

## Frequently Asked Questions

### Information for referrers about Family Therapy at The Bouverie Centre

Detailed information about our Family Therapy Service can be found on our [website here](#). We also encourage you to view the [FAQs for families here](#) as they contain relevant information for referrers.

#### What is RAFT?

RAFT, or Rapid and Accessible Family Therapy is what we call our service. All families who attend the Bouverie Centre will attend RAFT. The main steps that you can expect when you have Family Therapy at the Bouverie Centre are outlined on our [Family Services page here](#).

#### Can I refer my client for family therapy?

Our policy is all families must self-refer. You are welcome to be present with your client when they speak with us or with their consent, discuss their situation with the Family Care Coordinator whom they had contact with.

#### How long is your waitlist?

We are introducing a no waitlist model of care. We hope to offer eligible families a one-off family therapy session within three weeks of their initial appointment with a Family Care Coordinator. If we are unable to offer an appointment within three weeks, we ask families to contact us the following week as new appointments become available.

**I am a lawyer. The Family Court ordered that the children and their parents participate in (non-reportable) family counselling/therapy to assist with the children's relationship with their parent which has been disrupted following the parents' separation. Can your service help?**

We are unable to see families when they are engaged with the Family Court or for family counselling relating to:

- post-separation matters
- co-parenting matters
- family mediation
- couple or relationship counselling
- issues relating to child access or custody-related issues

#### Healthy relationships in families, organisations and communities



The reason we do not offer these services is because this is not what The Bouverie Centre specialises in, and it is not what the Department of Health funds us to do. We encourage you to view our list of alternative service providers who specialise in these fields. If that doesn't help, please contact us and you can speak to our Family Care Coordinator who may be able to provide relevant alternative options.

### **What is the referral process?**

Every new family who contacts The Bouverie Centre will be asked a couple of screening questions by our reception staff. The caller is then offered a booked brief (15-20 minute) phone call with a Family Care Coordinator who will discuss the family's needs and suitability for our family therapy program. If eligible, suitable and ready, the family will be offered an appointment in our Rapid Access Family Therapy Clinic, where they will be seen by two clinical family therapists.

### **Do you work with family violence?**

The Bouverie Centre is funded as a mental health service and we are unable to work with families where there is current family violence or ongoing threat of family violence.

If unsure, you are welcome to discuss the situation with a Family Care Coordinator.

### **Who decides who comes to the first session?**

We prefer that the family self-organises and chooses who they would like at their first session. Our Family Care Coordinator will confirm who will attend prior to their appointment.

If there are any safety concerns, this should be discussed with the Family Care Coordinator during the initial telephone contact.

### **How much does it cost?**

Our service is funded by the Victorian Department of Health and provided at no cost to families who meet our [eligibility requirements and who agree to our Terms of Service](#).

### **How many sessions will my client have?**

While it is hard to predict how many sessions a family may need, we find that most families have between 1 and 3 sessions. Rarely will a family have 10 sessions.

### **Who can we contact about Family Therapy in other states?**

There are several organisations that offer family therapy in other states. Relationships Australia has a list of locations on their website and Australian Association of Family Therapy website has a list of Clinical Family Therapists searchable by state.

### **What if my client is not eligible for your service, how can Bouverie help?**

At the end of your consult, the Family Care Coordinator may suggest alternative counselling options for your client, which may include Family Therapists who work in private practice or other services that offer family therapy.

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## **Healthy relationships in families, organisations and communities**