

This service provides:

- a safe, reliable and neutral place to assist parents/carers with contact and changeover arrangements
- supervised or supported visits of children, and facilitated changeovers between parents/carers
- support to help families move towards self-managing contact and shared care arrangements for children under the age of 18.

Referrals and bookings

Family members, lawyers or community agency workers can call our Children's Contact Service for information and application forms.

Both parents/carers need to complete an application form. Further information may need to be gathered from other professionals as part of the intake and assessment process.

Our service is available from Tuesday to Saturday.

Fees

CatholicCare Victoria's Children's Contact Service is funded by the Federal Department of Social Services, but this funding does not fully cover the cost of services provided.

Fees charged will be based on income and ability to pay. Fees range from \$10 to \$40 per visit.

Fees may be waived in circumstances of financial hardship, following discussion with the Children's Contact Service Team Leader.

About us

At CatholicCare Victoria we are committed to empowering communities and building strength and resilience, to enable everyone to reach their full potential and live life to the full.

Our services are available to all individuals or groups regardless of race, religious beliefs or economic status.

CatholicCare Victoria is the social service agency of the Catholic Archdiocese of Melbourne and the Catholic Dioceses of Ballarat, Sandhurst and Sale.

Contact us

Wangaratta Office (*access via appointment only*)
16A Clark Street, Wangaratta VIC 3677
T 0482 185 136
E ccs@catholiccarevic.org.au

This program receives funding from the Federal Department of Social Services.

Children's Contact Service



www.catholiccarevic.org.au

CatholicCare Victoria acknowledges the history, culture, diversity, and value of all Aboriginal and Torres Strait Islanders, and pays respect to their Elders past and present, as well as acknowledging future generations.

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 **CatholicCare**
VICTORIA
Strengthening families & communities

Support for separated families

For some separated parents or carers, it may be difficult to manage contact and shared care arrangements for their children. Particularly when there is high conflict between separated families.

Supervised or supported visits

At CatholicCare Victoria we provide parents and carers with the opportunity to have supervised or supported contact visits, at a safe and neutral venue, with the child/children they do not live with.

During a supervised visit, one of our trained practitioners will be present as the parent/carer visits their child. Supported visits enable a parent/carer to visit their child without a practitioner always in the room, but still on site.

Parents and carers are supported to build relationships with their children through play, dialogue and positive interactions.

Facilitated changeovers

Facilitated changeovers enable children to move smoothly between parents, providing a safe environment and safe arrangements for parents and children.

During facilitated changeovers, children will be accompanied by a staff member from one parent/carer to the other.

Service information

Our team exercises objectivity and neutrality when providing supervision of contact to ensure that the voice of both parents/carers is heard.

The child's best interests and safety will always be taken into consideration above those of their parents.

During the intake and assessment process, if the Children's Contact Service is seen to be suitable for your family, you will be placed on a waiting list.

There may be occasions where use of the Children's Contact Service is assessed as not suitable for your needs. When this occurs, our team will offer referral pathways to families.



Finding the right support for you and your family

At CatholicCare Victoria we offer a range of services to suit the needs of our local communities.

If you're not sure what service is right for you or your family, contact us to discover how we can best support your needs.

Other services you may be interested include:

- **Counselling**

Speaking to a counsellor can improve your quality of life, reduce stress, and help you find ways to address mental health or relationship challenges.

- **Family Dispute Resolution**

Access mediation for separated or separating parents to reach agreement on parenting plans. Mediation helps parents focus on the best interests of their children.

- **Property Dispute Resolution**

Access mediation for separated couples and families to negotiate the division of property and finances. This is a cost-effective option for resolving disputes, as an alternative to court.

View all programs and services on our website at www.catholiccarevic.org.au