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# MAJOR FAMILY LAW SERVICES AND WAITING TIMES

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# FAMILY DISPUTE RESOLUTION

## WAITING TIMES DECEMBER 2019/JANUARY 2020

Please note waiting times are *after* intake has been completed and forms received from *both parties*.

Suburb	Organisation	Phone	Approximate Waiting period - Intake
Adelaide	Centacare Adelaide	8215 6700 or 1800 114040	<p>4- 6 weeks</p> <p>Mon 9am – 5pm Tue – 9am – 5pm Wed 9am – 5pm Thu – 9am – 5pm Fri – 9am – 5pm Usually alternate Wed or Thu until 9pm.</p>
	Adelaide FRC, Relationships Australia	8419 2000	<p>4 weeks</p> <p>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</p>
	FDR Legal Services Commission	<p>8111 5534</p> <p><a href="mailto:FDRsecretary@lsc.sa.gov.au">FDRsecretary@lsc.sa.gov.au</a></p> <p>General enquiries about FDR (for parties not currently represented) should be made by calling the Legal Help Line on 1300 366 424</p>	<p>By arrangement with lawyer. At least one party must be on a grant of legal aid and funded for a FDR Conference.</p> <p>Parties can attend by telephone link if not feasible to attend in person.</p> <p>Conferences are held Monday to Friday at 9.30am and 1.30pm by prior arrangement.</p> <p><b>Current wait time</b> for INTAKE in a pre-litigation FDR Conference is about 4-6 weeks.</p> <p>No Conferences from 23/12/19 - 3/1/20</p> <p>Court ordered conferences are usually given a set date by the Court.</p>

Western Suburbs	Relationships Australia, Port Adelaide	8340 2022	6-7 weeks <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</div>
	Anglicare, Hindmarsh	8301 4200	8-10 weeks Mon – Fri – 9am - 5pm
Southern Suburbs	Relationships Australia, Marion,	8377 5400	11 weeks <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</div>
	Noarlunga FRC, Uniting Communities	8202 5200	3 weeks
	Marion Outreach Site		4 weeks
	Aldinga Outreach Site		3 weeks
	Victor Harbour Outreach Site (every Tuesday)		4 weeks
	Kangaroo Island Outreach Site (one Monday per month)		7 weeks
	Anglicare, Noarlunga	8301 4200	8-10 weeks Mon – Fri – 9am - 5pm
	Legal Services Commission Noarlunga	8111 5534 <a href="mailto:FDRsecretary@lsc.sa.gov.au">FDRsecretary@lsc.sa.gov.au</a>  General enquiries about FDR (for parties not currently represented) should be made by calling the Legal Help Line on 1300 366 424	By arrangement with lawyer. At least one party must be on a grant of legal aid and funded for a FDR Conference. Parties can attend by telephone link if not feasible to attend in person. Conferences are held Monday to Friday at 9.30am and 1.30pm by prior arrangement. <b>Current wait time</b> for INTAKE in a pre-litigation FDR Conference is about 4-6 weeks. <div>No Conferences from 23/12/19 - 3/1/20</div> Court ordered conferences are usually given a set date by the Court.

