



## How to contact us

We provide support in offices located in Barwon and western Victoria.

### Community Support

📞 General enquiries: 03 5226 8900

✉️ [info@meli.org.au](mailto:info@meli.org.au)

### Supervised Contact Service Hours

Thursday 10.30am – 2.30pm

Friday 12.30am – 6.00pm

Saturday 9.15am – 5.00pm

Closed on all public holidays

### Acknowledgement

We acknowledge that we work and connect on the traditional and unceded lands of Aboriginal peoples and pay our respects to their Elders past and present. We are committed to the reconciliation journey through our actions and openness to learn.



### We celebrate difference

Meli is committed to creating an environment where everyone feels safe and that they belong. We welcome people of all races, ethnicities, genders, sexual orientations, ages, religions, abilities, and nationalities and value diversity of experience as a vital part of supporting people and strengthening communities. We will listen, learn and evolve as an accessible, inclusive, and safe organisation for all, including First Nations peoples, members of the LGBTQIA+ community, people with disability and those with culturally diverse backgrounds.



Interpreter services are available upon request.

📘 @meli.community

📷 @meli.community

📌 @meli-community

[meli.org.au](http://meli.org.au)

## Eligibility

Supervised Contact Services supports children living in the service region which includes Greater Geelong, Surf Coast, Golden Plains, Colac Otway, Queenscliff, and Wyndham-Werribee.

Children who are subject to Child Protection orders are not eligible for the service as contact arrangements are the responsibility of the relevant department.

The service is suitable for children aged 12 years and under. Children older than 12 are welcome to attend with younger siblings.

## How to apply

The service requires an application from both parents in order to proceed. Application forms can be found on the Meli website site at [meli.org.au](http://meli.org.au).

Please fill out all pages on the application form and return via the following means.

✉️ PO Box 324, North Geelong VIC 3215

📍 16 Ballarat Road, Hamlyn Heights

✉️ [scs@meli.org.au](mailto:scs@meli.org.au)

# MELI

## Supervised Contact Services

Family Engagement Service (FES)  
Children's Contact Service (CCS)



# Supervised Contact Services (SCS)

We understand the difficulties that are often experienced during and after separation and we provide parents with the opportunity to have supervised contact visits with the child/ren they do not live with.

Meli's Supervised Contact Services provides both a partially government funded Children's Contact Service (CCS) and a private Family Engagement Service (FES).

Both services offer families an independent and neutral venue where supervised contact visits for children and young people of separated parents can occur in a safe, supportive, and family friendly environment.

The government funded CCS also offers families a neutral location and supportive environment, where Facilitated Changeover for children can occur.

## What you can expect from the Supervised Contact Services

- A family focused and child friendly environment
- Trained, experienced, impartial, and professional staff
- An established centre with appropriate toys, games, and equipment
- Indoor and outdoor areas
- Established safety and security procedures
- Privacy and confidentiality
- Support to build relationships through play, dialogue, and positive interactions
- Referrals to other services to support parents and children

# Children's Contact Service (CCS)

The CCS provides 12 two-hour supervised contacts per fortnight in most cases. The hope is that over time, families will work towards independent management of their contact arrangements.

The CCS is partially funded by the Federal Department of Social Services. This funding does not completely cover the service costs. As such, fees are charged based on income.

Both parents are responsible for their own portion of the cost of Supervised Contacts, unless stated in a parenting plan or court order.

Fees are charged on a sliding scale of income with parents paying between \$5.00 and \$60.00 per supervised contact. Summary Reports for Mediation and Court Reports for Family Law Courts have added costs.

The CCS also provides a Facilitated Changeover service to support families who are finding the process challenging. This service costs \$5.00 per parent for an arrival and return Facilitated Changeover.

# Family Engagement Service (FES)

The FES is a private, non-funded service established in 2018 to help alleviate the wait-list for the CCS. As such, the service is a more expensive option.

This service can be used longer term for families where self-management of child contact arrangements is not possible. Child Protection Permanent Placement, NDIS, TAC and Workcover plans may cover the ongoing costs of the service.

The wait times are often less than the CCS and Supervised Contacts can occur weekly, fortnightly, monthly, or less frequently as required.

Fees are as follows:

- **Intake and Assessment** - \$165.00 per parent
- **Supervised Contact Weekday** - \$130.00 per hour
- **Supervised Contact Saturday** - \$155.00 per hour
- Summary Reports for Mediation and Court Reports for Family Law Courts have added costs.

