



Children's Supervised Contact

CLIENT SERVICE AGREEMENT





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## HOPE FAMILY COTTAGE PTY LTD SERVICE AGREEMENT

The following Service Agreement (**the “Agreement”**) is a standard agreement for families accessing Children’s Supervised Contact Visit Services provided by Hope Family Cottage Pty Ltd (“Hope Family Cottage”).

### 1. TERMS OF THE AGREEMENT

- 1.1 The Terms of this Agreement (the “Terms”) will begin on the date of this Agreement and will remain in full force and effect until completion of service provision by Hope Family Cottage, subject to earlier termination of services as provided for in this Agreement.
- 1.2 Depending upon the level of risk assessed by Hope Family Cottage and the type of risk factors associated with a family’s circumstances, it may be necessary for Hope Family Cottage to amend this Agreement to add/remove certain Terms and Conditions in order to implement specific risk management plans and strategies. Fees apply for any such amendments required to be made to this Agreement, as per Hope Family Cottage’s Schedule of Fees at the time any such amendments are required to be made.
- 1.3 For the purposes of this Agreement, Parents and Carer(s) are identified by terms ‘Resident Parent/Carer(s)’ (the Parent/Carer(s) with whom the Child/Children primarily live), and ‘Non-Resident Parent’ (the Parent with whom the Child/Children do not primarily live). ‘Visiting Family Member(s)’ refers to Family Members or Other Significant People in the lives of the Child/Children who the Non-Resident Parent requests to attend any scheduled Supervised Contact Visit with them.

### 2. UNDERTAKING

- 2.1 Parents/Carer(s) agree to do everything necessary to ensure that the Terms of this Agreement take effect.
- 2.2 Parents/Carer(s) and other Visiting Family Members are required:
  - i) To maintain the best interests of the Child/Children as their primary focus at all times;
  - ii) To make every effort to maximise the Child/Children’s opportunity for a positive experience with their Non-Resident Parent, Resident Parent/Carer(s) & any Visiting Family Member(s) prior to, during and following all Supervised Contact Visits.

### 3. ROLE OF THE CONTACT SUPERVISOR

- 3.1 The role of the Contact Supervisor throughout Supervised Contact Visits is to:
  - i) Be present at all times with the Child/Children and the Non-Resident Parent and/or any other Visiting Family Member(s);
  - ii) Monitor interactions between the Non-Resident Parent and/or any Visiting Family Member(s) and the Child/Children, and intervene in circumstances where behaviour



(verbal, physical, emotional, psychological) is considered by them to be inappropriate.

- iii) Record observations & take notes of what is seen and heard during Changeovers of Children prior to and following Supervised Contact Visits, as well as during Supervised Contact Visits. Note taking by Contact Supervisors may occur in various forms, such as on a computer, iPad, mobile phone, or note-pad in addition to CCTV wherever available. Notes will be taken by the Contact Supervisor throughout all Supervised Contact Visits visit whilst visits are occurring, as well as prior to and during all Changeovers prior to and following Supervised Contact Visits.

- 3.2 Whilst activities during Supervised Contact Visits are aimed to be limited to those that do not prohibit the Contact Supervisor from being within direct sight and audible hearing distance of the Child/Children and Non-Resident Parent/Visiting Family Member(s) at all times, this is not always possible. The Contact Supervisor will use their best efforts to hear and observe all conversations and interactions that take place, however this is not always possible, especially within the Community where other people, items & objects may obscure their direct view of the Child/Children at times, and music, speakers, background noise and the voices of other children and adults can interfere with being able to clearly hear every word spoken in a conversation or interaction.

#### 4. IDENTIFICATION

- 4.1 Non-Resident Parent(s) and Resident Parent(s)/Carer(s) must provide personally identifying information to Hope Family Cottage, as listed in the Application Form before attending any Supervised Contact Visit.
- 4.2 If the Non-Resident Parent would like to have any family member(s) or other people who are significant in the life/lives of their Child/Children attend any Supervised Contact Visit with them, they must also provide personally identifying information to Hope Family Cottage, as listed in the Application Form and be approved by Hope Family Cottage as well as the Child/Children's Resident Parent/Carer(s) prior to attending any Supervised Contact Visit(s) and/or Changeovers.

#### 5. PHOTOS/VIDEO FOOTAGE

- 5.1 Hope Family Cottage's Contact Supervisor's will take photos and short videos during all Supervised Contact Visits and Changeovers, which will be stored on secure servers for identification purposes and as evidence of each Supervised Contact Visit that takes place until the visiting Child/Children reaches 18 years of age, or for a period of 7 years if the Child/Children turns 18 years of age within 7 years of the date of any Supervised Contact Visit or Changeover.
- 5.2 All photos/short videos taken during Supervised Contact Visits and Changeovers will be made available to the Court upon a Court Subpoena to Produce Documents being issued to Hope Family Cottage. Fees apply for Hope Family Cottage to comply with any Subpeona issued in accordance with Hope Family Cottage's current Schedule of Fees, which is available at [www.hopefamilycottage.com.au](http://www.hopefamilycottage.com.au)

- 5.3 A limited selection of photos/short videos taken during Supervised Contact Visits may be provided



to the Non-Resident Parent following Supervised Contact Visits upon their request, provided that the Resident Parent and Non-Resident Parent have Shared Parental Responsibility for the Child/Children at the time of the Supervised Contact Visit taking place and this is evidenced by way of current Court Orders; and provided the Visiting Parent/Family Member(s) are not legally prohibited from being in possession of any photos/short videos of the Child/Children; and Hope Family Cottage deems it safe and suitable to provide the Non-Resident Parent/Family Member(s) with a limited selection of photos/short videos following Supervised Contact Visits after giving consideration to any current, past or potential future safety concerns/any risks resulting from doing so.

