



Media Release – 9 Jan 2023

Children's contact service launching in Sale

On Monday Better Place Australia launched its new children's contact service for families living in Sale and Gippsland. The Sale centre is its second children's contact centre in addition to wider family services offered in Gippsland through the Traralgon Family Relationship Centre.

Funded by the Federal Attorney-General's Department, the children's contact service supports children to maintain their relationship with their parents and family members in a safe, supportive and child-focused environment.

Sale Children's Contact Service Manager Helen Skinner said that it is critical for families in regional areas to be able to access family services that are local and affordable.

"Separation and relationship breakdown can be a stressful experience, and for families facing complex parenting arrangements, there are greater challenges. The children's contact service supports children to have supervised visits and facilitated changeovers with parents and family members following separation."

"For children, adjustment can be especially difficult, and the service can really help. We provide a safe, fun and neutral environment where children can spend time with the parent they no longer live with. We don't take sides." Ms Skinner said.

Drawing from over 35 years of experience providing family mediation and counselling services at Better Place Australia, families will also be able to access a variety of wraparound services that include mental health support and parenting programs.

Better Place Australia CEO Serge Sardo said, "Strong and healthy relationships play a vital role in building the ongoing health and wellbeing of individuals, families, and the broader local community. The ability to access services that remain close to where they live and work cannot be understated."

Currently, many families do not have access to a child contact centre in their area and wait times in others further afield sees them waiting long periods to see their children. This vital service for families living in the Sale and Gippsland area will enable families and caregivers to connect with their children safely, securely and locally." He said.

Families wanting to use the service can contact Better Place Australia on 1800 639 523 or visit betterplaceaustralia.com.au.

End Release

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Better Place Australia is a non-profit that has been providing Family and Relationship, Psychological services, and Financial Counselling services for over thirty-five years. From over 15 locations, Better Place Australia supports over 11,000 Victorians every year to help them take back control of their lives.