

Independent Children's Contact Services



FAMILY BRIDGE AUSTRALIA



No waitlists. Mobile across Melbourne. Reports lawyers can rely on.

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www.familybridgeaustralia.com



A letter from the Directors

At Family Bridge Australia, we understand that engaging a Children's Contact Service is rarely a simple decision.

It often comes at a time where clarity, reliability, and professionalism matter - not just for families, but for the lawyers and professionals supporting them.

When choosing a service, what matters most is knowing that arrangements will be managed properly. That communication will be clear. That sessions will run as expected. And that any reporting will be timely, factual, and able to be relied upon.

That is the standard we work to.

Family Bridge Australia was established in response to the gaps we have seen in this space - delays in commencement, limited flexibility, and environments that do not always support children to engage comfortably.

Our model is intentionally practical.

As a fully mobile service across Melbourne, we facilitate supervised contact

and changeovers in appropriate community settings, while maintaining clear structure, professional boundaries, and oversight at all times. This allows for more natural interaction without compromising safety or accountability.

We are responsive, we follow instructions, and we prioritise getting services in place without unnecessary delay.

For legal professionals, this means a service that can be relied upon to operate in accordance with orders and provide clear, objective documentation.

For families, it means a process that is calm, consistent, and focused on the needs of the child.

Our role is to make what can be a complex process feel structured, manageable, and supported - from first contact through to ongoing service delivery.

**Kind regards,
Directors
Family Bridge Australia**

Our Process

01	02	03	04	05
Get In Touch	Intake & Review	Service Delivery	Reporting	On-going Support
Response in 1 business day	1-3 business days	Within 1 business day of intake	48 hour report release	Regular reviews and contact

Why Choose Family Bridge Australia?

- **Experienced supervisors** who understand high conflict matters and keep contact visits structured, calm, and on track.
- **Court-ready reports delivered within 48 hours**, providing clear, objective documentation lawyers and families can rely on.
- **No waitlists** across Greater Melbourne, with services able to commence quickly in locations that suit each family.



Professional Standards



National Framework Alignment

Aligned with the Australian Attorney-General's Children's Contact Services Guiding Principles

Proud Affiliate Members of ACCSA

Policies and procedures informed by ACCSA good practice standards and implemented accordingly

Accreditation Ready Processes

Alignment with emerging national accreditation standards to ensure utmost safety, service consistency, and appropriate staff training

Who We Work With

- Parents & families

- Family lawyers & Mediators

- The Courts

- Allied professionals supporting children and families



Fees

- Transparent pricing with no hidden costs

- Full fee schedule aFull fee schedule provided upfrontavailable

- Fast quotes to support urgent matters

Child Safety

- At Family Bridge Australia, child safety underpins every aspect of our service.

- Each session is structured and risk-assessed based on the needs of the child and family.

- Our practices align with the National Child Safe Standards, supported by experienced supervisors and carefully selected environments.



Fast Communication, Secure Applications & Referrals.

Our Core Services



01 Supervised Visitation

- Children spend time with a parent while a trained supervisor is present
- Visits follow Court Orders or agreed parenting arrangements

- ✓ Community locations
- ✓ No waitlists
- ✓ Flexible scheduling



02 Supervised Changeovers

- One parent drops off and the other collects after a short buffer
- Process managed so parents do not interact

- ✓ Structured and professional
- ✓ Safe, discreet and stress-free



03 Virtual Supervision

- Supervised video contact between child and parent
- A supervisor monitors the session throughout

- ✓ Suitable where in-person visits aren't possible



04 Observational Reports

- Clear reports documenting each session
- Written in a factual, neutral, professional format

- ✓ Suitable for lawyers and court
- ✓ Accurate session records



[View All Services](#)

Family Bridge Australia offers a comprehensive range of additional services tailored to support various family circumstances and court processes.

Building Safe Bridges for Growing Hearts

Family Bridge Australia provides safe, professional Children's Contact Services designed to support families and maintain meaningful connections for children.

Enquire today for a free, confidential intake discussion.

Phone (03) 8899 6312

Email info@familybridgeaustralia.com

Website www.familybridgeaustralia.com

Areas Mobile Services Across Greater Melbourne



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