

Confidentiality & Privacy

We understand that your privacy is vitally important. Better Together has appropriate policies and procedures in place regarding privacy and confidentiality. We will always request your permission prior to any information being shared with other agencies that may benefit you. Legislatively, we are also required to adhere to governmental guidelines on mandatory reporting regarding the safety and wellbeing of all children who access our centre.

Safety & Security

Our main aim is to focus on the child and as such the safety of all who access our Centre is paramount.

With this in mind we have a comprehensive security system and safety measures in place with 24/7 monitoring. This is to ensure that all children and their caregivers can engage in visitations and changeovers while having the peace of mind that their safety is being upheld.

Centre hours: By appointment only

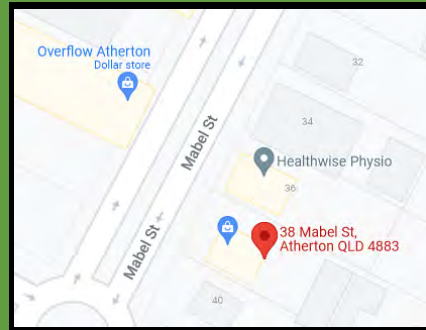
Wednesday to Saturday:

Supervised visits & changeovers.
Transport is available.

Client Contribution


Our Children's Contact Centre is funded by the Australian Government Department of Social Services and as such a nominal client contribution is required. However no family will be denied service due to financial hardship.


For more information, please visit www.dss.gov.au.



CONTACT US

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CHILDREN'S CONTACT CENTRE

We provide a safe environment for contact arrangements between children and their parents experiencing separation



What is a children's contact centre?

A child focused, safe space where children and parents experiencing separation can connect to establish or maintain relationships.

Parents or other family members can be involved in visitation with children at our centre.

Changeover of care for children between parents can be arranged on a regular basis.

Families who are engaged with the Family Law Court or have parenting agreements in place can also benefit from accessing our centre.



Our services

- Supervised visits for children with non-residential parents (both on and off-site)
- Supervised changeovers between parents sharing care of children.
- Family Law Court reports.
- Referrals for clients to appropriate support services.
- Warm and professional staff focused on the child's wellbeing and safety.

Our facilities

- Welcoming and private age-appropriate rooms.
- Secure facilities and play areas.
- Art and craft activities for children.
- Outdoor area with vegetable gardens.
- Flexible scheduling of appointments available.

Access to services

To access the Better Together Children's Contact Centre parents and caregivers can be referred by the Family Law Court, Solicitors, support services or parents and care-givers themselves.

Both parties of the family unit are to contact the Centre prior to any services that can be provided to a child and their caregivers.

What to expect

Upon contacting Better Together's Client Intake Team, both parents will be sent a welcome pack.

Both parties are to return the completed Welcome Pack to the Client Intake Team at Better Together.

The Children's Contact Centre will then call both parties to schedule separate face-to-face appointments. There will be an initial Intake interview for all adults involved. An orientation viewing of facilities for children prior to visitation or changeovers will be organised. There will be ongoing review and discussion throughout the service to maintain satisfaction of support provided.

