

Separation can be challenging. At CatholicCare Childrens Contact Service we support families to feel safe, secure and enjoy positive experiences during visitation. We encourage and assist parents and carers to work towards co-parenting and managing their own contact arrangements into the future.

For any further questions we welcome you to contact the Intake Team on 4254 9395.



**Q: Am I eligible to access this service?**

If you are struggling to arrange or comply with court ordered or parenting plan contacts then you may be eligible for the service. We have two streams of service offered to families:

1. Government funded service: this is a subsidised service available to families with interim court orders or parenting plans
2. Self-funded service (SFS): non-subsidised (fee for service) option available to families with final court orders, or no court orders or parenting plans



**Q: Is there an age limit for children?**

Yes. The service has facilities suitable for children aged 0-12 years. In sibling groups where there are children over the age of 12, the age limit is applied to the youngest aged child. This means that older siblings may also attend the service until the youngest child reaches the age limit.



**Q: Will the service accommodate my court orders or parenting plan?**

The service assesses the needs of each family individually, including our ability to accommodate the terms set out in any orders and plans. We cannot guarantee that we can offer the entire number of hours ordered by the court, however we will endeavour to provide the highest level of service to you and your family. We will discuss the service availability with you as part of the intake and assessment process. The Children's Contact Service is not required to meet the orders made by the court, however we will work alongside you as you comply with the orders or plans that have been made.



**Q: Are there fees to access the service?**

Yes, there are Intake Assessment fees and ongoing service fees payable when accessing the service. Fees are shared equally between both parent/carers in the matter unless stated otherwise in court orders or parenting plans. We have fee payment options available which can be discussed at the time of your Intake Assessment.



**Q: Is there a waiting period to access the service?**

The service will make all efforts to ensure that time spent waiting for a service is minimal.

**Q: Is there a limit to the amount of time my family can use the service?**

Yes, there is a 12-month limit placed on families using the service. Each family's individual circumstances will be assessed and the service will support you as you work toward your individual goals throughout this time.



**Q: How long will my registration be active?**

Your registration will remain active for 6 months. An update of your registration status will be provided to you during this period. Should the other parent/carer not register within this period your registration will be closed. You are welcome to re-register.

**Q: What happens if the other parent/carer does not register?**

Following your registration an appointment will be made for you to complete your Intake Assessment with a member of our team. Following completion, you will receive a letter of completion recognising that you have met all registration and intake requirements. A completed registration and Intake Assessment is required from each parent/carer in order to proceed toward contact scheduling. Please note that Intake Assessment fees apply and are non-refundable should the other parent/carer not register or complete the Intake Assessment.



**Q: Where does visitation take place?**

The Children's Contact Service has three venues; Campbelltown, Wollongong and Nowra. Contacts are held at our secure, well resourced, child friendly venues. Where required, the service has processes in place to ensure that no contact occurs between the separated parents/carers in the matter.



**Q: What are my rights and responsibilities in using the service?**

In using our service, you have the right to be treated with respect by our staff, informed honestly about the services we offer and an expectation for us to provide professional quality services and do what we say we will. As a client, it's your responsibility to treat our staff with respect, do what you have agreed to do and act in a safe manner. We will discuss our service agreement with you at the time of the Intake Assessment and can provide you with a copy. You can find more information about your rights and responsibilities as a client of CatholicCare on our Clients Rights and Responsibilities info sheet.