

“ Every week we used to have all the family round to our place. Then all of a sudden I wasn't allowed to see them anymore. That was a sad time. Now we meet at the Children's Contact Service and can enjoy family times again. ”



**We provide a safe and respectful environment.**

### Individual requirements

We are committed to providing quality services to all people and understand that sometimes there are barriers that may prevent people from accessing community services. If you have difficulty in accessing our services please speak to us about how we can help. For example, we can arrange for a cultural assistant or hearing interpreter to assist you if necessary.

### Confidentiality

We keep the information that you provide strictly confidential. However, we are required to waive confidentiality when matters of a serious nature arise, or when court ordered. We will provide you with more details about this when you contact us.

### Contact us

**Berri**  
9 Kay Avenue  
Phone: 08 8582 4122

**Hindmarsh**  
192 Port Road  
Phone: 08 8340 2022

**Salisbury**  
Shop 8a, Salisbury Cinema Complex  
Cnr Gawler & James Streets  
Phone: 08 8285 4499

**Campbelltown**  
161 Frome Street, Adelaide  
Phone: 08 8223 4566

**Opening times**  
Please contact your nearest Children's Contact Centre for opening times.

Changeover and supervised contact times need to be booked in advance.

**The Children's Contact Service is a service of Relationships Australia (SA).**

### We value your comments

Relationships Australia (SA) is very proud of the excellent service it provides to the community. Client feedback is an important part of maintaining our service delivery standards. If you have any feedback about any of our services or staff, you can provide this by:

- Phoning the Children's Contact Service directly during business hours
- Completing and sending back the Feedback Form in Relationships Australia (SA)'s 'Your Service Rights' brochure
- Sending us a letter outlining your feedback.

[www.rasa.org.au](http://www.rasa.org.au)

August 2011

The Children's Contact Service is funded by the Australian Government Attorney-General's Department, through the Department of Families, Housing, Community Services and Indigenous Affairs.

# children's contact service



Helping children to stay connected after a family separation

child focused • safe • confidential

## Keeping in contact

Our Children's Contact Service helps children stay connected to all members of their family after a family separation.

Family separations can be tough. For a whole number of reasons it can be hard for families to manage parenting arrangements, and for children to spend time with both parents and extended family.

## Who is it for?

Families who have been through separation and are finding it difficult to manage parenting arrangements. It's for children, young people, parents and extended family.

“I used to worry about mum and dad's fighting. But now we meet at the Children's Contact Service and I don't worry anymore.”

## How does it work?

We offer a 'Changeover' and a 'Supervised Contact Visit' service.

The **Changeover** service is when children and young people are calmly moved between their separated parents or other family members by our workers.

**Supervised Contact Visits** are blocks of time children spend with a parent or family member at the service. These visits happen with the supervision of a worker. They can be arranged when both parties agree on it, or if court ordered.

**We provide a safe environment for everyone.** We provide separate entrances so that parties do not meet or see each other.

## Here for the children

Children are our focus. We aim to make them feel safe and comfortable. We have toys, games and play equipment.

Also, to assist children to become familiar and feel comfortable with the service, we ask that they visit us before their first Changeover or Supervised Contact.



## Here for you

The service is friendly, confidential and safe. We are professional and sensitive to a diversity of family backgrounds and special needs. We can also help parents to develop their own ways of managing parenting arrangements.

## Fees

Fees are applicable for the use of the Children's Contact Service. These will be addressed during the intake and assessment process. Fee reductions are available for concession card holders.

The Children's Contact Service is subsidised by the Australian Government. As these subsidies do not fully cover the costs of all services, it is necessary to charge fees. We keep our fees as low as possible. Special arrangements may be negotiated for people who find it difficult to pay.

## Fee reductions

Clients are entitled to a service fee reduction where the client:

- Is the holder of one of the following cards:
  - Health care
  - Health benefit
  - Pensioner concession
  - Commonwealth senior's health card
  - Any card issued by the Department of Veteran's Affairs that certifies entitlement to Commonwealth health concessions
- Has been granted legal aid for the parenting issue being dealt with at the service
- Is an inmate of a prison or otherwise lawfully detained in a public institution
- Is under the age of 18 years
- Is a recipient of Youth Allowance, an Austudy payment or ABSTUDY benefits.

