



Information  
for you

**stressed? depressed?**

**family not getting along?**

**fighting with your partner?**

**struggling to communicate? thinking of separating?**

**relationship problems?** feeling down? kids curious  
out of control kids? **about sex?**

**looking to rekindle your relationship?**

**new parent? puberty blues? stepfamily troubles?**

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# About us

Interrelate is an innovative and flexible provider of relationship services in NSW. We specialise in supporting parents and children and strengthening family relationships. Since 1926 we have been delivering quality relationship services to individuals, couples, families, children, schools and communities through our network of centres and outreach locations across NSW. We are strengths-based and child focused in our approach.

## Locations and contact details

Contact your nearest Interrelate centre on **1300 736 966** (toll free number) or visit **[www.interrelate.org.au](http://www.interrelate.org.au)** for a full list of our centres and outreach areas.

To contact Interrelate's head office:

**Phone:** (02) 8882 7800

**Email:** [info@interrelate.org.au](mailto:info@interrelate.org.au)

**Post:** PO Box 6307, Baulkham Hills, NSW 1755

**Web:** [www.interrelate.org.au](http://www.interrelate.org.au)

Our head office is located at Suite 423, 14-16 Lexington Drive, Bella Vista, NSW 2153.

# Our vision and values

Our vision is to lead the way in providing responsive, cutting-edge, transformative relationship services with and for our diverse communities.

Our guiding principles are our **RELATE** values:

**Respect:** Foster an environment of respect and a strength-based culture in all contact with clients and each other

**Equity:** Provide people with equitable access to services and information, acknowledging the diversity, needs, rights and worth of all people

**Leadership:** Be recognised as a leader in providing quality relationship services in a way that maximises outcomes for a diverse range of target groups

**Accountability:** Commit to ethical principles and standards of practice and operate within an outcome-based framework that recognises shared responsibility and accountability

**Transparency:** Serve the needs of staff and clients in a fair, ethical and impartial manner and providing consistent and transparent practices and procedures

**Empowerment:** Offer services that focus on empowering people to build capability and resilience

# Our service charter

## Interrelate promises to:

- provide you with a safe environment
- protect your privacy
- recognise diversity and provide equal service opportunities among all communities, families, couples and individuals regardless of gender, religion, sexual orientation, age, ethnicity or disability
- have highly skilled staff to help you
- provide you with up-to-date information
- refer you to other services as appropriate and help you contact them
- listen to any complaints and feedback you might have

## Confidentiality

Anything you tell our staff is confidential. We will only disclose personal information if you give us permission or if required or authorised to by law, for example, to protect children or others from harm.

# Quality assurance

Interrelate staff are highly qualified practitioners and facilitators who provide services for individuals, couples, families and children in a confidential, private and comfortable setting. They work to a strict code of ethics in accordance with external professional bodies and also within Interrelate's quality staffing framework.

Child focused practice occurs in all of Interrelate's services and the wellbeing of children is always our priority.

## Good practice

Interrelate is committed to ensuring good practice across all areas of the organisation. Our practice standards are guided by our service excellence framework and ensure that:

- services are client-centred
- client rights are upheld
- client participation is encouraged
- cases are managed and clients are assisted with referrals as needed.



Interrelate is committed to meeting the approval requirements of all funding bodies where services are funded by external parties and this is supported by our performance framework.

# Safety

The welfare of staff and clients is critical to the effective operation of the organisation. You can be assured Interrelate is committed to health and safety in the provision of all services.



# Privacy and personal information

**Interrelate protects the privacy of its clients and is bound by the Privacy Act 1988, which includes 13 Australian Privacy Principles to protect personal information.**

Interrelate will take steps to ensure that:

- personal and sensitive information collected is relevant, accurate and current during the utilisation of the service
- information will be collected directly from the person receiving the service whenever possible
- personal information will only be used for the purpose it was provided and will be stored securely for a limited time
- the information will be destroyed when no longer required.

**Any concerns relating to the privacy of information should be directed to the CEO:**

**Phone:** (02) 8882 7808

**Email:** [ceo@interrelate.org.au](mailto:ceo@interrelate.org.au)

**Post:** PO Box 6307,  
Baulkham Hills  
NSW 1755

For more information about the Privacy Act, contact the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)



# Feedback or complaints

We want to provide excellent service to all of our clients. We value feedback about the quality of our services and use this feedback to help us evaluate and improve the services accordingly. If you are at all unhappy with any part of our service, the steps to provide feedback are:

## **Talk to the person involved**

If you are uncomfortable talking with this person or are not satisfied with the outcome

## **Talk to one of our managers**

If your complaint is about a manager or you are still not satisfied with the outcome

## **Contact the CEO of Interrelate**

Interrelate CEO, PO Box 6307, Baulkham Hills NSW 1755

Email: [ceo@interrelate.org.au](mailto:ceo@interrelate.org.au)

Phone: (02) 8882 7808

If you are still not satisfied your complaint has been resolved, please contact our relevant funding body. These are listed at [www.interrelate.org.au/feedback](http://www.interrelate.org.au/feedback)

## Please take a moment to tell us what you think

(on a scale from 1-5, with 1 being poor and 5 being excellent)

	1	2	3	4	5
1. Courtesy of reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Comfort with environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Waiting time for appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Satisfaction with service quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Rate service as value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Overall impression of Interrelate staff and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Recommend Interrelate services to a friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Any other comments:**

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Please place this form in the feedback box at reception or post to:

**Interrelate Feedback**  
**PO Box 6307**  
**Baulkham Hills, NSW 1755**

Thank you.







[facebook.com/interrelate](https://facebook.com/interrelate)



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