- 5.4 The selection and number of photos provided to the Non-Resident Parent following a Supervised Contact Visit, provided conditions in 5.3 above are satisfied, is at sole the discretion of Hope Family Cottage.
- 5.5 Should the Child/Children's Resident Parent/Carer(s) not consent to the Non-Resident Parent/Visiting Family Member(s) receiving any photos/short videos taken during any Supervised Contact Visit and all conditions in 5.3 above are satisfied, they should seek legal advice in relation to this.
- 5.6 If the Resident Parent/Carer(s) holds full Parental Responsibility for the Child/Children, and the Non-Resident Parent requests a limited selection of photos/videos be provided to them of the Child/Children following a Supervised Contact Visit, the decision to provide any photos/videos of the Child/Children from the Supervised Contact Visit is wholly the decision of the Resident Parent/Carer(s) to make. Hope Family Cottage holds no decision making capacity in this circumstance and the Non-Resident Parent should seek legal advice in relation to this.
- 5.7 Hope Family Cottage is not required to provide any explanation or reasoning for not providing the Non-Resident Parent/Visiting Family Member(s) with copies of any photos/short videos taken during Supervised Contact Visits.
- 5.8 Should a Court Subpoena be issued for the release of documents, including photos/short videos and any other records in relation to a matter, all photos & short videos, along with any Supervised Contact Reports, file notes and all other correspondence will be provided to the Court, as required. Fees apply for Hope Family Cottage to comply with a Court Order as per the current Schedule of Fees available at [www.hopefamilycottage.com.au](http://www.hopefamilycottage.com.au)
- 5.9 Photos taken by the Contact Supervisor will be shared with third parties such as the Police/Department of Communities and Justice (DCJ) and NSW Health, if required, to assist them with their enquiries/investigations.
- 5.10 Photos/videos taken by the Contact Supervisor as evidence of any injuries or incidents or concerns relating to the Child/Children will be provided to the Resident Parent/Carer(s) and the Non-Resident Parent/Visiting Family Member(s) in the Supervised Contact Visit Report for which the injury, incident or concern is relevant.
- 5.11 Photos taken by the Contact Supervisor remain the property of Hope Family Cottage and will not be used in/on any social media platform or be used in any public way by Hope Family Cottage.



## 6. UNAPPROVED AND PROHIBITED PEOPLE

- 6.1 Prohibited Person(s) with whom the Child/Children are to have NO CONTACT under Court Order are not permitted to attend Supervised Contact Visits or Changeovers under any circumstances, and must not communicate with the Child/Children in any way during Supervised Contact Visits or Changeovers - not by phone, facetime, written correspondence, via any third party means, or be brought into any Supervised Contact Visit or Changeover by way of being included in any conversations, discussions, storytelling, comments, photos, drawings, games or by any other means by reference in any shape or form to or with the Child/Children by the Non-Resident Parent/Visiting Family Member(s) under any circumstances.
- 6.2 Unapproved or Prohibited persons(s) (as per Court Orders) are not permitted to attend the location or premises where a Supervised Contact Visit and/or Changeover is planned, or is taking place, prior to, during, or directly following any Supervised Contact Visit or Changeover taking place for any reason whatsoever, including dropping off or picking up the Non-Resident Parent/Visiting Family Member(s) prior to or following a Supervised Contact Visit or Changeover.
- 6.3 Any unapproved or prohibited person(s) must not linger within the vicinity where a Supervised Contact Visit or Changeover is planned, or is, taking place.
- 6.4 Should any Prohibited Person(s) breach Items 6.11, 6.12 or 6.13 of this Agreement, Hope Family Cottage will notify Police immediately. and will reconsider the provision of any future Supervised Contact Services to the family which the Unapproved/Prohibited Person(s) is associated.
- 6.5 The Resident Parent/Carer(s) must provide sufficient notice to Hope Family Cottage if the Child/Children need to arrive at or leave from a Supervised Contact Visit or Changeover with an adult who is not named in this Agreement, and must provide photographic identification of that person to Hope Family Cottage prior to that person arriving at a Supervised Contact Visit or Changeover with the Child/Children or arriving after a Supervised Contact Visit at Changeover to collect the Child/Children.
- 6.6 Any adult appointed by the Non-Resident Parent/Carer(s) for the Child/Children to arrive at Supervised Contact Visits with or leave Supervised Contact Visits with must provide personal photographic identification to the Hope Family Cottage at the time of drop off and pick up of the Child/Children and consent to a copy of their personal ID being retained on the Child/Children's file which is maintained on Hope Family Cottage's secure servers.
- 6.7 It is the responsibility of both the Resident Parent/Carer(s) and the Non-Resident Parent/Visiting Family Member(s) to keep Hope Family Cottage updated with any circumstances which may change or arise during the period of time that Hope Family Cottage provides Supervised Contact Services for the Child/Children which may impact upon the safety and well-being of the Child/Children, Hope Family Cottage Staff or any other relevant person(s).

