

## Fees

Relationships Australia provides services subsidised by the Australian Government. As these subsidies do not fully cover costs, a fee will be charged for all services with both parents contributing to the payment. Fees are kept as low as possible and are charged according to the individual parent's income.

Special arrangements are possible for those experiencing hardship.

## Confidentiality

The Children's Contact Service abides by the Privacy Act 1988 in relation to privacy and confidentiality. While using the Children's Contact Service there are limits to each person's confidentiality and privacy. Any person using the service and/or any person's legal representative can request a written report at any time, detailing the interactions with and observations of all persons using the service. In this instance a copy of the report will be provided to all parties involved in the case along with their legal representatives. Information can also be subpoenaed through the court system.

Workers at the Children's Contact Service do not take sides. Their focus is on the children, and not on any dispute that parents or other family members may have.

## Contact us

Relationships Australia Canberra & Region operates the Wagga Wagga Children's Contact Service. Our contact details are:

36-40 Gurwood Street, Wagga Wagga NSW 2650

Phone: (02) 6923 9180

Fax: (02) 6923 9150

Email: [rivoffice@racr.relationships.org.au](mailto:rivoffice@racr.relationships.org.au)

Relationships Australia Canberra & Region is an independent not-for-profit organisation that has been a leading provider of relationship support services for over 47 years. We are part of a national network of Relationships Australia organisations operating out of 200 centres nationwide.

Our programs are for everyone, regardless of religious belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Relationships Australia  
CANBERRA & REGION

(02) 6923 9180

[www.racr.relationships.org.au](http://www.racr.relationships.org.au)

## The Children's Contact Service



Promoting safe and positive contact arrangements for children whose parents are separated

(02) 6923 9180

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## Children's Contact Service

The Children's Contact Service provides a relaxed, safe and neutral environment for contact arrangements for children between separated parents or carers.

For many separated parents, feelings such as anger, hostility and fear make it difficult to manage contact and shared care arrangements. Sometimes, contact between a child and his or her non-residential parent ceases altogether. This can lead to confusion, insecurity and trauma for the child caught in the middle.

The Children's Contact Service makes it possible for contact arrangements to take place in a safe location with the minimum of stress for children and their parents. It helps children stay connected to all members of their family after a family separation.

*"I wasn't seeing my child  
before but I now have regular  
contact.."*

### Services that are provided

The Children's Contact Service offers:

- Facilitated changeover to enable the child to be transferred smoothly from one parent to the other at contact times
- Supervised contact visits to enable the child and the visiting parent to enjoy quality time together
- Comprehensive assessments including planning,



negotiating, setting up and review of contact arrangements

- An established child focused centre with toys, games and equipment
- Practical, sensible security including separate entrances and exits for each parent wherever possible

The Children's Contact Service is staffed by experienced, friendly and child focused workers who are sensitive to a diversity of family backgrounds and special needs.

### Who is it for?

The Children's Contact Service is for families who have experienced a separation and need assistance in managing contact arrangements. Children, young people, parents, carers and their extended family can all use the service.

### How to use the Children's Contact Service

Parents and carers can refer themselves to the Children's Contact Service, or can be referred by their solicitor or another community organisation, with the parent's consent.

Both parents are required to book separate assessment interviews to discuss concerns and requirements.

Appointments can only be made after both parents have contacted the service.

After both parents have had interviews, we begin our service as soon as possible, depending on the service availability.

Due to high demand, there may be a waiting period for supervised visits.

### When is the Children's Contact Service open?

The Children's Contact Service is open for enquiries during office hours on Mondays, Wednesdays and Fridays.

Supervised Visits and Changeovers are scheduled on Fridays, Saturdays and Sundays, by appointment only.