

Could you become a volunteer at a Child Contact Centre?



People who are already volunteers in Child Contact Centres have commented that:

"It has made me more adaptable and open minded."

"The rewards outweigh the problems and disappointments."

"We need to support children in developing successful relationships..."

Who supports Child Contact Centres?

The National Association of Child Contact Centres (NACCC) is a national child-centred charity that supports Child Contact Centres by:

- Promoting a greater awareness and recognition of their work locally, regionally and nationally.
- Valuing the skills and commitment of their volunteers and staff.
- Supporting good practice through the application of consistent standards of service delivery.
- Networking in partnership with its member centres and other agencies so that they understand and learn from each other.
- Responding and being accountable to its membership and funders.

And finally...

If you would like to help make a difference for children like Lucy and Tom or find out more about the work of Child Contact Centres please contact either:

contact
NATIONAL ASSOCIATION OF
CHILD CONTACT CENTRES

Tel: 0845 4500 280 (local rate)
email: contact@nacc.org.uk
www.nacc.org.uk

National Association of Child Contact Centres
FREEPOST MID30406, NOTTINGHAM, NG1 1BR

Or your local Child Contact Centre:

Church Street
Contact Centre
07726 324589

Registered Charity No. 1078636
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Lucy and Tom's world fell apart when dad left



Spare time?

Could you help Lucy and Tom see their Dad again at a Child Contact Centre?



contact
NATIONAL ASSOCIATION OF
CHILD CONTACT CENTRES

What is a Child Contact Centre?



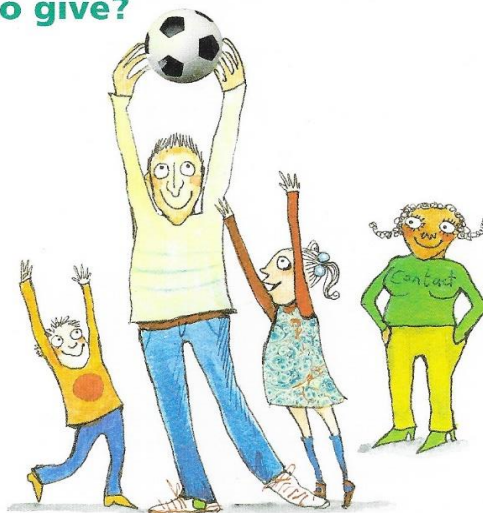
A Child Contact Centre is a safe, friendly and neutral place where children of separated families can spend time with one or both parents and sometimes other family members. They are child-centred environments that provide toys, games and facilities that reflect the diverse needs of children affected by family breakdown.

There are currently more than 280 Child Contact Centres throughout England, Wales and Northern Ireland. Trained volunteers run the majority of these centres and it is estimated that 12,000 children use them every year. All staff and volunteers are checked by the Criminal Records Bureau prior to starting work at the centre.

What qualities do you need to be a Child Contact Centre volunteer?

Volunteers in Child Contact Centres need to be impartial, caring, tolerant, sensitive, flexible, discreet and reliable. They must always put children's needs first and not take sides with either parent or any other adults involved in the contact.

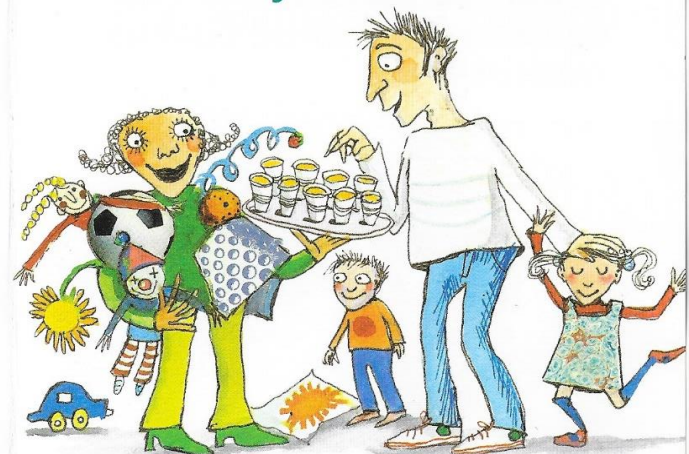
How much time will I need to give?



Most Child Contact Centres open on a Saturday morning or afternoon every week. Their volunteers are normally organised into teams and each team is on duty once every four to six weeks.

New volunteers join a team and are given training either in advance of, or shortly after they have started working in the centre. All volunteers receive ongoing support from their team leaders and / or the centre co-ordinator.

What will you have to do?



A volunteer at a Child Contact Centre is primarily responsible for facilitating meaningful contact between a child or children and a non-resident parent, by:

- Helping to prepare the centre before children arrive.
- Welcoming families and showing them around.
- Listening to adults and children without judging, advising or taking sides.
- Making refreshments.
- Tidying up once the centre is closed.

It is also important for potential volunteers to know that they do not:

- Counsel families using the centre.
- Supervise the children – they remain the responsibility of their parents at all times.
- Get involved with the families away from the centre.