## 7. GENERAL



- 7.1 Scheduling of Supervised Contact Visits is subject to the availability of Hope Family Cottage and times for visits may need to change from time to time, however, Hope Family Cottage will try to keep all Supervised Contact Visits and Changeovers scheduled at the agreed time(s) and location(s) wherever possible.
- 7.2 Parents/Carer(s)/Visiting Family Member(s) are to provide Hope Family Cottage with at least seven (7) days notice if no further Supervised Contact Visits are required.
- 7.3 Hope Family Cottage will advise Parent(s)/Carer(s)/Visiting Family Member(s) of any changes that may need to be made to any existing schedule/arrangements for Supervised Contact Visits or Changeovers at any time for any reason as soon as possible.
- 7.4 Requests from Parent(s)/Carer(s)/Visiting Family Member(s) for changes to be made to days/times for Supervised Contact Visits and Changeovers will be accommodated by Hope Family Cottage wherever possible, however, changes are not always guaranteed to be possible. Administration Fees apply for Hope Family Cottage to amend any scheduled Supervised Contact Visit times and/or locations (refer to Hope Family Cottage Schedule of Fees available at [www.hopefamilycottage.com.au](http://www.hopefamilycottage.com.au)).
- 7.5 In the event that either Parent/Carer(s) cancels a Supervised Contact Visit and/or Changeover, demonstrates inflexibility or a lack of co-operation with regard to any Terms of this Agreement, Hope Family Cottage reserved the Right to suspend or terminate immediately and legal representatives for all parties (if appointed) will be notified.
- 7.6 Hope Family Cottage reserves the right to suspend or terminate services at any time without any notice or explanation.
- 7.7 Bookings are not confirmed and no services will be provided by Hope Family Cottage until payment for any such services has been made in full and received by Hope Family Cottage prior.
- 7.8 Any correspondence from Parent(s)/Carer(s)/Visiting Family Member(s) to Hope Family Cottage should be sent via email to Hope Family Cottage ([admin@hopefamilycottage.com.au](mailto:admin@hopefamilycottage.com.au)).

## 8. HOURS OF OPERATION & PENALTY RATES

- 8.1 Standard Hours of Operation are as follows:
  - 9am – 5pm Monday to Friday
  - 9am – 4pm Saturday
  - 10am-4pm Sundays & Public Holidays
- 8.2 Any Services provided outside our Standard Hours of Operation will attract higher fees as set out below:

Monday to Friday:

  - 5am to 7am - 2.0 x Standard Hourly Rates
  - 7am to 9am - 1.5 x Standard Hourly Rates
  - 5pm to 7pm - 1.5x Standard Hourly Rates
  - 7pm to 9pm - 2.0x Standard Hourly Rates
  - 9pm to 12pm - 2.5x Standard Hourly Rates



- 12pm to 5am - 3.0 x Standard Hourly Rates  
(Offsite, Overnight Awake)
- Offsite, Overnight Sleep (no active Supervision) - Flat Rate \$180

Saturday:

- 6am to 8am - 2.0 x Standard Hourly Rates
- 8am to 10am - 1.5 x Standard Hourly Rates
- 4pm to 6pm - 1.5x Standard Hourly Rates
- 6pm to 8pm - 2.0x Standard Hourly Rates
- 8pm to 12pm - 2.5x Standard Hourly Rates
- 12pm to 6am - 3.0 x Standard Hourly Rates  
(Offsite, Overnight Awake)
- Offsite, Overnight Sleep (no active Supervision) - Flat Rate \$240

Sundays & Public Holidays:

- 6am to 8am - 2.0 x Standard Hourly Rates
- 8am to 10am - 1.5 x Standard Hourly Rates
- 4pm to 6pm - 1.5x Standard Hourly Rates
- 6pm to 8pm - 2.0x Standard Hourly Rates
- 8pm to 12pm - 2.5x Standard Hourly Rates
- 12pm to 6am - 3.0 x Standard Hourly Rates  
(Offsite, Overnight Awake)
- Offsite, Overnight Sleep (no active Supervision) – Flat Rate \$300

Refer to FEES Section in this Agreement & Hope Family Cottage's Schedule of Fees available at [www.hopefamilycottage.com.au](http://www.hopefamilycottage.com.au) for all current Standard Hourly Rates and Other Fees for Services.

## 9. FEES

- 9.1 Fees for Services are set out in Hope Family Cottage's Schedule of Fees available at [www.hopefamilycottage.com.au](http://www.hopefamilycottage.com.au) and must be paid in full and received by Hope Family Cottage PRIOR to any services being provided. Payment must be made online or via direct deposit.

**WE DO NOT ACCEPT CASH.**

- 9.2 Parents/Carer(s)/Visiting Family Member(s) are responsible for the payment of Hope Family Cottage's fees as agreed between them, or as ordered by the Court and stated in current Court Orders. Hope Family Cottage does not decide or get involved in discussions between parents/parties regarding who is responsible for the payment of our fees/other costs and will not facilitate negotiations and/or conversations between Parent(s)/Carer(s)/Visiting Family Member(s) regarding our fees.
- 9.3 Hope Family Cottage's fees, costs and any associated charges are not negotiable.
- 9.4 Hope Family Cottage's fees are 100% non-refundable, including:



