your work, your relationships and your family life.
 - If you are having personal or relationship problems, there are a range of services that can help you.
 - If your relationship feels unsafe, there are family violence and relationship services that may be able to help.
 - Call 1800 RESPECT for information about family violence support.
 - The Family Relationship Advice Line provides information and advice for people experiencing family relationship or separation issues.
 - If you are in a same-sex relationship and would like help from an LGBTIQ+ - friendly practitioner to work through relationship or parenting issues, you can contact Rainbow Health Victoria.
 - Family relationship centres all over Australia provide family counselling services to people from all cultural backgrounds.
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If you are experiencing personal or relationship problems, there are a range of services and support available to you.

Personal issues

Most of us struggle with personal issues at some time. These issues can affect our work, our relationships and our day-to-day life.

Often the best way to deal with personal issues is to talk to someone. Perhaps there is a friend or someone in your family or your community with whom you feel comfortable talking.

Many people find it easier to talk about their problems with someone they do not know. If you would prefer this, you might like to a professional counsellor, social worker or psychologist.

Support services for personal issues

Professional counsellors, social workers and psychologists can help people living with emotional, mental health and lifestyle problems. They also help them to understand themselves and their behaviour better. They do this by:

- explaining options
- setting goals
- providing therapy
- supporting the person to take action.

To find professional support in your area, ask your local doctor for a recommendation or contact a community health service.

For more information about specialist services for people experiencing mental health issues, see the [**Mental health services and programs explained**](#) fact sheet.

For information about specialist services for people experiencing family safety, sexual abuse or family violence issues contact **1800 RESPECT** (Tel. **1800 737 732**), the national sexual assault, domestic violence and counselling service. You can also contact dedicated family violence support services in your local community.

For more information about specialist services for people experiencing drug or alcohol problems, see the [**Alcohol and drug treatments and programs**](#) fact sheet.

Relationship problems

All families have disagreements from time to time. Disagreements are normal in healthy relationships. It is the way these disagreements are handled that is important.

In respectful relationships, people talk through their disagreements. They reach compromises through two-way conversation and negotiation.

Sometimes, however, underlying issues such as problems at work or financial pressures can cause family members to clash more often.

If you reach a point where you feel you can no longer deal with these difficulties on your own, it is a good idea to get some outside help. It can often be better to talk to someone who is not connected to the family.

You might already know a counsellor, or you could ask your local doctor for a recommendation. Your local community health centre can also help.

Family violence

Violence or abuse is never acceptable. If you are experiencing family and domestic violence, you are not alone – help is available.

If you are not feeling safe in your relationship, either emotionally or physically, it's important to seek the right help. Family violence or other behaviours that feel controlling are not a 'relationship issue'.

For information about specialist services for people experiencing family safety, sexual abuse or family violence issues, contact **1800 RESPECT** on **1800 737 732**. 1800 RESPECT is the national sexual assault, domestic and family violence counselling service. You can also contact dedicated family violence support services in your local community.

Relationship advice services for couples and families

The **Family Relationship Advice Line** provides information and advice to anyone experiencing or affected by a family relationship or separation issue. You can call the advice line on 1800 050 321.

If your family problems are specifically related to parenting, you can call Parentline in your state or capital territory for the cost of a local call. The **Parentline Victoria** service (Tel. **13 22 89**) is available from 8 am to midnight, seven days a week, including public holidays. See 'where to get help' for Parentline services in other states and territories.

Family Relationships Online is an Australian Government website that can help direct you to the right type of face-to-face service to meet your needs. Visit Family Relationships Online for information about how to access:

- adolescent mediation and family therapy
- family violence support
- family counselling
- family relationship education and skills training
- family relationship services for carers
- men and family relationship services.

Relationships Australia is a community-based, not-for-profit organisation that offers relationship services, including:

- family, relationship and individual counselling
- family violence support services
- mediation
- family dispute resolution
- relationship and parenting skills education

- community support
- employee assistance programs
- professional training.

Services and programs are available nationally. Call **1300 364 277** for assistance.

Counselling services for same-sex couples and families

If you are in a same-sex relationship and would like help from a same-sex-friendly practitioner to work through relationship or parenting issues, contact **Switchboard Victoria** (Tel. **1800 184 527**). Switchboard offers counselling, information and referrals for LGBTIQ+ people and their friends, families and allies.

The **Australian Lesbian Medical Association (ALMA)** has created a list of doctors and mental health professionals recommended by women within the LGBTIQ+ community. The list includes general practitioners and specialists, as well as metropolitan and rural doctors.

Family relationship centres are for people of all cultural backgrounds

The Australian Government funds family relationship centres across Australia. These services are available for people from all communities and cultural backgrounds.

Family relationship centres provide:

- information about family relationships at all stages
- confidential (private) help for families
- help through a separation
- services that are sensitive to your cultural background.

The centre will arrange for an interpreter if you ask for one.

Read about **family relationship centres in your language**.

Visit **Family Relationships Online** to find your nearest family relationship centre.

Where to get help

- Your **GP (doctor)**
- **Counsellor**
- **1800 RESPECT** Tel. **1800 737 732**
- **Family Relationship Advice Line** Tel. **1800 050 321**
- **Family Relationships Online**
- **Ngala Parenting Line WA** – Tel. **(08) 9368 9368** (metro) or 1800 111 546 (regional, freecall), 8am to 8pm, seven days a week
- **Parent Helpline South Australia** – Tel. **1300 364 100**, 24 hours a day, 7 days a week
- **Parent Line NSW** – Tel. **1300 1300 52**, 9am to 9pm Monday – Friday; 4pm to 9pm Saturday – Sunday
- **Parent Line Tasmania** – Tel. **1300 808 178**, 24 hours a day, 7 days a week.
- **Parentline ACT** – Tel. **(02) 6287 3833**, 9am to 5pm, Monday to Friday
- **Parentline Queensland and the Northern Territory** – Tel. **1300 30 1300**, 8 am – 10pm, 7 days a week
- **Parentline Victoria** – Tel. **13 22 89**, 8 am – midnight, 7 days a week, including public holidays
- **Switchboard Victoria** (LGBTIQ+ support) Tel. **(03) 9663 2939** or 1800 184 527

This page has been produced in consultation with and approved by:

Relationships Australia Victoria

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