**Resident Parent**

An application has been made for contact to take place at a local child contact centre. You need to fill out an online application form. It is an easy process.

**1.**

You will need to go to - [www.naccc-safereferrals.org.uk](http://www.naccc-safereferrals.org.uk)

**2.**

Click on **Register** – (Please look in the How it Works section - though it does not give any more information than this leaflet)

On the Registration page you are asked to fill in a **Username** and **Password –** Please read instructions regarding Passwords (Make a note of your Username and Password as you may want to log in again)

There is also a box which asks for a **Reference code**. You put in the Reference Code that was sent to you.

Once you have done the above you then click on the **Create my account** button

You are now registered and will be taken to a **Welcome Screen**. The Welcome Screen explains what happens next. This can seem quite daunting especially ’15 Steps’.Also there are some points on the screen that are only relevant to the non-resident parent - It does mention payment of £10.00. You do not pay this as the non-resident parent pays

**Rest assured each step is quite straightforward.**

Please note -

* If you have a solicitor, they can help you fill this in
* The other parent does not get to see your form
* If you need to stop filling the form out, for instance to get specific details, you must ‘SAVE’ otherwise you will have to start again

**3.**

You now fill out details about yourself and what is happening

* If you click **Next** at the end of Step 7 you cannot change any information you have previously put down. If you need to you can go back and review the information before you click **Next**. The system will then pause a few seconds to determine if the application is suitable and if it is you will be taken to Step 8. If it determines the referral is not suitable you will get an email with a number you can call for advice about next steps.
* Please continue to go through the Steps.
* At Step 10 your childs details have been automatically put in from the non-residents application.
* When you get to Step 15 you will be asked to click on **Submit My Application**

**4.** What happens next –

Both parents are able to select a child contact centre that they would prefer to use though the final choice is decided by the parent who the children live with.

Once your form is complete, the referral is screened by a NACCC hub worker. They may get in touch with you to clarify information. They also may get in touch with other services such as CAFCASS or Children services for any additional information.

If the application is deemed suitable for a supported contact centre then the referral is then passed to the centre who will then get in touch with you

If you have any questions please contact NACCC on 01159484557

**If you do not have access to the internet**

The vast majority of libraries have computers which have internet connection and can be used by the public. In some libraries you may need to join. Clients have used this method of accessing the online application form.