- i) If the Child/Children fail to arrive for a scheduled Supervised Contact Visit for any reason, including their refusal to attend or illness of the Child/Children or their Resident Parent/Carer(s);
- ii) If the Non-Resident Parent/Visiting Family Member(s) arrive with the Child/Children late to a Supervised Contact Visit;
- iii) If the Non-Resident Parent/Visiting Family Member(s) fail to arrive for a scheduled Supervised Contact Visit for any reason, or cancel a Supervised Contact Visit for any reason, including illness;
- iv) If the Non-Resident Parent/Visiting Family Member(s) decides to end the visit early, regardless of the reason, e.g., an emergency, the Child/Children not responding in the manner the Non-Resident Parent/Visiting Family Member(s) had hoped, are feeling unwell or have other responsibilities attend to etc.
- vi) If the Contact Supervisor exercises his/her authority to end a Supervised Contact Visit early for any reason they deem necessary (e.g., the Child is distressed, the Child/Non-Resident Parent(s)/Visiting Family Member(s) becomes unwell, the Non-Resident Parent/Visiting Family Member(s) is under/suspected to be under the influence of drugs/alcohol upon arrival or at any point in time during a Supervised Contact Visit taking place, or the Non-Resident Parent/Visiting Family Member(s) or any Unauthorised Person(s) breaches the Terms of this Agreement;
- vii) If a new Court Order becomes effective and/or no further Supervised Contact Visits are required;
- viii) If there is a change to the duration of Supervised Contact Visits resulting in less time;
- ix) If Late Fees or any Administration Fees incurred in between Supervised Contact Visits are not paid in full prior to the next Supervised Contact Visit taking place and the next scheduled Supervised Contact Visit is cancelled by Hope Family Cottage as a result;
- x) If Hope Family Cottage refuses to provide service at any time due to any breach of the Terms of this Agreement.

9.5 Where there are more than three Children attending a Supervised Contact Visit and/or Changeover at any time, or any Child/Children has additional support needs, more than one Contact Supervisor will be required to attend any Supervised Contact Visit and/or Changeover at which those Children will be attending, and additional fees will be payable as per Hope Family Cottage's Schedule of Fees available at [www.hopefamilycottage.com.au](http://www.hopefamilycottage.com.au).

9.6 Late Fees apply for the late departure of the Non-Resident Parent/Visiting Family Member(s) following any Supervised Contact Visit and/or Changeover as follows (fees are payable for each Contact Supervisor in attendance):

- i) Between 5-10 minutes late – a \$25 Late Fee will apply;
- ii) Between 10-15 mins late – a \$50 Late Fee will apply;
- iii) More than 15 mins late – an Hourly Rate of \$250 will apply.

9.7 Late Fees apply for the late arrival/departure of the Resident Parent/Carer(s) for Changeover of



the Child/Children following Supervised Contact Visits as follows (fees are payable for each Contact Supervisor in attendance):

- i) Between 5-10 minutes late – a \$25 Late Fee will apply;
- ii) Between 10-15 mins late – a \$50 Late Fee will apply;
- iii) More than 15 mins late – an Hourly Rate of \$250 will apply.

- 9.8 Hope Family Cottage reserves the right to cancel future Supervised Contact Visits if Late Fees or any Administration Fees incurred inbetween visits are not paid in full by the Parent/Party responsible for the incurring of such costs, prior to the next scheduled Supervised Contact Visit taking place, even if future Supervised Contact Visits have already been paid for, and all Legal Representatives will be advised of the cancellation of services and reason for cancellation.
- 9.9 Should a Court Subpoena be issued to Hope Family Cottage, fees to comply with such Order must be paid in full by the Parent/Party whom the Subpoena was issued on behalf of, prior to any Documents being provided to the Court and/or any further Supervised Contact Visits or other services being provided by Hope Family Cottage. Fees apply for Hope Family Cottage to comply with a Court Subpoena. Fees are available at [www.hopefamilycottage.com.au](http://www.hopefamilycottage.com.au)

## 10. ARRIVAL & DEPARTURE PROCEDURES

- 10.1 The Resident Parent/Carer(s) must meet the Contact Supervisor at the agreed location fifteen (15) minutes prior to the scheduled start time of a Supervised Contact Visit for the transfer of the Child/Children into the care of Contact Supervisor's care ("Changeover").
- 10.2 Hope Family Cottage allows five (5) minutes only of the allocated fifteen (15) minutes of Changeover with the Resident Parent/Carer(s) before a Supervised Contact Visit takes place for the Child/Children to transfer into the Contact Supervisor's care. The remaining ten (10) minutes of time allocated to a Changeover before a Supervised Contact Visit allows for the Resident Parent/Carer(s) to vacate the agreed meeting location and the Non-Resident Parent/Visiting Family Member(s) to arrive at the agreed location without any overlap between them.
- 10.3 If the Resident Parent/Carer(s) requires more than five (5) minutes of the fifteen (15) minutes allocated for Changeovers in order to smoothly transfer the Child/Children into the care of the Contact Supervisor prior to a Supervised Contact Visit, or out of the Contact Supervisor's care following a Supervised Contact Visit, additional time must be booked and paid for in advance to allow for this time. Hope Family Cottage's Schedule of Fees is available at [www.hopefamilycottage.com.au](http://www.hopefamilycottage.com.au)
- 10.4 The Resident Parent/Carer(s) must vacate the agreed Changeover location immediately after Changeover has taken place prior to a Supervised Contact Visit taking place.
- 10.5 The Non-Resident Parent/Visiting Family Member(s) must remain at least one kilometer (1KM) away from the agreed location where a Supervised Contact Visit and/or Changeover is scheduled to take place until such time that they receive a text message from the Contact Supervisor advising them that the Child/Children are ready for their arrival at the agreed location where the



Supervised Contact Visit is scheduled to take place.

