Kids in Focus Online Product Information Sheet

This sheet provides general information about the self-paced online version of Kids in Focus (KIF). Relationships Australia NSW also offers other ways to complete Kids in Focus when the online learning approach does not suit you or your circumstances.

1. Is this service for me?

1.1 What is Kids in Focus Online and who is it for?

Kids in Focus Online is a parenting education course for parents who are separated or separating. It helps you understand how separation can affect children, how conflict and communication between parents can affect them, and how to keep your children's needs, wellbeing and safety at the centre of decisions.

If you are taking part in Family Dispute Resolution with Relationships Australia NSW (either through one of our Family Relationship Centres or Access Family Mediation) and you have children, you will be asked to complete Kids in Focus before a joint mediation session. You may also choose to complete Kids in Focus Online independently of Family Dispute Resolution.

1.2 What kind of help does the course offer?

The course gives you research-informed information and practical ideas about parenting after separation. It is educational rather than counselling or therapy, and there is no live counsellor or facilitator while you complete the online course.

1.3 How is the course delivered, how long does it take and what does it cost?

Kids in Focus Online is self-paced and completed through Relationships Australia NSW's online learning platform. It has nine modules, takes approximately 75 minutes and can be done in your own time. It includes a downloadable workbook for your own use.

The course costs $25. When you finish all modules, you can download a certificate of completion. If you are completing Kids in Focus Online as part of Family Dispute Resolution with Relationships Australia NSW, your Family Advisor can also see when you have completed the course.

Actual completion time may vary depending on engagement with the content and any supplementary resources downloaded.

Current course information is available on the Kids in Focus page.

1.4 What if I need help or the online format does not suit me?

You can have a support person with you while completing the self-paced course. Subtitles and some in-language options are available. If you need more support, speak with your Family Advisor or Relationships Australia NSW practitioner about another Kids in Focus option, such as a facilitated group or a more supported individual education session.

2. Will I benefit if I use this service?

2.1 What evidence supports Kids in Focus?

Kids in Focus is based on Relationships Australia NSW's established parenting-after-separation education and is informed by research about children, reducing parental conflict and post-separation parenting and communication. Relationships Australia NSW periodically reviews the content and has evaluated both the online and facilitated versions of Kids in Focus.

Parent feedback has shown consistently high satisfaction over time. People completing Kids in Focus Online are also invited to complete a survey, and we use this feedback to improve the course where possible.

3. Could this service do me harm?

3.1 Are there any precautions or safety warnings?

Kids in Focus is an educational course, not crisis support or an emergency service. It discusses separation, conflict, parenting and children's experiences, and some of the content may feel personal or upsetting.

- If you want to talk about something raised by the course, contact your Family Advisor or practitioner for support, referrals or another Kids in Focus option.
- If using a shared or monitored device could create a privacy or safety concern, tell Relationships Australia NSW so another way of completing Kids in Focus can be identified for you.

4. Should I trust this service?

4.1 Who provides Kids in Focus and how does the service make money?

Kids in Focus Online is provided by Relationships Australia NSW, an independent not-for-profit organisation. The online course costs $25 and there is no ongoing subscription fee.

If you are using Kids in Focus as part of Family Dispute Resolution, information about Relationships Australia NSW, your rights and responsibilities, privacy and complaints is already provided in your information guide. You can also view the Client Charter and Privacy Information online.

5. Is the service easy to use? Will I keep using it?

5.1 What should I know about using the course?

Kids in Focus Online is a short, self-paced course rather than an ongoing service, suitable for most levels of literacy. It is not designed for use on a mobile phone, so use the device guidance provided when you receive access to the course.

If you have technical problems, use the support contact in the Kids in Focus Online email or flyer you received, contact your Family Advisor, or call Relationships Australia NSW on 1300 364 277.

5.2 How long will it take to get results from using this service?

Kids in Focus does not give you a score, diagnosis or clinical result. Its purpose is to build understanding and support child-focused parenting after separation. When you finish all modules, the course shows as complete and you can download your certificate.

6. Who will have access to my personal data?

6.1 What information does Kids in Focus Online collect?

To use Kids in Focus Online, you need an online account. The course uses limited information such as your name, username and a working email address, together with your enrolment, progress and completion information. Moodle provides the learning platform and Stripe processes payment information.

Relationships Australia NSW does not ask you to enter sensitive information about your children, former partner or personal circumstances into the course. The workbook is for your own use and is not submitted to or reviewed by us.

6.2 Who can see or use my information?

Authorised Relationships Australia NSW staff can access the information they need to administer the course, provide support and confirm completion. If you are completing Kids in Focus as part of Family Dispute Resolution, we use your completion information to confirm that you have completed this part of the process. Other clients cannot see your information, and another parent cannot see whether you have completed Kids in Focus Online.

6.3 Can I access the course anonymously?

You need to be set up and log in to complete Kids in Focus Online. Relationships Australia NSW does not require a government identifier or verified legal identity for the course itself, but you need a working email address and enough identifying information to manage your enrolment and completion. The name you provide appears on your completion certificate.

6.4 Where can I find more information about privacy and my data?

Relationships Australia NSW's Privacy Information and Privacy Policy explain how personal information is handled, including access, correction, security, retention and privacy concerns.

7. Who can I contact with questions or concerns about this service?

7.1 Where can I find more information about privacy and my data?

If you are completing Kids in Focus Online as part of Family Dispute Resolution, you can contact your Family Advisor with questions about the course or what happens next. For technical problems, use the technical support contact in the Kids in Focus Online email or flyer you received. You can also call Relationships Australia NSW on 1300 364 277.

At the end of Kids in Focus Online, you will be invited to complete a survey about the course. This is the simplest way to provide Kids in Focus Online-specific feedback.

For a formal complaint or privacy concern, use the information already provided to you, or visit the Feedback and Complaints page or Privacy Information page.

Service name: Kids in Focus Online

Provider name: Relationships Australia NSW

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