

5 Steps to accessing a Children's Contact Service

1 Phone the Children's Contact Service

One parent phones the Children's Contact Service and completes a short telephone intake. The other parent either contacts or is contacted by a Children's Contact Service staff member. When both agree to use the service, they proceed to step 2.

2 Waiting List

The Children's Contact Service will advise parties if there is a waiting list. If there is no waiting list an intake assessment will be arranged.

3 Intake Assessment Interview

The Children's Contact Service will arrange an intake interview approximately two to three weeks before the first visit is to commence. These are to assess the suitability of our service and are conducted separately with each parent. A fee applies to the intake interview.

4 Introduction session for child/ren

The child/ren will attend an orientation visit at the Children's Contact Service before contact commences. This is to assess the suitability of the Children's Contact Service for your child/ren.

5 Visits Commence

Visits or Changeovers commence following a successful orientation session.

For more information

1300 364 277 or contact a local office

Hobart

ph: (03) 6279 5080
20 Clare Street New Town TAS 7008
email: hobart@reltas.com.au

Launceston

ph: (03) 6332 8000
6 Paterson Street Launceston TAS 7250
email: launceston@reltas.com.au

Devonport

ph: (03) 6421 3600
70 North Fenton Street Devonport TAS 7310
email: devonport@reltas.com.au

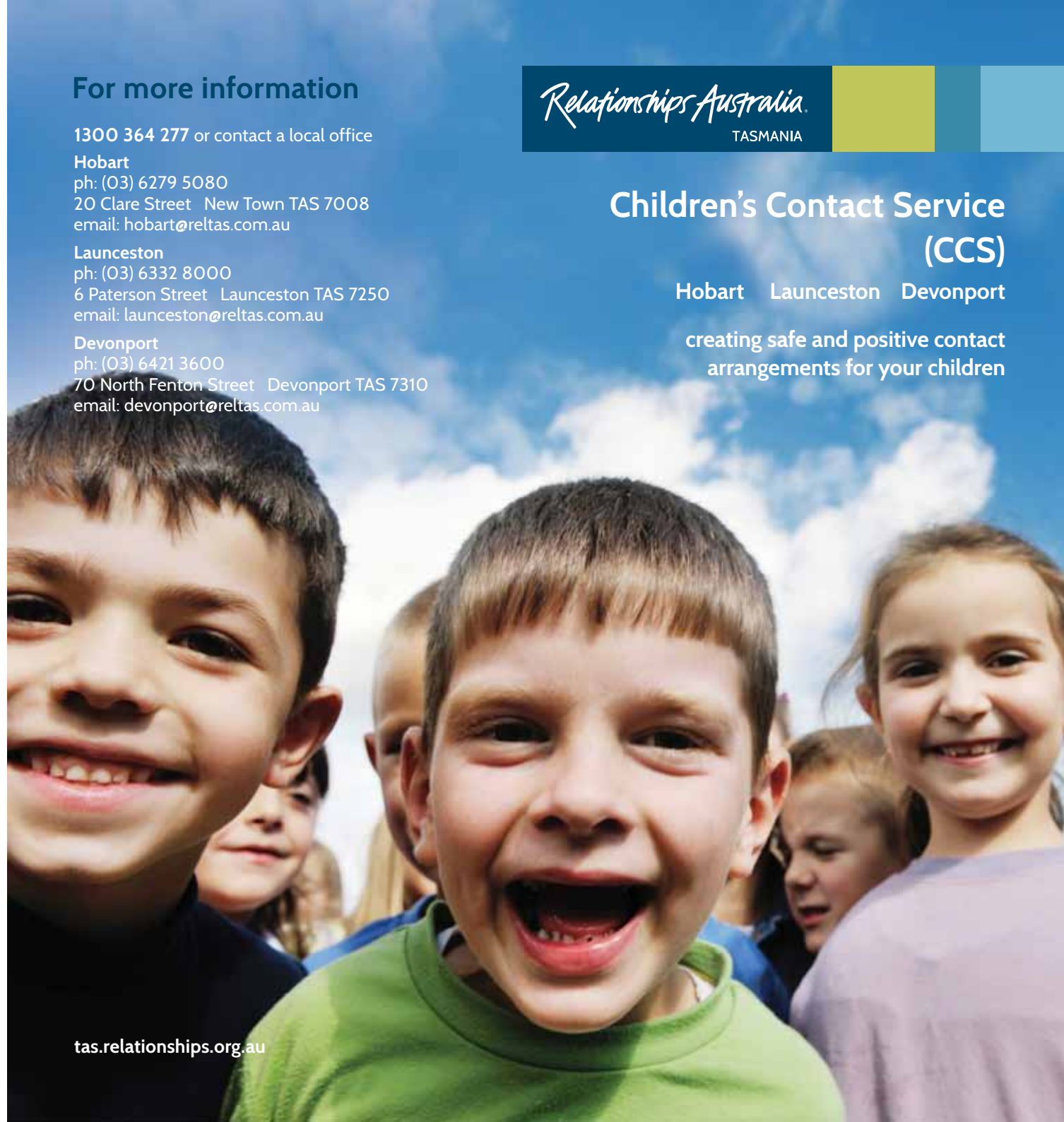
Relationships Australia.
TASMANIA

Children's Contact Service (CCS)

Hobart Launceston Devonport

creating safe and positive contact
arrangements for your children

tas.relationships.org.au



Why use a Children's Contact Service?

Family separation can leave parents and other family members feeling angry, hurt, afraid and anxious. This can make it difficult to manage contact arrangements for children.

We know that these difficulties and conflict between adults can affect children's well-being and development. We also know that it is important for children to spend time with both parents and extended family when it is safe to do so.

The Children's Contact Service can help with establishing a relationship between a child and parent where there has been limited or no contact. The Children's Contact Service makes it possible for contact arrangements to take place with a minimum of stress for adults and children. Parents and other adults involved do not need to deal directly with each other.

What does the Children's Contact Service do?

- Establish contact arrangements with the assistance of an impartial third party.
- Provide a safe and neutral venue for pre-arranged changeovers so children can move from one parent/family member to the other without stress.
- Provide supervised visits to enable children to enjoy quality time with a parent/family member at our venue.
- Pass child-focused and appropriate information from one parent/ family member to the other at the time of contact.
- Provide separate entrances and arrival times to minimise stress and conflict.
- Provide a safe and secure, child-friendly venue with toys, games and activities.
- Provide experienced and trained staff.

What does the Service cost?

Relationships Australia Tasmania provides services subsidised by the Australian Government. As these subsidies do not fully cover costs, a minimal fee will be charged. Both parties are expected to pay fees.

When is the Children's Contact Service open?

The Children's Contact Service is open for enquiries during office hours Monday through to Friday. Supervised visits and changeovers are scheduled by negotiation following the intake process.

Confidentiality

The Children's Contact Service is a confidential service, however there are limits to each person's confidentiality and privacy. For further information please contact the service.

... providing a safe, secure and child focused environment for children and parents

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