



# WHAT IS A CONTACT CENTRE?



## What is a Contact Centre?

Child Contact Centres are neutral places where children of separated families can enjoy contact with the parent they do not live within a safe environment. They provide welcoming spaces with a range of toys and activities suitable for different age groups.

It is important to understand what type of centre you need:

### Supervised Contact

Usually ordered when risks have been identified. A trained person will be present with you and your child/ren throughout the session to observe and ensure everyone's safety and emotional well-being. This person will write a report after each contact session. Supervised contact may move outside the contact centre (e.g. to the park, or play centre) at the discretion of the supervisor.

### Supported Contact

Usually takes place in a hall with several families attending at once. Staff members are on hand to oversee the sessions and offer support and guidance where appropriate; however, supported contact is not closely monitored and written feedback is not given. You stay at the contact centre throughout the session.

### Solely Handovers

Avoids parents having to meet, as the handover will be done by the child contact centre staff or volunteers. The parent having contact will then take the child out of the centre for the duration of the visit, bringing them back to the centre afterwards to be collected by the parent they live with.

*Together We Are Strong*



Scan the **QR** code for more **information:**



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