

## About Us

LifeWorks Relationship Counselling and Education Services provides affordable professional counselling, family dispute resolution, mediation and education for individuals, couples, families, children and adolescents.

Our staff can help you with relationship, parenting, separation, reconciliation, divorce, re-marriage, step-family and family conflict issues.

LifeWorks serves the Victorian community by promoting positive relationships for the achievement of wellbeing and the fullness of life. LifeWorks reflects a compassionate concern for those experiencing relationship difficulties, isolation and hurt, and celebrates the joy of positive relationships.

LifeWorks is a not-for-profit organisation funded and approved by the Federal Attorney-General's Department under the provisions of the Family Law Act 1975 and is partially funded by the Australian Government.

LifeWorks is the only Commonwealth Government approved counselling, family dispute resolution and educational organisation in the Central Business District of Melbourne. We also have 10 branches throughout metropolitan Melbourne and country Victoria.

Through its Employee Assistance Program, LifeWorks provides counselling and mediation to employees, work teams and organisations

### VISION STATEMENT

LifeWorks - Promoting Positive Relationships.

fullness of life. LifeWorks reflects a compassionate concern for those experiencing relationship difficulties, isolation and hurt and celebrates the joy of positive relationships.

## OBJECTIVES

LifeWorks' Constitutional objectives are to provide:

- (a) professional counselling services;
- (b) education;
- (c) mediation and dispute resolution; and
- (d) research in the field of human relationships and other activities which will assist these objectives.

At a direct service level these objectives are enacted through:

- the provision of high quality professional relationship counselling, dispute resolution and educational services
  - the creation of an environment in which clients and staff are encouraged to learn and develop
  - clients developing their potential in ways that optimise their quality of life
  - interventions and education services which assist people to deal positively with significant life changes
  - the contribution made to community wellbeing by providing early intervention and preventive services, which minimise the emotional, social and economic costs associated with disruption to relationships and families
- LifeWorks' quality assurance, performance monitoring and evaluation systems designed to ensure the highest possible quality

## VALUES

LifeWorks' staff and board members are individually and collectively committed to high quality, client-focused, professional service provision aimed at enabling children, young people and adults, in all their diversity, to develop and sustain safe, supportive and nurturing relationships.

The work of LifeWorks is firmly based on the values and beliefs that:

provision of family relationship services is a way of contributing to the development of a better Australia  
respectful, meaningful and fulfilling relationships that optimise quality of life are intrinsic to effective and creative living  
positive and valued family relationships are inherent 'social goods'  
human growth and development are essential to the achievement of full human potential  
effective and creative living is only possible if people are able to continue to grow and develop  
all people are to be accorded respect  
as social beings, we are likely to need assistance with our relationships at different points in our lives  
seeking and giving assistance is a positive and healthy action.

LifeWorks' practice with clients and between staff reflects the following principles:

the best interests of our clients and their children is the central focus of counselling, dispute resolution, educational, administrative and organisational activities  
delivery of 'best practice' services through administration, management, counselling, dispute resolution and education techniques are all directed to the benefit of clients  
open communication, teamwork, lifelong learning, individual and mutual accountability are intrinsic to excellence.  
**ETHICAL STANDARDS**

LifeWorks is committed to the following ethical standards:

LifeWorks' services are not to be used for personal gain or profit by our staff  
Counselling and dispute resolution services are not be provided to members of LifeWorks' staff, their partners or direct family members  
Our actions are based on a recognition of the essential dignity of each and every person  
No staff member will engage in any sexual or intimate relationship with a client/s or former client/s  
LifeWorks' policy of confidentiality is paramount  
All staff have a responsibility for preventing situations which may cause harm to themselves or others, by working safely and identifying risks to safety  
All staff are expected to show active concern for the well-being of the community and the environment.