



## What to expect

The Children's Contact Service works in partnership with families to provide child-focused support. Families accessing our service can expect:

- An intake interview to discuss your unique family circumstance
- A 3-hour Building Connections seminar to assist parents in focusing on being the best parent they can be.
- A child orientation session to build your child's comfort and confidence in the process.
- Follow up and case management to ensure our service continues to support your family's changing needs.

## About us

Interrelate is an innovative and flexible provider of relationship services in NSW. We specialise in supporting parents and children, strengthening family relationships. Since 1926, we have been delivering quality relationship services to individuals, couples, families, children, schools and communities through our network of centres and outreach locations across NSW. We are strengths-based and child focused in our approach.

If communication in a different language is needed, an interpreter can be provided through the Translating and Interpreting Service (TIS).



1300 i relate (1300 473 528)

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



[facebook.com/interrelate](https://facebook.com/interrelate)



[@InterrelateFC](https://twitter.com/InterrelateFC)



# Children's Contact Service

## What is a Children's Contact Centre?

A safe and neutral child-focused place where our staff facilitate visiting arrangements for children. The centre offers two types of arrangements:

**Changeovers:** Our staff facilitate changeovers and changebacks between parents in order to avoid unnecessary conflict and stress on the family.

**Supervised visits:** Our staff facilitate positive, safe and appropriate contact visits between non-residential parents and significant others in a child-friendly environment.

## Why use a contact service?

To give children an opportunity to build a positive relationship with both parents where there may have been:

- conflict between parents
- safety issues concerning parents and their children
- a long period of separation between children and one parent
- arguments over contact arrangements.

## Our staff

Our Children's Contact Service team is professional, and our staff members are experienced in working with children and families experiencing post-separation difficulties.

## What should I tell my child?

Talk to your child in plain simple words. Make sure your child knows who they are going to see and for how long, and who will be picking them up after the visit to take them home. Describe it as a safe and friendly place.

A child orientation session will be organised so your child has the chance to explore the centre and meet the staff before starting contact. We see this as an important step in getting to know your child, their likes, activities they may enjoy doing during contact, and being able to support enjoyable experiences at the centre.

## Fees

Interrelate is partially funded by the Australian Government. Ongoing service fees are payable by both parents when supervised contact, changeover or changeback occurs.

<b>Intake interview</b>	Free
<b>Supervised contact (per hour)</b>	\$25 per parent Sunday: \$30 per parent (Sunday concession: \$25 per parent)
<b>Changeover and changeback</b>	\$5 per parent (per change event)
<b>Parenting seminar</b>	Free In order to assist parents in focusing on being the best parent they can be at this difficult time, we request all parents undertake our 3-hour parenting seminar called Building Connections
<b>Case management meeting with client</b>	Free

## Where are these services provided?

Interrelate has Children's Contact Centres in:

<b>Caringbah</b>	Shop 1C 383-385, Port Hacking Road, Caringbah NSW <b>Ph:</b> 02 8522 4475
<b>Coffs Harbour</b>	24 Park Avenue, Coffs Harbour NSW <b>Ph:</b> 02 6659 4175
<b>Dubbo</b>	138 Darling Street, Dubbo NSW <b>Ph:</b> 02 6815 9675
<b>Lismore</b>	5 Market Street, Lismore NSW <b>Ph:</b> 02 6623 2775
<b>Orange</b>	108 McLachlan Street, Orange NSW <b>Ph:</b> 02 6363 3675
<b>Port Macquarie</b>	Unit 5, 1-5 Merrymen Way Port Macquarie NSW <b>Ph:</b> 02 5525 3275
<b>Taree</b>	146 Victoria Street Taree NSW <b>Ph:</b> 02 6551 1200

[www.interrelate.org.au](http://www.interrelate.org.au)  
1300 i relate (1300 473 528)