Northern Suburbs	Salisbury FRC, Relationships Australia	8255 3323 Elizabeth	12-13 weeks <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</div>
	Elizabeth FRC Relationships Australia		7-8weeks <div>Closure for site is from 3pm 24th December and reopen on Thursday 2nd January 2020</div>
	Nuriootpa Outreach Site, Relationships Australia (2 <sup>nd</sup> and 4 <sup>th</sup> Monday each month)		10-12 weeks <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020</div>
	Centacare Salisbury	Book via Adelaide office 8215 6700	4-6 weeks Tue – 9am – 5pm Wed – 9am - 5pm
Murray Bridge	Centacare Adelaide Murray Bridge	8531 8888	4-6 weeks Mondays only
Regional North	Port Augusta FRC, Centacare CDPP	8641 0432	12 weeks <div>The Family Relationship Centre and Centacare offices are closed from 5pm Friday 20th December 2019 and will reopen at 9am on Monday the 6th January 2020.</div>
	Port Pirie Centacare Outreach Site		12 weeks
	Port Lincoln Centacare Outreach		12 weeks
	Legal Services Commission, Whyalla	8111 5534  <a href="mailto:FDRsecretary@lsc.sa.gov.au">FDRsecretary@lsc.sa.gov.au</a>  General enquiries about FDR (for parties not currently represented) should be made by calling the Legal Help Line on 1300 366 424	By arrangement with lawyer. At least one party must be on a grant of legal aid and funded for a FDR Conference. Parties can attend by telephone link if not feasible to attend in person. Conferences are held Monday to Friday at 9.30am and 1.30pm by prior arrangement. <b>Current wait time</b> for INTAKE in a pre-litigation FDR Conference is about 4-6 weeks. <div>No Conferences from 23/12/19 - 3/1/20</div> Court ordered conferences are usually given a set date by the Court.

South East	Mount Gambier FRC, ac.care	8721 3500	6- 8 weeks  the Mount Gambier FRC will be closed from Tues 24/12/19 and will re-open on Mon 06/01/20
	Centacare, Mount Gambier	8724 0500	2-3 weeks  Generally two days per month 9am to 5pm. Days vary  Centacare Mount Gambier office closing midday Monday 24th Dec, re-opening Monday 7th Jan
Riverland	Relationships Australia, Berri	8582 4122 Mon – 9am-5pm Tue – 9am-6pm Wed – 9am – 7pm Thu – 9am-5pm Fri – 9am-5pm	2-4 weeks  Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.

# CHILDREN'S CONTACT SERVICE

## WAITING TIMES DECEMBER 2019/JANUARY 2020

*\*Please note waiting times are **after** intake has been completed and forms received from **both parties**\**

Suburb	Organisation	Phone	Changeovers	Supervised Contact
Adelaide	Relationships Australia East (Campbelltown/Paradise)  (intakes are conducted at Frome Street/Hindmarsh office)	8223 4566	<b>Wait: 4-6 weeks</b>  Week 1: Saturdays and Sundays 10am, 2pm, 4.30pm and 5pm.  Week 2: No service	<b>Wait: 8 weeks</b>  Week 1 : Saturdays & Sunday (sessions last 1.45 hours): 10:30am to 12.15pm & 2.15pm to 4pm.  Week 2: Saturdays only (sessions last 1.5 hours): 10am to 11.30am, 1.15pm to 2.45pm and 3.15pm to 4.45pm  <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</div>
West	Relationships Australia West (Hindmarsh)	8245 8100 <u>(Intakes not likely to be available for a few weeks)</u>	<b>Wait: 4-6 weeks</b> Fridays (weekly): At 5pm Saturdays (weekly) and Sundays (fortnightly) : 10am, 2pm, 4.30pm & 5pm <b>Closed Sunday fortnightly but can offer changeovers at Campbelltown CCS</b>	<b>Wait: 20 weeks</b>  Sessions last 1.45 hours.  Thursdays (weekly): sessions offered between 9.30am and 5.30pm.  Saturdays (weekly): 10.30am to 12.15pm and 2.15pm to 4pm  Sundays (fortnightly): 10.30am to 12.15pm and 2.15pm to 4pm.

