



Our services

Relationships Australia Victoria



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about



- find more information.

About this book



This book is from Relationships Australia Victoria.

We respect Aboriginal people and we work on Aboriginal land.



This book is about

- our services.
- **consent**
 - consent means you agree or say **yes**
- **privacy**
 - privacy means we do **not** share your personal information
- **fees**
 - fees means the money you pay
- **feedback**
 - feedback means you tell us your ideas.



Our services



Our services help families and people in relationships. For example, **counselling**.

Counselling is a meeting to talk about your life.



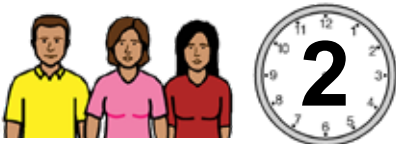
Our staff have the right

- training
- experience.

Our appointments



A meeting for 1 person goes for 50 minutes.



A meeting for 2 or more people can go for 2 hours.



If you **cannot** come to your appointment you must tell us 24 hours **before** the appointment.

Your consent



If you want to use our services you must agree to the information in this book.

Your privacy



We follow laws about privacy.

When we work with you we need some of your personal information.

For example

- your name
- your address
- your phone number.



We also need to give the government some of your information.



For example

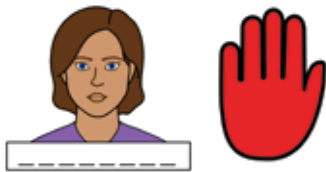
- the country where you were born



- your language



- your job.



We will **not** give the government your name.

We will **not** share your information with other people or groups unless

- you say **yes**



or



- the law says we must share your information.

For example, if you or another person is in danger.

Our fees



Some of our services are free.



You must pay for some services.

For example

- counselling



- **family dispute resolution.**



Family dispute resolution means we help families work on problems.

How much are our services?



Our prices depend on how much you earn.



You can apply to pay less for services if you have money problems.



Talk to us for more information about prices.

How to give feedback



You can

- give feedback to say we did a good job



- make a **complaint**.



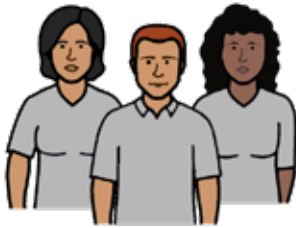
A complaint means you say

- you are **not** happy with our services



- how we can do better next time.

Who to give feedback to



You can give feedback to

- the staff member you see most



- the manager.

You can also talk to our **complaints officer**.



Our complaints officer will help if you

- tried to talk to a staff member or manager



- did **not** get the answers you need.



If you are still not happy, you can get help from someone who does **not** work with us.



Ask for our complaints brochure for more information about how to make a complaint.

More information



For more information contact
Relationships Australia Victoria.



Website www.rav.org.au

National

Relay

Service

If you need help to speak or listen

Contact Relationships Australia Victoria
through the National Relay Service or NRS.



Call the NRS help desk
1800 555 660



Go to the NRS website
communications.gov.au/accesshub/nrs

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