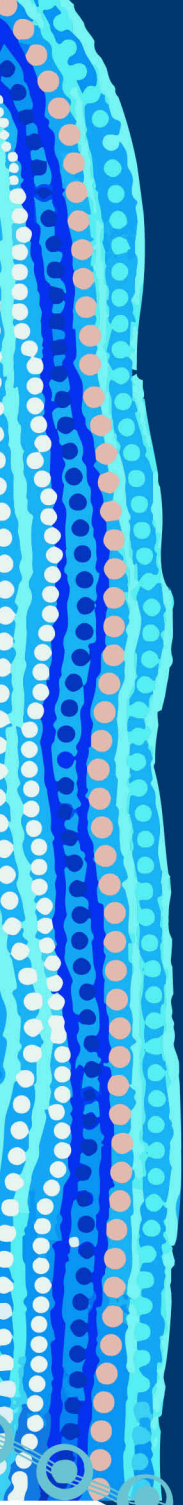




Children's Contact Services.

Helping children stay connected with loved ones

NDIS • AGED CARE • FAMILY SERVICES
1800 289 927 [LIVABLE.ORG.AU](https://www.livable.org.au)



About Us.

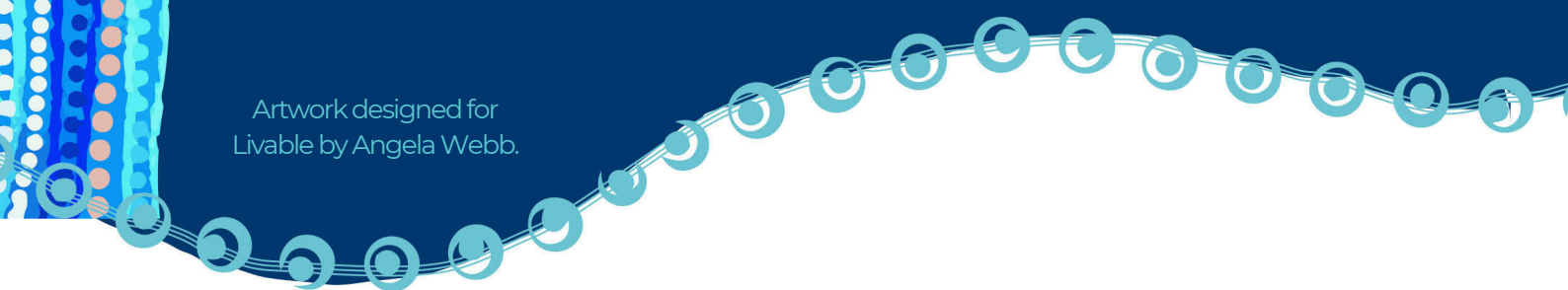
At Livable, our Children's Contact Service (CCS) supports families during times they do not have the opportunity to engage with their children independently.

We're here to help children stay connected with parents and family members they don't live with - because we believe every child deserves strong, positive relationships.

Our goal is to help families work toward shared parenting arrangements in a safe, supportive and respectful environment.

We offer a flexible service, tailored to the unique needs of each family. Our experienced team encourages healthy connections and meaningful moments between children and their loved ones.

Artwork designed for
Livable by Angela Webb.



Acknowledgement of Country.

Livable acknowledges Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians and Ancestors of the land where we call come together.

We pay our respects to the Elders past, present and emerging.

We acknowledge and respect the land on which we work and deliver our services, between the freshwater rivers to the salty seas.

At Livable, we believe in walking alongside parents, carers and families to support your strengths and goals.



Your Child is Our Priority.

As a Child Safe Organisation, your child is always at the heart of everything we do. Our team remains neutral and focused on the best interests of your child at all times.

We use age-appropriate conversations and debrief with children after visits to make sure they feel heard and supported.

We ask parents and carers to positively encourage children to take part in visits and help them feel confident and safe.

If a child becomes very distressed or chooses not to participate, the visit may need to finish early or be rescheduled.

Getting Started.

To help us plan your family's contact service experience and keep everyone safe, we begin with an initial assessment and ask for the following:

- Court orders or parenting plans
- Any current ADVOs
- Details about your child's health needs, allergies and routines
- Any other information you believe will help us support your family

Getting Ready for Your Visit.

To help things go smoothly



Try to relax
This is a big step, and we are here to help.



STEP 1 **Talk to your child**

Talk to your child about the visit in a calm, positive way



STEP 2 **Confirm your attendance**

Confirm our attendance 2 days before your scheduled appointment



STEP 3 **Confirm the location**

Ask our team about parking and drop-off/pick up logistics



STEP 4 **Bring healthy food/snacks**

Bring healthy food/snacks, drinks, nappies, sunscreen, etc.. if you are the visiting parent/carers

Community visits:

As confidence builds, some families choose to have community visits (e.g. parks, cafés, movies, bowling).

For this to happen:

- All parties must agree in writing
- Court approval may be required
- Livable will assess the location for safety and accessibility

Please note:

- Parents must provide all items needed (food, drinks, toys, hats, sunscreen, etc.)
- Visiting parents are responsible for any entry/activity costs for themselves, their children, and Livable staff
- Activities must fit within the allocated time

During Visits.

To keep visits safe and supportive, we kindly ask that conversations remain positive and about your child.



**Focus on quality time,
not court matters**



**Avoid negative talk
about the other
parent or family
members**



**Talk about interesting
things, not parenting
arrangements**



**Photos or videos can
be taken or shown if
agreed by both
parties**



**Your phone
stays on silent**



**No phone calls or
text messages**



**Approved family
members**



**We're smoke and
vape free**

Our Role.

Our staff are here to support positive interactions between children and their families.

We observe & take notes

We keep detailed observational notes, which may include:

- Conversation and engagement
- Development of the parent-child relationship
- Behaviour and boundaries
- Safety and supervision
- Meeting the child's physical needs (food, drinks, nappies, etc.)
- Gift giving and photo-taking
- Child debriefing afterwards

We keep records

We also keep records of all contact-related communications, including notes, emails, and documents. These records are confidential, except in certain situations:

- They are subpoenaed by the Court
- Shared with an Independent Children's Lawyer
- Required due to suspected harm, abuse or safety concerns (as mandated by law)

Fees and Cancellations.

All visits must be paid in full at least **24 hours in advance**.

	Weekday Rates 8am - 4pm	Saturday Rates 8am - 1pm
1.5 hours	\$241	\$292
2 hours	\$292	\$365

Please note: Additional hours may be available upon request, subject to availability. We are closed on public holidays

Cancellations:

We understand plans can change. If you need to cancel, please give us at least **24 hours notice**.

- There are no cancellation fees if notice is given
- If you do not attend or cancel without notice, you will be charged the full fee

This allows us to offer appointment times to other families who may be waiting.

Staff Ratios:

Generally, one staff member supervises a visiting parent and up to three children.

If more adults or children are involved, we may need to arrange a second supervisor.

We'll discuss this with you first, and any additional staffing costs will be the responsibility of the visiting parent/carer.

Extra Support At No Cost.

Our Children's Contact Service is part of Livable's Family Services Team, which provides free support to parents and carers.

Our trained staff offer:

- Educational and parenting programs in a group or individual setting, across ages and topics, including infants, teens, trauma, conflict, communication and more
- Family support, including advice, advocacy, referrals and case coordination

We're here to walk alongside you and your family to support your strengths and goals.