				<p>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</p> <p><b>Kids Connect Playgroup (Sat 2.15pm fortnightly) &amp; Youth Connect (Thurs 4pm, fortnightly)</b></p>
<b>Southern Suburbs</b>	Anglicare , Noarlunga	8392 3180  Online form for CCS – <a href="#">click here</a>	<b>Wait: 3-4 weeks (processing and intake time)</b> Saturday (weekly): 9:00 - 11:30 and 1:30 - 4:00 pm Sunday: 3:30pm to 6pm	<b>Wait: 3-4 months</b> Alternate Saturdays: 9:45am, 1:15pm, 3pm Alternate Sundays: 3:30pm
<b>Northern Suburbs</b>	Relationships Australia Northern CCS ( located at Elizabeth )	8255 3323	<p><b>Wait: 4-6 weeks</b> Fridays: Wk 1 4.30pm or 5.00pm Wk 2 4.30pm or 5.00pm Saturdays 10am, 2pm, 4.30pm or 5pm Alternate Sundays 10am, 2pm, 4.30pm or 5pm</p>	<p><b>Wait: 2 months</b> Visits run for 1.5 hours Saturdays 10.30am-12pm and 2.30pm-4.00pm Alternate Sundays 10.30am-12.00pm and 2.30pm-4.00pm</p> <p><b>Also offers Kids Connect</b></p> <p>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</p>
<b>Hills</b>	Anglicare, Mt Barker	8392 3180  Online form for CCS – <a href="#">Click here</a>	<b>Wait: 3-4 weeks (processing and intake time only)</b> Alternate Saturdays: 8:30am-4pm. No Sundays.	<b>Wait: Processing time only</b> , available time slots as soon as registration and intakes have been completed Alternate Saturdays: 9:45am, 1:15pm, 3pm
<b>Regional North</b>	Uniting Country SA Whyalla	8649 0800	<b>Wait: 3- 4 weeks</b>	<b>Wait- 3-4 weeks</b>
	Uniting Country SA	Client must attend Child Focused	<b>Wait: 3-4 weeks</b>	<b>Wait: 3-4 weeks</b>

	Port Augusta	Information Session prior to commencing service		
South East	ac.care Mt Gambier	8721 3500 (Minimal wait for intake)	<b>Wait: Minimal</b> Fridays: 3pm to 5:30pm Saturdays & Sundays: 9am to 5:30pm	<b>Wait: 2-3 weeks</b> Saturdays & Sundays: By arrangement. <div>the Mount Gambier FRC will be closed from Tues 24/12/19 and will re-open on Mon 06/01/20</div>
	ac.care Millicent		<b>Wait:</b> Alternate weekends by arrangement- <b>minimal wait</b>	<b>Wait:</b> Alternate weekends by arrangement- <b>minimal wait</b>
Riverland	Relationships Australia Berri	8582 4122	<b>Wait: Minimal</b> Weekdays by arrangement Sat – 10am to 5pm Sun – 12.30pm – 5pm	<b>Wait: Minimal</b> Sat – 10am – 5pm Sun – 12.30pm – 5pm Weekdays by arrangement. <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</div>



# FAMILY RELATIONSHIP COUNSELLING

WAITING TIMES DECEMBER 2019/JANUARY 2020

Area	Service & Organisation	Phone	Counselling Times	Waiting Time
Adelaide / Central	Uniting Communities	8205 5190	Mon 9am-5pm Tues 9am – 5pm Wed 9am to 6.30pm Thurs 9am-5pm Friday 9am – 5pm	6-7 weeks
	Relationships Australia	8223 4566	Mon- 9am-5pm Tue – 9am – 5pm Wed - 9am-9pm Thu – 9am - 9pm	10-11 weeks <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</div>
	Centacare Adelaide	8215 6700	Mon– 9am – 5pm Tue – 9am – 5pm Wed – 9am – 9pm Thu – 9am – 9pm Fri – 9am - 5pm	5-6 weeks
	Centacare Gilles Plains	8215 6700	Alt Mon – 9am – 5pm Tue – 9am - 5pm	9-10 weeks (Christmas period only)
	Lutheran Community Care, Blair Athol	8269 9300	Mon-Fri 9am-5pm	2-3 weeks <div>LCC offices are closed 25 Dec – 1 Jan, re-opening 2 January 2020</div>
	Lutheran Community Care, Magill	8331 3111	Tue – Thu - 9am-5pm	12-14 weeks

