



Toowoomba Children's Contact Centre

Funded by Department of
Families, Housing,
Community Services and
Indigenous Affairs

Issue 15
October 2013

Public Holiday Monday October 7th Open for changeovers only at 5pm

When can we be contacted?

Monday to Sunday 9.00am - 5.00pm
Phone 46380035

On the **weekends** our phone may be unattended as staff are generally busy with supervised contact visits. If you need to contact the Centre on the weekend regarding a changeover or contact visit (that is due to occur on the weekend) please leave a message. **On the weekend, staff will only return calls related to weekend contact. All other calls will be returned on Monday.**

Car parking arrangements

You are welcome to park in our car park while attending contact visits at this Centre. However please ensure that if you are being dropped off the person dropping you off leaves the car park immediately. It is not appropriate to have people waiting in our car park.

Other people, whether they know the children or not are not permitted to observe your contact visit from our parking area or any other area close to our Centre where you or other families can be observed.

Supervised Contact Visits

Please be advised of the following changes to supervised contact arrangements:

Missed visits: Where parents cancel two consecutive visits future booking will be reviewed and may be cancelled. We receive a large number of cancellations each week, often with no notice. As we have many families who wish to utilise this Service we can no longer guarantee bookings where families are unable to commit to attending on a regular basis.

Make up visits: **We are no longer able to offer make up visits when visits are missed or cancelled by clients.**

Fees

In an effort to keep our fees affordable we ask that all parents contribute fees for changeovers and supervision. Supervision fees are due on the day of contact and can be paid by cash, EFTPOS or direct debit. Changeover fees are due monthly. Unless it states otherwise in a Court Order of Agreement OR one parent takes responsibility for fees, fees are split between parents.

Christmas Opening Hours

Christmas Day Wednesday 25th Dec

Closed except for changeovers @ 10am

Boxing Day Thursday 26th Dec

Closed except for changeovers @10 am

Friday 27th December

Closed except for changeovers @ 5pm

New Year's Day Wednesday 1st 2014

Closed

**Australia Day Holiday Monday 27th
January 2014**

Closed except for changeovers @ 5pm

NO supervised contact visits will occur on any of these days.

Please ensure that you booked changeovers on these days with staff. If we do not get any bookings on any of these days we will not open.

Spare clothes and hats

At this time of the year children may engage in water play and may get wet. Please supply a change of clothes and always pack a hat. We encourage parents to dress young children in clothes you would send them to daycare in.

ILLNESS

Parents or children who are unwell are not able to attend our Centre. In the event that you do arrive with a sick child or you are unwell your visit will be cancelled.