

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

RASA is committed to protecting your confidentiality within our agency however in some situations confidentiality cannot be kept. Please talk to us about the limits to confidentiality that apply to the Children's Contact service.

Opening times

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

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

Unresolved conflict between parents is very hard on children.

The Childrens Contact Service provides a conflict free zone for children to engage with parents.

Relationships Australia SA CCS locations

City (Adelaide)

161 Frome Street
Adelaide SA 5000
T: (08) 8223 4566
F: (08) 8232 2898

West (Hindmarsh)

49a Orsmond Street
Hindmarsh SA 5007
T: (08) 8245 8100
F: (08) 8346 7333

North (Elizabeth)

13 Elizabeth Way
Elizabeth SA 5112
T: 08 8255 3323
F: 08 8255 7753

Riverland (Berri)

9 Kay Avenue
Berri SA 5343
T: (08) 8582 4122
F: (08) 8582 4152

Relationships Australia SA provides a wide range of other services that assist individuals, families and communities.

www.rasa.org.au

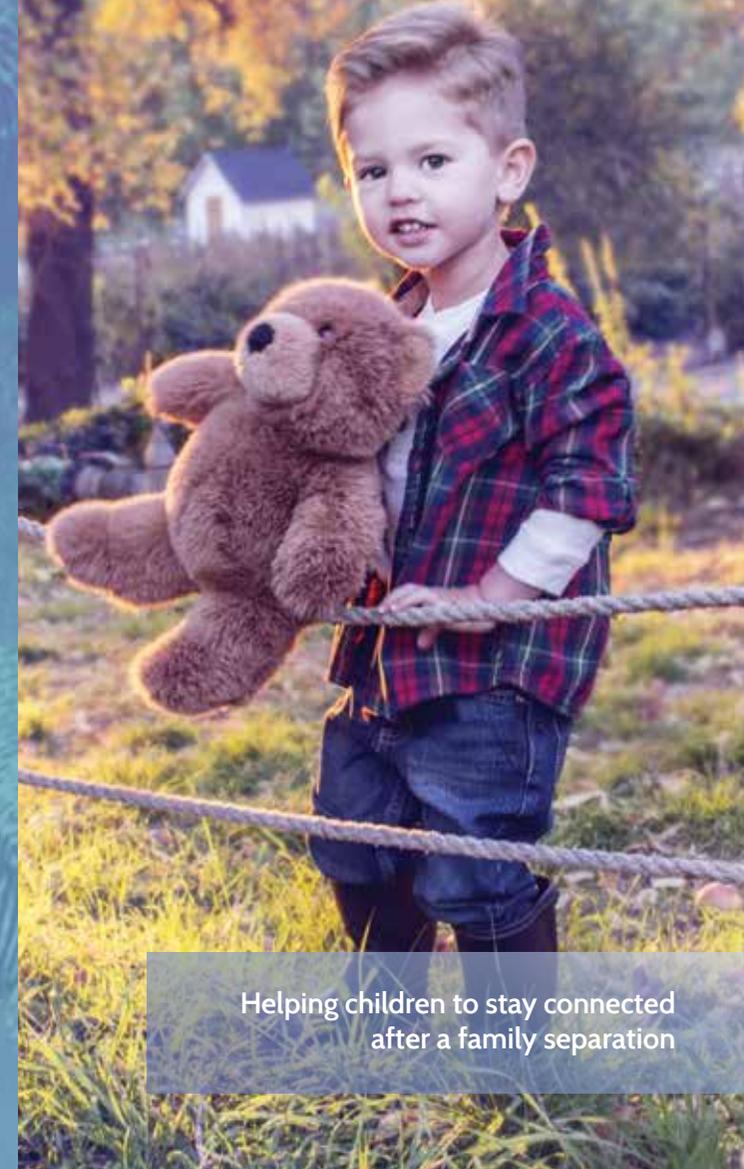
Relationships Australia
SOUTH AUSTRALIA

Children's Contact Service is provided by Relationships Australia SA and funded by the Australian Government Department of Social Services.

March 2016

RELA019

Children's Contact Service



Helping children to stay connected
after a family separation

Relationships Australia
SOUTH AUSTRALIA

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.

Services Provided

We offer a 'Changeover' and a 'Supervised Contact Visit' service at all sites and a playgroup at our Hindmarsh and Elizabeth sites. Playgroups are also supervised by our staff and provide a different kind of opportunity for parents/caregivers and children to continue a relationship. Please enquire regarding times and availability with our service coordinators.

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. These can be arranged in line with a parenting plan or court order.

We provide a safe environment for everyone.

We provide separate entrances so that parties do not meet or see each other.

Parents can feel overwhelmed after separation.

The CCS aims to help support parents and children following separation.

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 Visit.

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 by providing support and referrals to develop their own ways of managing 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.

What children need after separation is what they always needed, a secure emotional base.

