



Referral for Active Intervention (RAI)

What is Referral for Active Intervention?

The UnitingCare Community's Referral for Active Intervention (RAI) is a free service that supports families when they need it most. All families go through times of stress and may need a little extra help to work through challenges.

We can help with:

- Parenting
- Household management
- Kids' behavior and school problems
- Relationship difficulties
- Stress management
- Feelings of isolation or loneliness
- Financial or employment struggles
- Overuse of alcohol and drugs

It's a voluntary program. It is your choice to work with us. The benefits you may get from our program include support to build on the strengths of your family.

How does RAI work?

All families are different. The RAI team will work with your family to find out your goals and how we can help you meet them.

We will meet with you where you feel most comfortable, usually in your home but sometimes at our office or another suitable place at a time that suits you. We typically work with you and your family for around six months.

Your Rights

Under the *Privacy Act 1988* you have the right to access your personal information. The information cannot be removed or copied. The records are the property of UnitingCare Community and this protects and ensures your privacy and security.

Your discussions with our team are confidential and will remain private. The only time this information may be shared is when there are concerns about the safety of yourself and/or other people or when information is subpoenaed by court.

If you are unhappy with the program or support you receive, you can let us know by speaking to us.

We work to

- Keep kids safe by providing information, support and counselling to help parents care for their children.
- Help families develop new ways to cope in times of stress.
- Support and counsel children and young people who have experienced trauma.

Why work with us?

We listen to you and your family and will talk with you in ways you understand.

Every family we work with can expect support and plans made with them to help them reach their own goals.

