

SERVICE TIMES

- Monday to Friday 9am-5pm for all telephone enquiries and applications.
- Intake assessments by appointment with limited days of availability.
- Supervised Contact and Changeovers occur on Friday afternoon, Saturday and Sunday by appointment only.
- Appointments can take place at one of our sites in Wollongong, Nowra or Campbelltown.

COST

Government Funded:

A small fee is charged for this service. Please see the CCCS Fee Policy on our website OR call 4227 1122 for more information.

Self Funded:

A fee is charged for this service. Please see the CCCS Fee Policy on our website OR call 4227 1122 for more information.

PRIVACY

We offer a professional service which values your privacy. If you have more questions about how we handle your information, please ask to speak to one of our staff.



www.accsa.org.au
CatholicCare is a full member of the Australian Children's Contact Service Association

CatholicCare works with people to make a difference in their lives by offering opportunities for hope, growth, healing and resilience.

CatholicCare is the social services agency of the Catholic Diocese of Wollongong, covering the Illawarra, Shoalhaven, Macarthur and Southern Highlands Regions.

We are committed to helping anyone in need regardless of religious beliefs.

CONTACT DETAILS:

ILLAWARRA

25-27 Auburn Street Wollongong NSW 2500
PO Box 1174 Wollongong NSW 2500
Ph: (02) 4227 1122 Fax: (02) 4226 9736

MACARTHUR

35A Cordeaux Street Campbelltown NSW 2560
Ph: (02) 4628 0044 Fax: (02) 4628 4549

SHOALHAVEN

55 Worrigea Street Nowra NSW 2541
PO Box 1255 Nowra NSW 2541
Ph: (02) 4421 8248 Fax: (02) 4422 9020

EMAIL: enquiries@catholiccare.dow.org.au

WEBSITE: www.catholiccare.dow.org.au



A member of Catholic Social Services Australia



We acknowledge and respect the traditional owners of the lands on which we work, live and prosper.

Children's Contact Service is funded by the Australia Government

Building strong connections
between separated parents
and their children



CatholicCARE

hope begins with us

WHAT IS CATHOLICCARE'S CHILDREN'S CONTACT SERVICE (CCCS)?

A short term service that helps and supports families who are experiencing conflict following separation and those who are finding it difficult to co-parent.

We can provide services for children aged between 6 weeks and 12 years in a safe and neutral environment.

We support the children so they can feel safe and secure during changeover and supervised contact visits. We assist families to work towards co-parenting and managing their own contact arrangements into the future.

Participation in an approved post-separation cooperative parenting program such as Keeping Kids in Mind is required when engaging with our service.

WHAT OUR SERVICE OFFERS

Changeovers:

Parents can drop off and collect their children in a relaxed environment, facilitated by CCCS staff.

Supervised Contact:

These visits can take place at one of our family-friendly venues.

There are Government and Self Funded options available:

· Government Funded:

CCCS is funded by the Australian Government. Families are charged a minimum contribution fee that is used to extend services.

· Self Funded:

CatholicCare's Self Funded Service is for families with the ability to privately fund their contact. The fee associated with this service is the responsibility of the family. CCCS is unable to fund any portion of the service fee.

Please go to our website for more information or to view our fee policy.

WHO CAN USE THE SERVICE?

· Government Funded:

To be eligible for this option, BOTH parents must agree to use the service through their parenting plans OR are currently undertaking Family Law court proceedings. This is a short term service, once final orders take effect you will no longer be eligible for this option.

· Self Funded:

This option is best suited for families with ongoing supervised contact arrangements after final orders or whilst they wait for a position within the Government Funded option.

Please go to our website for answers to frequently asked questions or call to speak to one of our staff.

HOW CAN I APPLY?

BOTH parents will need to contact the intake office on 4254 9357 to lodge their registration.

When we have received **BOTH** parents' registrations we will start the intake assessment process. Only when the intake assessment process is complete, will you be eligible for a spot on the funded wait list.

IS THERE A WAITING PERIOD?

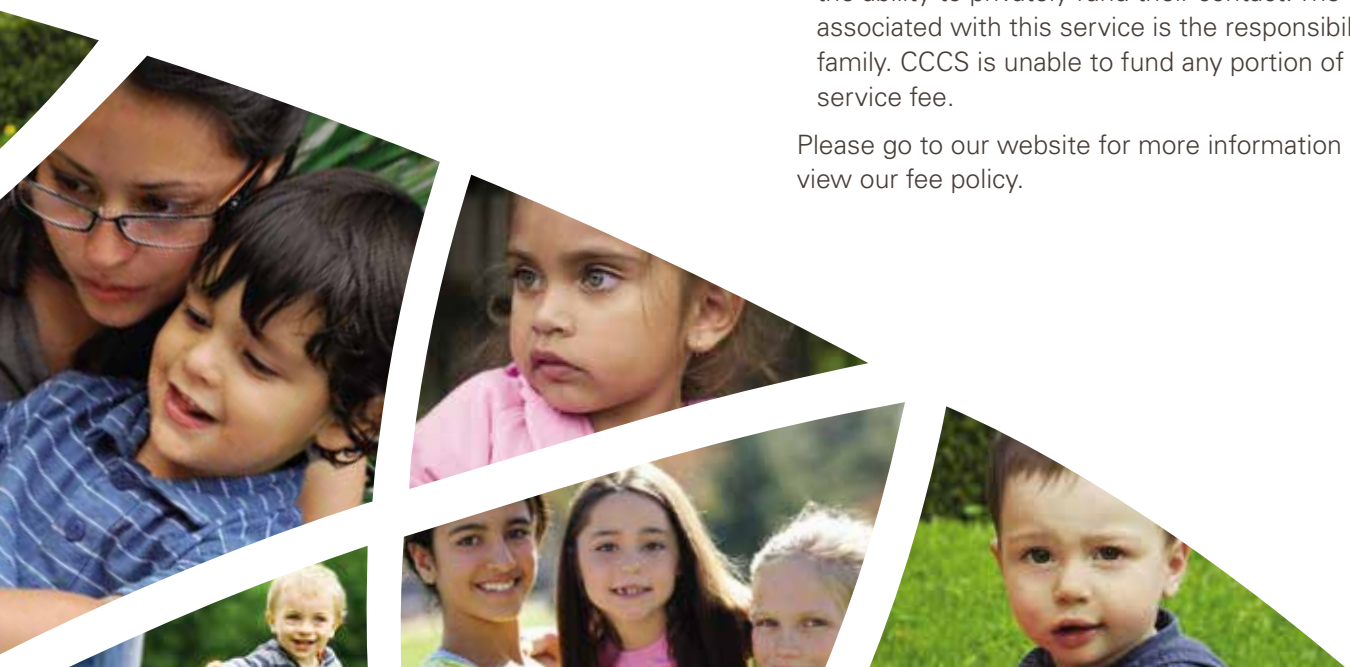
Parents should be aware that the service considers what is best for children when assessing suitability for service.

· Government Funded:

Increasing need for CCCS means access depends upon availability. Waiting times can vary at each of our sites.

· Self Funded:

Once registration and intake assessment processes have been completed by both parents, service can commence.



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