



Walk-in Together: family therapy when you need it.

The Bouverie Centre is currently offering walk-in family therapy via telehealth for families who want to be seen quickly and on a 'one-at-a-time' basis.

When: Mondays between 12.30 and 6.30pm (last session starting 5.00pm). The sessions are usually between 60 and 90 minutes long. There may be some waiting time before your session.

By telehealth: *Walk-in Together* family therapy sessions take place online using Zoom. For this, each family member will need access to a device such as a desktop, laptop or ipad with a functioning camera and microphone. Family members may share the same device for the session, provided they can all see the screen and be seen, and that they are all comfortable with sharing. Please make sure you have organised your technology before booking in for your *Walk-In-Together* session. If you have any questions about this, please speak with our reception staff.

How it works: We do not take bookings or appointments for *Walk-in Together*. Two or more members of a family can access a session of same-day family therapy via telehealth on a Monday afternoon by calling us on 03 8481 4800 after 12.00pm. The service is provided on a first-in, first-served basis. If there is room to be seen that day, your family will be registered and allocated a place in the virtual queue. You will be given a rough estimate of the time you are likely to be seen, knowing that the waiting time may end up being longer or shorter. We will give you a call 15 minutes before the start of your session.

Researching walk-in family therapy: As we want to find out more about the helpfulness of walk-in family therapy, we will be asking families who attend a session to be part of our *Walk-In Together* research project. Family members will be asked a few questions at the beginning and end of their session, with a follow up contact by a member of our research team around 6 weeks later.

Our therapists: The *Walk-in Together* clinic is staffed by a team of trained family therapists working together to meet the specific needs of each family who attends.

How is *Walk-in Together* different to other family therapy? Walk-in family therapy is provided on a one-off basis as a way of responding to families' needs at the time, rather than weeks or months later. Unlike other forms of family therapy, each walk-in session is considered complete in itself. There is no contact before the family 'walks' in and no therapist follow-up after the session. If, by the end of the session, families decide they want ongoing support, they may, as part of the session, be given information about other relevant services. Families are also free to 'walk' in again in the future for another one-off session.

Cost: *Walk-in Together* sessions are free.

Who it is for: *Walk-in Together* is open to all Victorian families. At least two family members must attend together. As long as it is safe to do so, families are more likely to achieve better outcomes if all family members affected by the issue at hand attend the session, no matter how young or old.

A note about 'family': For us, the word 'family' is defined by our clients. This includes chosen family, extended family, kinship groups, community and so on. The *Walk-in Together* team particularly welcomes First Nations families, LGBTIQI families, families where a member has disability or an illness, families from culturally diverse backgrounds, families where a member uses alcohol or other drugs and any family that experiences marginalisation or discrimination.

Healthy Relationships in Families, Organisations and Communities