

# Operating Hours:

## Changeovers & Supervised Visits:

Wednesday, Thursday & Friday:  
**2:00pm - 6:00pm**

Saturday:  
**9:30am - 5:30pm**

Sunday:  
**10:30am - 2:30pm**

## Office Hours:

Tuesday, Wednesday, Thursday & Friday:  
**9:00am - 5:00pm**

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



# Our Locations:

1800 266 675

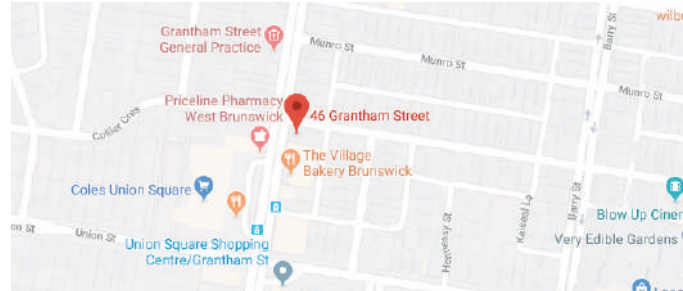
family@comm-unityplus.org.au

www.comm-unityplus.org.au

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



# About the commUnity+ Children's Contact Service

Comm Unity Plus Services Ltd's Children's Contact Service is an independent program funded by the Department of Social Services that provides safe, conflict free, facilitated changeovers & supervised visits for children of separated families where conflicts exist.

The Children's Contact Service focusses on the best interests of the children. Our staff are neutral & experienced in supporting children & 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 & strengthen the relationships between children & their parents where this is in the child's best interest.



## What to expect?

- A time limited service that is child-focused & child-friendly
- To be assisted by qualified & experienced professional staff who treat all parties fairly & 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

Families outside of these areas should contact the service to discuss their suitability.

## 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 to have a form forwarded to you.

Please complete the forms & return 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.

