

Position Description

Position Title:	Family Dispute Resolution Practitioner
Service/Program:	Family Dispute Resolution
Approved By:	General Manager Operations
Date Effective:	May 2026

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to ensure RAV provides high quality family dispute resolution processes for separating families for identified issues in dispute. Parenting arrangements, child-welfare related matters, financial separation, property division and child support are common issues in dispute during Family Dispute Resolution.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA), but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

Position Specifications

Line manager	Centre Manager
Manages	Nil
Key external liaison	Relevant lawyers, Family and Federal Magistrates Court representatives, other dispute resolution organisations, Child Support Agency, local networks.
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

The primary responsibility of this role is to provide family dispute resolution (FDR) to separating families, by assisting them to isolate issues in dispute, develop and consider options to resolve those issues, support parties who wish to agree to one or more of those options and, where a child is affected, encourage parties to focus on the best interest of the child. The FDRP may be required to provide conflict resolution, parent education, a framework for negotiation and assist families to develop parenting plans or property agreements during FDR. FDRPs provide support, facilitation and a forum for parties seeking to make decisions that resolve practical matters, strengthen relationships in families and avoid court proceedings.

The FDRP will undertake assessment (for all parties to FDR) of appropriateness to proceed to FDR. The role will also involve provision of information and appropriate internal and external referrals to correspond with identified needs and/or risks for clients and their children. The role requires FDRPs to encourage clients to focus on the 'best interest' of their children in parenting matters as well as providing education and advice regarding children's wellbeing following separation and considering children's age and stage developmental needs. The FDRP is encouraged to offer Child Inclusive FDR Practice (where safe and appropriate) and Enhanced Child Focussed Practice to clients participating in parenting FDR.

The role may at times also include opportunities to assist in the delivery of professional training, group facilitation and student support.

Key Result Areas (KRAs)

Area	Tasks
Client Services	<ul style="list-style-type: none"> • To provide Family Dispute Resolution (FDR): assess, screen and make decisions regarding suitability and the FDR approach, providing referral where appropriate for clients in a sensitive and efficient manner. Undertake FDR sessions within both sole dispute resolution and co-FDR frameworks and possess the capacity to work within a child-inclusive framework. • Provide family dispute resolution for separating families for all issues in dispute, usually parenting arrangements and other child-welfare related matters, property division and child support. • Maintain positive professional relationships with Centre Manager, Assistant Manager, FDR Practice Specialist, Senior FDRP and colleagues, reporting relevant issues and contributing to a professional and harmonious workplace. • Participate in quality assurance processes as determined by the Centre Manager and FDR Practice Specialist. • Identify and report on any Occupational Health and Safety (OH&S) concerns to the OHS representative or Centre Manager. • Participate in professional development activities and regular clinical supervision to ensure ongoing quality improvement, engaging in performance planning and review in line with RAV and consortia procedures (where applicable). • Participation in community awareness development/seminars as appropriate. • To take a professional approach to client crisis and stressful situations. • To report child abuse or the risk thereof to appropriate child welfare authorities.
FDRP Competencies	<ul style="list-style-type: none"> • Demonstrate key FDRP competencies: • Assess appropriateness for FDR. • Plan and prepare for FDR. • Establish a suitable climate for FDR in the room. • Create a framework for discussion. • Facilitate exploration of issues and concerns. • Assist clients to consider options. • Promote negotiation to reach agreement, if appropriate and possible. • Assist clients to identify outcomes and next steps. • Demonstrate evidence of knowledge and experience in family dispute resolution, including an understanding of the Family Law Act 1975 (Cth), Family Law (Family Dispute Resolution Practitioner Regulations) 2008 (Cth) and other legislation relevant to FDR practice. • Contribute to relevant operational planning, dispute resolution and education services through generous professional sharing, participation in team meetings and research as appropriate. • Demonstrate capacity to work with clients using a team approach in the delivery of RAV's service framework. • Demonstrate a thorough understanding of client confidentiality and privacy principles. • Demonstrate a skilled and inclusive approach to working with a diverse client community, including culturally and linguistically diverse (CALD) clients, and First Nations clients, LGBTQIA+ clients, clients presenting with diverse physical and neurological needs, mental health issues, family violence issues and individuals presenting with risk or vulnerability. • Make sound professional judgements and decisions based upon knowledge, training, experience and appreciation of difference. The FDR practitioner may use this expertise to conduct community education and promotional activities, as approved. • Demonstrate a skilled approach to working with a range of community clients, including the culturally and linguistically diverse (CALD) and indigenous communities, and with mental health issues, family violence issues and individuals at risk.
Obligations	Positively contribute to RAV's contractual obligations by:

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

	<ul style="list-style-type: none"> • delivering the agreed number of dispute resolution sessions in accordance with budget, RAV policies and protocols • maintaining up to date organisational and clinical records of client attendance, summaries, decisions and other data to enable accurate and timely reporting • ensuring that dispute resolution practice complies with appropriate policies and legislation (e.g. Family Law Act 1975 (Cth), Family Law (Family Dispute Resolution Practitioner) Regulations 2008). • maintaining FDRP accreditation by complying with the Attorney General's Department Accreditation Unit's requirements (including but not limited to providing accurate information on the AGD FDRP Register).
Policies procedures and systems	<ul style="list-style-type: none"> • Comply with policies, procedures and systems as required. • Model the organisation's values and contribute to the workplace culture. • Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	<ul style="list-style-type: none"> • Demonstrate commitment to team / centre objectives and strategic priorities. • Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	<ul style="list-style-type: none"> • This position description is not an exhaustive list of responsibilities. • Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. • You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

- Provision of ethical and high-quality family dispute resolution services to clients
- Efficient processing/completion of client details in CRM and effective record keeping
- Effective participation in supervision (individual and group) and professional practice development
- Consultation, as required, to provide effective and efficient services, with relevant community and service providers.
- Prompt reporting of feedback and complaints from clients on services provided Prompt reporting of notifiable incidents to line manager
- Compliance with RAV policies and procedures
- Awareness of and compliance with AGD and DSS funding requirements
- Awareness of and compliance with client confidentiality and privacy obligations
- Participation in annual observations of FDR sessions by the Senior FDRP
- Compliance with the FDR Registration Requirements (AGD Practitioner accreditation unit)
- Immediate Reporting to RAV non-compliance with maintaining FDR registration

Key Selection Criteria (KSC)

Mandatory KSC:

- A tertiary qualification in social sciences (psychology, social work), law or dispute resolution or related field and/or substantial and demonstrable experience as a practicing FDRP (Note: a candidate without tertiary qualifications in law/social science/dispute resolution may be judged as having sufficient practice experience to have equivalence in expertise)
- Graduate Diploma of Family Dispute Resolution (registered vocational education and training).
- Accreditation as a FDRP under the Accreditation Rules as set out in Regulations 5 and 6 Family Law (Family Dispute Resolution Practitioners) Regulations 2008.
- On the Register of family dispute resolution practitioners maintained by the Attorney General's Department or eligible to be so registered.
- Trained in family law property dispute resolution or willing to undertake training.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

- All employees will be required to undertake a National Police Check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.

Desirable KSC:

- Demonstrated experience as a family dispute resolution practitioner.
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable)

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.