- 10.6 The Non-Resident Parent/Visiting Family Member(s) **MUST NOT** arrive at the agreed location where the Supervised Contact Visit is scheduled to take place before they receive text notification from the Contact Supervisor advising them that the Child/Children are ready for their arrival. Arriving prior to this text message being sent will result in termination of our services.
- 10.7 The Resident Parent/Carer(s) must remain at least one kilometer (1KM) away from the agreed location where a Supervised Contact Visit is taking place for the full duration of that Supervised Contact Visit, unless otherwise agreed to by Hope Family Cottage.
- 10.8 The Resident Parent/Carer(s) must remain at least one kilometer (1KM) away from the agreed location where a Supervised Contact Visit is planned to conclude, until such time that they receive a text message from the Contact Supervisor advising them that the Child/Children are ready for Changeover back into their care.
- 10.9 Hope Family Cottage allows the last five (5) minutes only of the allocated fifteen (15) minutes of Changeover with the Resident Parent/Carer(s) after a Supervised Contact Visit takes place for the Child/Children to transfer back into the Resident Parent/Carer(s) care.
- 10.10 The first five (5) minutes of time allocated to Changeover after a Supervised Contact Visit allows for the Non-Resident Parent/Visiting Family Member(s) to vacate the location where the Supervised Contact Visit took place without any overlap between their departure and the arrival of the Resident Parent/Carer(s).
- 10.11 Facilitated Changeovers are compulsory for all Supervised Contact Visits which take place until such time, if ever, Hope Family Cottage, in consultation with the Resident Parent/Carer(s) and the Non-Resident Parent/Visiting Family Member(s), agree that Facilitated Changeovers are no longer required and Changeovers can occur during the scheduled Supervised Contact Visit (subject to AVO's/ADVO's, level of family conflict, future plans for self-sufficient contact arrangements and any safety risks assessed by Hope Family Cottage).

## 11. LATENESS & NON-ARRIVAL/NO SHOWS

- 11.1 Scheduled Contact Visits will not be extended in duration due to the late arrival of either the Resident Parent/Carer(s) or Non-Resident Parent/Visiting Family Member(s) as this causes unfair delay to following Supervised Contact Visits for other families. Any lateness and the reported reason for such lateness (if given) will be included in the Contact Report prepared by Hope Family Cottage for the scheduled Supervised Contact Visit.
- 11.2 If a Supervised Contact Visit is cancelled due to the Non-Resident Parent/Visiting Family Member(s) failure to attend, the Resident Parent/Carer(s) must return to the agreed location to collect the Child/Children as soon as possible and not leave the Child/Children in the care of the Contact Supervisor(s) for what would have otherwise been the duration of the scheduled Supervised Contact Visit.
- 11.3 Both Parent's Solicitor/Lawyer (if appointed) and the Independent Children's Lawyer (if



appointed) will be advised of the non-arrival of either the Resident Parent/Carer(s) or Non-Resident Parent/Visiting Family Member(s) for any scheduled Supervised Contact Visit.

- 11.4 Late fees apply for any lateness. Refer to the FEES Section herein.
- 11.5 In the event that the Resident Parent/Carer(s) have not arrived at the agreed location for Changeover of the Child/Children five (5) minutes prior to the scheduled Supervised Contact Visit start time (i.e., ten (10) minutes late for Changeover), and no contact has been received by Hope Family Cottage from them to advise that they are running late, the Contact Supervisor will:
- i) Attempt to make contact with the Resident Parent/Carer(s) by phone;
  - ii) Notify the Non-Resident Parent/Visiting Family Member(s) by text message of the Resident Parent/Carer(s) lateness and their attempt to contact the Resident Parent/Carer(s), as any lateness will change the start time of the scheduled Supervised Contact Visit.
- 11.6 In the event that the Contact Supervisor is unable to contact the Resident Parent/Carer(s) and still no contact has been received by Hope Family Cottage from them to advise that they are running late and they have still not arrived at the agreed location for Changeover of the Child/Children by the time the scheduled Supervised Contact Visit is due to start (i.e., fifteen (15) minutes late for Changeover), the Contact Supervisor will:
- i) Attempt to make contact with the Resident Parent/Carer(s) again by phone;
  - ii) Advise the Non-Resident Parent/Visiting Family Member(s) again via text message of the Resident Parent/Carer(s) continued lateness and of their second attempt to contact the Resident Parent/Carer(s).
- 11.7 In the event that the Contact Supervisor is still unable to contact the Resident Parent/Carer(s) and no contact has been received by Hope Family Cottage from them to advise that they are running late and they have still not arrived at the agreed location for Changeover of the Child/Children five (5) minutes after the scheduled start time of the Supervised Contact Visit (i.e., twenty (20) minutes late for Changeover), the Contact Supervisor will:
- i) Notify the Resident Parent/Carers(s) by voice mail (if available) and text message that the scheduled Supervised Contact Visit has been cancelled due to their non-arrival for Changeover with the Child/Children;
  - ii) Notify the Non-Resident Parent/Visiting Family Member(s) by phone of the Resident Parent/Carer(s) non-arrival for Changeover with the Child/Children, therefore the scheduled Supervised Contact Visit is cancelled.
- 11.8 In the event that the Non-Resident Parent/Visiting Family Member(s) has not arrived at the agreed location where the scheduled Supervised Contact Visit is scheduled to take place within ten (10) minutes of the Contact Supervisor notifying them via text that the Child/Children is/are ready for their arrival, and no contact with has been received by Hope Family Cottage from the Non-Resident Parent/Visiting Family Member(s) to advise of their lateness, the Contact Supervisor will:
- i) Attempt to make contact with the Non-Resident Parent/Visiting Family Member(s) by phone.

