

26 April 2021

Update regarding Children's Contact Service – Relationships Australia Tasmania

We have had a number of small changes at the Children's Contact Service (CCS) so I thought it would be timely to provide an update to all family law practitioners and representatives from the Family Court and Federal Circuit Court.

We have a temporary change in the CCS Coordinator at the Launceston CCS. With Janita Atkinson taking maternity leave, Georgie Caelli has been appointed as acting CCS Coordinator for 12 months and is settling into this role. Please feel free to contact Georgie as and when required.

Updated CCS Fees Process - We will be implementing a change to the CCS fees process from 1 July 2021, however, please note that the fees have not increased.

CCS fees for Supervised Visits are \$120 (\$60 Concession) payable at intake. Following payment of fees supervised visits will be scheduled. At the end of 3 months or approximately 6 supervised visits a review of services will be scheduled, and this fee will be payable again should additional supervised visits be requested.

CCS fees for Changeovers are \$120 (\$60 Concession) payable at intake. Following payment of fees changeovers will be scheduled. At the end of 6 months a review of services will be scheduled, and this fee will be payable again should additional changeover services be requested.

This change in process requires clients to pay their fees before we commence services or extend services following review. Family law practitioners and courts can assist clients by encouraging them to pay CCS fees promptly to avoid delays.

Covid safety requirements – The CCSs continue to follow Department of Health advice relating to the numbers of people allowed into the CCS space (applying the 2metre squared rule). This mostly affects the Launceston CCS and we will need to continue with supervised visits of one hour on most occasions to allow for a greater number of families to access the service. The CCS staff must ask all people, including children, not to attend if they are sick or have any cold or flu like symptoms.

On the topic of attendance, I also want to stress that while CCS will encourage children and continue to explore varied options of support, if the child/ren are reluctant to see a parent, CCS staff will never force them to remain at the CCS or interact with a parent if they are clearly refusing to do so.

Thank you for your assistance. If you have any questions, feel free to contact on 1300 364 277

Simon Reeve,

Manager,

Family & Community Services, North / North West