				LCC offices are closed 25 Dec – 1 Jan, re-opening 2 January 2020
<b>Western Suburbs</b>	Relationships Australia, Port Adelaide	8340 2022	Mon- 9am-5pm Tues - 9am-9pm Wed – 9am – 5pm Thu – 9am – 5pm Fri – 9am - 5pm	6-7 weeks <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</div>
	Anglicare, Hindmarsh – Family Counselling	8301 4200	Mon – 9am – 5pm Tue – 9am – 5pm Wed – 9am – 5pm Thu – 9am - 8pm	No present availability
	Anglicare, Hindmarsh – Men's Counselling	8301 4200	Mon – 9am – 5pm Tue – 9am – 5pm Wed – 9am – 5pm Thu – 9am – 5pm	No present availability
	Centacare Port Adelaide	8215 6700	Thu – 9am - 5pm	No wait
<b>Northern Suburbs</b>	Relationships Australia, Salisbury	8250 6600	Mon - 9am – 5pm Tue – 9am – 5pm Wed – 9am – 7.30pm Thu – 9am – 7.30pm Fri – 9am - 5pm	12-13 weeks <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</div>

	Relationships Australia Elizabeth	8255 3323	Mon - 9am – 5pm Tue - 9am – 5pm Wed - 9am – 5pm Thu – 9am – 7.30pm Fri – 9am – 5pm	6-8 weeks <div>Closure for site is from 3pm 24th December and reopen on Thursday 2nd January 2020</div>
	Centacare, Elizabeth	8215 6700	Mon – 9am – 5pm Tue – 9am – 5pm	3-5 weeks
Southern Suburbs	Uniting Communities, Christies Beach	8205 5190 (book via city office)	Mon 9am – 5pm Tues 9am to 5pm Wed 9am – 5pm Thurs 9am – 5pm Fri 9am – 5pm	No new clients
	Relationships Australia Marion	8377 5400	Mon – 9am – 5pm Tue – 1pm - 9pm Wed – 9am-5pm Thu – 1pm - 9pm Fri – 9am - 5pm	7 weeks <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</div>
	Centacare Aldinga	8215 6310	Mon – 9am – 5pm Tue – 9am – 5pm Wed – 9am – 5pm Thu – 9am – 5pm Fri – 9am - 5pm	3-4 weeks
	Centacare Goolwa	8215 6310	Mon – 9am-5pm	4 weeks
	Anglicare, Christie's Beach (Family Counselling)	8186 8900	Mon 9am – 8pm Wed – 9am – 5pm Thu – 9am – 5pm	No present availability
	Anglicare, Christie's Beach (Men's Counselling)	8186 8900	Mon – 9am – 8pm Wed – 9am – 5pm Thu – 9am – 5pm	No present availability

<b>Barossa</b>	Lutheran Community Care, Nuriootpa	8562 2688	Mon - 9am – 5pm Wed - 9am – 5pm	2 weeks <div>LCC offices are closed 25 Dec – 1 Jan, re-opening 2 January 2020</div>
<b>Murray Bridge</b>	Uniting Communities	8535 6800	Thurs 9am - 5pm	3-4 weeks
	Centacare	8531 8888	Mon – 9am – 5pm Tue – 9am - 5pm	No wait
	Lutheran Community Care	8531 3644	Thu – 9am – 5pm Fri – 9am - 5pm	12-14 weeks <div>LCC offices are closed 25 Dec – 1 Jan, re-opening 2 January 2020</div>
<b>South East</b>	Centacare Mount Gambier	8303 6630	Mon – 9am – 5pm Tue – 9am – 5pm Wed – 9am – 5pm Thu – 9am - 5pm	1-2 weeks
	ac.care, Mount Gambier	8721 3500	Mon-Wed 9am-5pm Thursday also 5-7pm by appointment	2-4 weeks <div>the Mount Gambier FRC will be closed from Tues 24/12/19 and will re-open on Mon 06/01/20</div>
<b>Riverland</b>	Relationships Australia, Berri	8582 4122	Mon – 9am – 5pm Tues – 9am – 5pm Wed – 1pm – 9pm Thu – 9am – 5pm Fri – 9am – 5pm	2 weeks <div>Relationships Australia offices will be closed from 9am on Wednesday 25 December 2019 and will re-open at 9am on Thursday 2 January 2020.</div>