

## Contact Us

### Metropolitan services

1300 11 44 46

### East Perth

23 Adelaide Terrace

ccsperth@anglicarewa.org.au

### Joondalup

Sanori House

Suite 4, 1st Floor, 126 Grand Boulevard

cssjoondalup@anglicarewa.org.au

### Regional services

#### Bunbury

Unit 1/67 Spencer Street

08 9720 9200

cssbunbury@anglicarewa.org.au

#### Albany

St John's Centre, 44 Collie Street

08 9845 6666

cssalbany@anglicarewa.org.au

Supervised visits and changeovers are available in all locations all day Saturday, and on Sunday afternoons.

Weekday changeover service available during office hours. Contact your nearest location for more information.

## Anglicare WA Separation Services

- ♦ Children's Contact Service
- ♦ Mums and Dads Forever
- ♦ Family Relationship Centre
- ♦ Family Dispute Resolution

## Family Relationships Advice Line

1800 050 321

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# Children's Contact Service



Support for post separation families experiencing conflict over contact



## What is a Children's Contact Service?

We aim to provide a safe, neutral, child focused environment in which visiting arrangements for children are facilitated.

Sometimes visiting arrangements can be frustrating and stressful for all those involved, and staff at the Children's Contact Service understand that contact issues can be highly emotional.

Our counsellors will also work with families towards resolving difficult contact issues.

## What does the service offer?

- ♦ **Changeovers** - To avoid unnecessary conflict and stress for children and parents
- ♦ **Supervised Visits** - Occur in a child-focused environment which is warm, friendly and safe
- ♦ **Offsite Supervised Visits** - Occur at the discretion of the senior Children's Contact Service staff after a full assessment

## About our staff

The Children's Contact Service has professional staff who are experienced in working with children and have knowledge of the problems associated with post separation difficulties.

The team has a mixture of both male and female staff who are sensitive to a diversity of family backgrounds and special needs.

## Why people use the service

The service provides an opportunity for children to have a relationship with both parents, while at the same time protecting the children from behaviours that could be stressful.



- ♦ Avoids the continual conflict between parents during changeover
- ♦ Assures parents that the child is in a safe environment during a visit
- ♦ Enables the possibility of a relationship between a child and visiting parent to be re-established when there has been a long period of separation

## How does Children's Contact Service work?

To arrange an appointment for our facilitated changeover or supervised contact service, phone our nearest service.

Both parties will be individually interviewed in order to complete an intake assessment form.

Families can clarify matters of concern and discuss what problems need to be resolved at the interview.

The service commences when families have come to an agreement and all selection criteria have been met.

The counsellors will also continue to work with families regarding contact issues with a view to long term resolution where possible.

This is a joint project of the Department of Families, Community Services and Indigenous Affairs (FaCSIA) and the Attorney General's Department.