- 11.9 In the event that the Contact Supervisor is unable to contact the Non-Resident Parent/Visiting Family



Member(s) and still no contact has been received by Hope Family Cottage from them to advise that they are running late and they have still not arrived at the agreed location where the Supervised Contact Visit is scheduled to take place fifteen (15) minutes after the Supervised Contact Visit is due to start, the Contact Supervisor will:

- i) Attempt to make contact with the Non-Resident Parent/Visiting Family Member(s) again by phone.

11.10 In the event that the Contact Supervisor is unable to contact the Non-Resident Parent/Visiting Family Member(s) and still no contact has been received by Hope Family Cottage from them to advise that they are running late and they have still not arrived at the agreed location where the scheduled Supervised Contact Visit is scheduled to take place twenty (20) minutes after the scheduled start time of the Supervised Contact Visit, the Contact Supervisor will:

- i) Attempt to make contact with the Non-Resident Parent/Visiting Family Member(s) again by phone;
- ii) Notify the Non-Resident Parent/Visiting Family Member(s) by voice mail (if available) and text message that the scheduled Supervised Contact Visit has been cancelled due to their non-arrival the agreed location;
- iii) Contact the Resident Parent/Carer(s) by phone and advise them of the Non-Resident Parent/Visiting Family Member(s) non-arrival for the scheduled Supervised Contact Visit and arrange for them to collect the Child/Children from the agreed location where the Supervised Contact Visit was due to take place as soon as possible.

11.11 In the event that the Contact Supervisor is unable to contact the Resident Parent/Carer(s) and still no contact has been received by Hope Family Cottage from them to advise that they are running late to collect the Child/Children following the cancellation of a Supervised Contact Visit or for Changeover following a Supervised Contact Visit, and they have still not arrived at the agreed location where the Supervised Contact Visit was scheduled to take place/took place within ten (10) minutes of the agreed/scheduled time, the Contact Supervisor will:

- i) Attempt to make contact with the Resident Parent/Visiting Family Member(s) again by phone.

11.12 In the event that the Contact Supervisor is unable to contact the Resident Parent/Carer(s) and still no contact has been received by Hope Family Cottage from them to advise that they are running late to collect the Child/Children following the cancellation of a Supervised Contact Visit or for Changeover following a Supervised Contact Visit, and they have still not arrived at the agreed location where the Supervised Contact Visit was scheduled to take place/took place fifteen (15) minutes after the agreed time, the Contact Supervisor will:

- i) Attempt to make contact with the Resident Parent/Visiting Family Member(s) again by phone.

11.13 In the event that the Contact Supervisor is unable to contact the Resident Parent/Carer(s) and still no contact has been received by Hope Family Cottage from them to advise that they are running late to collect the Child/Children following the cancellation of a Supervised Contact Visit or for Changeover following a Supervised Contact Visit, and they have still not arrived at the agreed location where the Supervised Contact Visit was scheduled to take place/took place twenty (20) minutes after the agreed time, the Contact Supervisor will:



- i) Attempt to make contact with the Resident Parent/Visiting Family Member(s) again by phone;
- ii) Attempt to make contact with the Child/Children's Emergency Contact Person(s) by phone and text message.

11.14 In the event that the Contact Supervisor is unable to contact the Resident Parent/Carer(s) OR the Child/Children's Nominated Emergency Contact Person(s) and still no contact has been received by Hope Family Cottage from the Resident Parent/Carer(s) to advise that they are running late to collect the Child/Children following the cancellation of a Supervised Contact Visit or for Changeover following a Supervised Contact Visit, and they have still not arrived at the agreed location where the Supervised Contact Visit was scheduled to take place/took place twenty (30) minutes after the agreed time, the Contact Supervisor will:

- i) Attempt to make contact with the Resident Parent/Carer(s) again by phone & text message;
- ii) Attempt to make contact with the Child/Children's Emergency Contact Person(s) again by phone and text message;
- iii) Contact local Police and the Department of Communities and Justice (DCJ) to Report Neglect for the Child/Children and request their intervention.

## 12. CANCELLATIONS

- 12.1 Hope Family Cottage must be contacted as soon as possible in the event of cancellation or any emergency which may impact upon any scheduled Supervised Contact Visit(s).
- 12.2 Hope Family Cottage does not provide any refunds for Cancellations. Refer to the FEES Section herein.
- 12.3 If either Parent/Party requests that a booked Supervised Contact Visit be rescheduled to another date and provides more than forty eight (48) hours notice, Hope Family Cottage will try their best to accommodate their request, however this is not always possible, and no guarantees are given. Administration Fees apply for the facilitation of rescheduling requests. Refer to FEES Section herein.

