

Operating Hours

Changeovers & Supervised Visits

Please note that the service operates **by appointment only**. Specific times will be arranged according to availability.

Wednesday, Thursday and Friday
10:00am - 6:00pm

Saturday
10:00am - 6:00pm

Sunday
10:00am - 2:30pm

Office Hours

Wednesday and Thursday
10:30am - 6:30pm

Friday
1:00pm - 6:30pm

Admin Hours

Email and phone only

Tuesday to Friday
8:30am - 4:30pm

Contact Us

 **1800 266 675**

family@comm-unityplus.org.au

 **education legal neighbourhood family**

commUnity+ works alongside and cares deeply for communities in Melbourne's West and North.

We provide services and support across the areas of

- community building
- community education
- community legal
- family services



Children's Contact Service



Deer Park | Brunswick | Glenroy

About commUnity+ Family

Provided by CommUnity+ Family, the Children's Contact Service is an independent program funded by the Department of Social Services that provides safe, conflict free, facilitated changeovers and supervised visits for children of separated families where conflicts exist.

The Children's Contact Service focuses on the best interests of the children. Our staff are neutral and experienced in supporting children and their families experiencing separation.

The Service provides the opportunity for the children to maintain a meaningful relationship with both parents. The service aims to promote and strengthen the relationships between children and their parents where this is in the child's best interest.

Locations



822 Ballarat Rd, Deer Park VIC 3023



46 Grantham St, Brunswick West VIC 3055



5 Blucher St, Glenroy VIC 3046



Australian Government

Department of Social Services

What to expect?

- A time limited service that is child-focused & child-friendly
- To be assisted by qualified and experienced professional staff who treat all parties fairly and with respect.
- The right to confidentiality except where there are significant safety risks.
- The opportunity to provide feedback as part of the service's continuous improvement.

Who can use this service?

The service is available to families whose children live in the following areas:

- North, North Eastern & Western Melbourne
- Melton - Wyndham
- Moreland City
- Hume City
- Inner Melbourne

Fees

\$15 per Supervised Visit

\$10 per Changeover

Please Note:

- A service fee is required from each parent, payable each time the service is used.
- Discounts apply with Concession cards.
- Our service operates with funding from the Department of Social Services.

How to apply

Step 1: Applications

Please access our website to download a **Children's Contact Service Application Form**.

Alternatively, you can contact us at **family@comm-unityplus.org.au** to have a form forwarded to you.

Please complete the forms and return them to us, together with a copy of your current Family Court Order, Intervention Order or Parent Agreement if applicable.

Step 2: Intake

An intake process will be conducted separately with each parent to discuss the individual needs & to establish eligibility for service.

Step 3: Familiarisation

Should your family meet the service criteria, a separate familiarisation session will occur with the child or children who will be using the service, in order to familiarise them with the centre & staff.

Step 4: Commencement of the Service

Following the completion of the above, both parties will be contacted by the service at a time when a vacancy becomes available.