

About facilitated contact visits and facilitated changeovers:

Facilitated contact visits are booked into a program. Most visits are of two hours' duration, and are usually on a fortnightly basis. The frequency of the visits will be determined by your Court Order or Service Agreement, and by Service availability. Working parents who have school aged children will be given first priority to have weekend visits.

There is a predetermined limitation on how long you may use the Service at start-up fee rates. All clients coming through Foundations Children's Contact Services have periodic case reviews. Suitable cases will be transferred into the Group Program. This program offers longer hours on a group supervision basis, and occasional facilitated group outings for eligible clients.

A facilitated changeover service is also available, so that parents need not come into contact with each other. This avoids any potential conflict during changeovers, and assists in a smooth transition from one parent to another.

Foundations - Child and Family Support Ltd have children's contact services at the following locations:

Logan Children's Contact Service

Eagleby

Open

Friday, Saturday, Sunday and Monday

Ipswich Children's Contact Service

Booval

Open

Friday, Saturday, Sunday and Monday

Gold Coast Children's Contact Service

Mudgeeraba

Open

Friday, Saturday, Sunday and Monday

For more information about Foundations Children's Contact Services or to register to use the services please call the Liaison Officer on

1300 854 733

Fax: (07) 3208 5098

or email

enquiries@foundations-cafs.org.au.



FOUNDATIONS

Child and Family Support LTD

Helping build strong
foundations for life.

Children's Contact Service

*Ipswich
Logan
Gold Coast*

**Supporting and promoting
children's rights to have a
loving relationship
with both parents.**

About the Service

Children's Contact Services build bridges between children and their separated parent through the provision of facilitated contact, or changeovers, in a safe and child friendly environment.

Staff

Staff of these services are experienced in working with children. Staff are aware of, and sensitive to, post separation contact difficulties. Staff remain independent of any conflict and focus on assisting parents **to meet children's needs for contact** to be safe, meaningful, and free of adult conflict issues.

Staff monitor the quality of the interaction, provide support for children as needed, may model more effective behaviour management techniques, assist parents with appropriate communication, play and child care, and will intervene if conversation or behaviour is inappropriate or unsafe.

Who can use the Service

Prior to acceptance as clients, both parents participate in separate intake interviews. This provides an opportunity for each individual **parent to discuss their children's needs during contact**. Parents must sign a Service Agreement outlining service conditions.

Where possible, children participate in an orientation visit to the Centre prior to their first contact visit. This lets the child meet staff, see the Centre, share their feelings about the upcoming contact, and find out how it works.

Clients who meet service eligibility criteria, and who agree to sign a Service Agreement, are provided with supervised contact or changeovers at the earliest available place within the program. Service may be suspended, withdrawn or refused to clients who fail to keep the conditions of the Service Agreement.

Reports

Independent Children's Lawyers, Solicitors, or clients acting for themselves may request a report on how contact is proceeding. A written request is required, with a minimum of six **weeks' notice. A preparation fee applies.**

How do I apply?

All interviews are by appointment only. Both parents need to register their willingness to use the service before interviews will be booked. To register to use the services please call the Service Coordinator on 1300 854 733 or email enquiries@foundations-cafs.org.au. Office hours are Monday to Friday, 9am to 5pm.

Fees

All parents pay fees to help offset the costs of providing these Services. Clients with current Health Care Cards may pay reduced fees upon written application. If one parent is to **be responsible for both parties' fees**, this must be written into the Service Agreement or Court Orders.

Funding

The Logan, Ipswich and Gold Coast CCS are funded by the Attorney **General's Department**, report to the Department of Family, Housing, Community Services, and Indigenous Affairs (FaHCSIA), and are managed by Foundations Child and Family Support Ltd.