## 13. CONDUCT AT SUPERVISED CONTACT VISITS

- 13.1 The Resident Parent/Carer(s) and Non-Resident Parent/Visiting Family Member(s) must not be under the influence of drugs or alcohol at Changeovers for the Child/Children prior to or following any Supervised Contact Visit, or upon arrival for a Supervised Contact Visit, or during a Supervised Contact Visit.
- 13.2 Smoking cigarettes and the use of vapes during a Supervised Contact Visit or while on any other premises where Supervised Contact Visit is taking place is prohibited.
- 13.3 All Parents/Carer(s)/Visiting Family Member(s) must speak in the English language at all times during Supervised Contact Visits and Changeovers.
- 13.4 Parent(s)/Carer(s) must not whisper to the Child/Children during Changeovers or Supervised Contact Visits. Parent(s)/Carer(s) & any Visiting Family Member(s) must speak at an audible level at all times.



- 13.5 Non-Resident Parents/Visiting Family Member(s) must not abscond with the Child/Children. If the Contact Supervisor believes that the Child/Children are at risk of abscondment, or if a Child/Children is absconded during a Supervised Contact Visit, the Police will be contacted immediately, and the Department of Communities and Justice (DCJ) will be notified.
- 13.6 Parent(s)/Carer(s) must not bring, or allow any Child to bring, any items/toys/images, material or non-material item to any Supervised Contact Visit or Changeover that could harm or injure them or another person physically, emotionally or psychologically (e.g., graphic images, photos, drawings, written materials, recordings, stories, or toys such as sling-shots, toy guns, or any other type of shooting toy/weapon or items which could be used as a weapon, or any other item, image, drawing, material or non-material item/toy) which is violent, or could be idealised to be violent in nature.
- 13.7 Any bags brought into the visit by Resident Parent/Carer, Visiting Parent/Family members or children, must be opened for inspection by the Supervisor prior to the visit commencing.
- 13.8 For any Child/Children two (2) years and under, all food, drinks (water/formula), nappies and other items required (spare underwear/pull ups/clothes etc.) for the Child/Children must be supplied for them by the Resident Parent/Carer(s).
- 13.9 The Non-Resident/Visiting Family Member(s) must supply all food, drinks, nappies/pull ups, and other items for any Child/Children aged three (3) and over, unless Hope Family Cottage advises otherwise.
- 13.10 Lollies/treats/sugary drinks are to be given in limited quantities/sparingly to the Child/Children during Supervised Contact Visits. All food provided for the Child/Children must be predominantly healthy at all times.

#### 14. CONTACT WITH THE OTHER PARENT/CARER(S)

- 14.1 Parents/Carer(s)/ Visiting Family Member(s) must adhere to the conditions of any AVO/ADVO in place. Breaches of any AVO/ADVO in place will be reported to Police.
- 14.2 The Contact Supervisor will not pass items, messages or information from the Resident Parent/Carer(s) to the Non-Resident Parent/Visiting Family Member(s) or vice versa, unless the item, message and information specifically relates to the Child/Children's safety and/or well-being (e.g., medical update/medication) and the person providing the item, message or information consents to it being shared with the other person. Contact Supervisors will not be used as a conduit for the exchange of personal items or information between the Resident Parent/Carer(s) and the Non-Resident Parent/Visiting Family Member(s) which does not relate to the Child/Children's safety and/or well-being.
- 14.3 Parents/Carer(s) must not undertake any activities relating to Court proceedings (e.g., serving legal documents) on Hope Family Cottage's premises, or at any other location whilst either Parent/Carer(s)/Visiting Family Member(s) are attending a Supervised Contact Visit or Changeover, or at any other time at all.
- 14.4 Arrival and departure procedures as set out in this Agreement must be adhered to, even if there



is no current AVO/ADVO in place.

## 15. HOUSE-KEEPING

- 15.1 The Non-Resident Parent/Visiting Family Member(s) is responsible for cleaning up and tidying of any premises prior to the conclusion of all Supervised Contact Visits. This includes the placing of any rubbish/food scraps etc. in the bin, placing furniture, toys and all other items back in their original location/position.
- 15.2 The Non-Resident Parent/Visiting Family Member(s) is responsible for paying for any costs to repair/replace any items broken or damaged during Supervised Contact Visits and/or Changeovers, such as, but not limited to, all breakages/damages to furniture, fixtures, fittings, floor coverings, machinery, digital equipment, toys and other resources at Hope Family Cottage premises or other agreed location where Supervised Contact or Changeovers take place.

## 16. CLIENT RECORDS

- 16.1 Relevant observational information regarding the Child/Children interactions with the Resident Parent/Carer(s) and the Non-Resident Parent/Visiting Family Member(s) will be documented in a Supervised Contact Report for each Supervised Contact Visit and Changeover that takes place. Supervised Contact Reports are compulsory, not optional.
- 16.2 Supervised Contact Reports are provided to the Resident Parent/Carer(s) and the Non-Resident Parent/Visiting Family Member(s) as well as the Child/Children's Independent Children's Lawyer (if appointed).
- 16.3 Supervised Contact Reports are provided to the Department of Communities and Justice ('DCJ') if there is an open Child Protection case for the Child/Children.
- 16.4 Hope Family Cottage will retain a copy of all Supervised Contact Reports and any accompanying photos/videos taken during Supervised Contact Visits on secure servers for a period of seven (7) years, or until the Child/Children reaches 18 years of age.
- 16.5 Hope Family Cottage client records are confidential. Exceptions to client confidentiality include:
  - i) Should a risk to the physical, emotional, or psychological safety of any person be suspected or confirmed, or any harm to pet(s) and/or damage to any property is suspected or confirmed, the relevant authorities will be notified.
  - ii) Should the Court issue a Subpoena for the release of information held by Hope Family Cottage, copies of all client information including (but not limited to) Contact Reports, File Notes, emails, text correspondence, photos and videos taken during Supervised Contact Visits will be provided to the Court without any consultation with the parties to whom the Subpoena relates. Fees are payable for Hope Family Cottage to respond to a Court Subpoena. Refer to Hope Family Cottage Schedule of Fees available at [www.hopefamilycottage.com.au](http://www.hopefamilycottage.com.au)

