

## 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

We keep the information that you provide strictly confidential. However, we are required to waive confidentiality when matters of a serious nature arise, or when court ordered. We will provide you with more details about this when you contact us.

## Opening times

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

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



*"Every week we used to have all the family round to our place. Then all of a sudden I wasn't allowed to see them anymore. That was a sad time. Now we meet at the Children's Contact Service and can enjoy family times again."*

## 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



# Children's Contact Service



Helping children to stay connected after a family separation

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

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

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

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## 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.

## How does it work?

We offer a 'Changeover' and a 'Supervised Contact Visit' service.

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. They can be arranged when both parties agree on it, or if court ordered.

## We provide a safe environment for everyone.

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



## 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 to develop their own ways of managing parenting 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.

Children's Contact Service is subsidised by the Australian Government. As these subsidies do not fully cover the costs of all services, it is necessary to charge fees. We keep our fees as low as possible. Special arrangements may be negotiated for people who find it difficult to pay.



## Fee reductions

Clients are entitled to a service fee reduction where the client:

- Is the holder of one of the following cards:
  - Health care
  - Health benefit
  - Pensioner concession
  - Commonwealth senior's health card
  - Any card issued by the Department of Veteran's Affairs that certifies entitlement to Commonwealth health concessions
- Has been granted legal aid for the parenting issue being dealt with at the service
- Is an inmate of a prison or otherwise lawfully detained in a public institution
- Is under the age of 18 years
- Is a recipient of Youth Allowance, an Austudy payment or ABSTUDY benefits.

*"I used to worry about mum and dad's fighting. But now we meet at the Children's Contact Service and I don't worry anymore."*

