

## Confidentiality & Privacy

We understand that your privacy is vitally important. Better Together has appropriate policies and procedures in place regarding privacy and confidentiality. 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

Thursday to Saturday 7am - 7pm  
Supervised visits & changeovers.

## Client Contribution

Our Children's Contact Centre is Fully  
Funded by the Australian Government  
Department of Social Services

For more information, please visit  
[www.dss.gov.au](http://www.dss.gov.au).

## CONTACT US

Children's Contact Centre  
c/o Better Together Community Support

PO Box 793

Atherton Q 4883

Ph: 4091 3850

@bettertogetheratherton

[www.bettertogether.com.au](http://www.bettertogether.com.au)

[info@bettertogether.com.au](mailto:info@bettertogether.com.au)



## New Location in Atherton Coming Soon

Scan for more information



CHILDREN'S CONTACT CENTRE

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



An initiative of  
**BETTER TOGETHER**  
Community Support

## 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
- 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
- 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.