## 17. TRANSPORTATION



- 17.1 The Contact Supervisor is not permitted to travel in any Parent(s)/Carer(s)/Visiting Family Member(s) personal vehicles except in extreme circumstances e.g., to escape danger.
- 17.2 Whilst the Contact Supervisor may check the suitability of either Parent(s)/Carer(s)/Visiting Family Member(s) baby capsule(s), child car seats and/or booster seats, Hope Family Cottage Contact Supervisors and/or Hope Family Cottage accepts no responsibility whatsoever for the suitability, correct installation of car seats/capsules or for the safety of any Child/Children travelling with any person once they have left the care of a Hope Family Cottage Contact Supervisor following a Supervised Contact Visit and/or Changeover.
- 17.3 Hope Family Cottage will only provide transport for the Child/Children to/from Supervised Contact Visits with their Non-Resident Parent/Visiting Family Member(s). No transport will be provided for the Child/Children during a Supervised Contact Visit unless such transport has been agreed upon prior by Hope Family Cottage, the Contact Supervisor, and the Resident Parent/Carer(s) and/or DCJ, except in the case of the Child/Children needing to be transported by the Contact Supervisor in order to escape danger or seek medical attention.

## 18. GROUNDS FOR DISCONTINUING AND/OR WITHDRAWING SERVICE

- 13.1 Hope Family Cottage reserves the right to suspend or terminate the provision of any Supervised Contact Service at any time without giving any reason for doing so. However, reasons for terminating or suspending Services include, but are not limited to, the following circumstances
- i) In the event of an unsuccessful Supervised Contact Visit e.g., Child/Children refuse to attend;
  - ii) In the event that punctuality is an ongoing concern;
  - iii) In the event that the Contact Supervisor believes that the interaction between the Child/Children and the Non-Resident Parent/Visiting Family Member(s) is not in the best interest of the Child/Children;
  - iv) In the event that a Child is highly distressed and unable to settle/be settled;
  - v) In the event that the Resident Parent/Carer(s) denigrates the Non-Resident Parent/Visiting Family Member(s) (or vice versa), discusses Court proceedings or other legal issues with or in the presence or hearing distance of the Child/Children;
  - vi) In the event that any party uses any form of aggression or abuse, makes threats, acts to intimidate or control, harass, bully or displays any behaviour perceived to be threatening or otherwise inappropriate towards each other, the Child/Children, the Contact Supervisor or Hope Family Cottage or any other person, in writing, via social media, via phone, text or any third party person during or outside of Supervised Contact Visits and/or Changeovers taking place.
  - vii) In the event that the Contact Supervisor believes that the Resident Parent/Carer(s) or Non-Resident Parent/Visiting Family Member(s) is/are under the influence of alcohol or drugs.
  - viii) In the event that it becomes evident or suspected that any criminal acts have been attempted or committed by either Parent or any Child/Children;



- ix) In the event that the Child/Children is/are aggressive (physically or verbally) towards the Contact Supervisor or any other person.
- x) In the event that any Administration or Late Fees due remain unpaid.
- xi) In the event that the Resident Parent/Carer(s) or the Non-Resident Parent/ Visiting Family Member(s) breach of any of the Terms and Conditions set out herein.

## 19. COMMUNITY & IN-HOME SUPERVISED CONTACT VISITS

- 19.1 The Non-Resident Parent/Visiting Family Member(s) and the Child/Children may only go within walking distance of the approved location during a Supervised Contact Visit provided the Resident Parent/Carer(s) has agreed to this prior to the Supervised Contact Visit taking place, or if required in order to attend Family Rooms for use of toileting facilities by the Child/Children during a Supervised Contact Visit. Non-Resident Parents/Visiting Family Member(s) and any Child/Children attending walks outside of the approved venue will be accompanied by a Contact Supervisor at all times.
- 19.2 The Non-Resident Parent/Visiting Family Member(s) is responsible for the payment of all external activities (unless otherwise agreed), including admission/entry fees, tolls and parking fees for themselves and the Child/Children as well as for the Contact Supervisor.
- 19.3 Off-site Supervised Contact Visits will commence and conclude at the agreed location. Fees apply for return travel time and return kilometers from Hope Family Cottage's office to the agreed location.

## 20. GIFTS

- 20.1 Gifts given to the Child/Children by the Non-Resident Parent/Visiting Family Member(s) should be limited to special occasions such as birthdays, Christmas etc. as culturally appropriate for the Child/Children.
- 20.2 We encourage the Non-Resident Parent/Visiting Family Member(s) to not provide gifts for the Child/Children at each and every Supervised Contact Visit to ensure the focus of Contact Visits for the Child/Children is on spending quality time with their Non-Resident Parent/Visiting Family Member(s) rather than receiving gifts from them at each visit.
- 20.3 Gift/card giving must not be used by either Parent/Carer(s)/Visiting Family Member(s) as a conduit for passing on messages to the other Parent. Any gift(s)/card(s) must be for the enjoyment/receipt of the Child/Children only.
- 20.4 Should the Resident Parent/Carer(s) not wish to take any gifts given to the Child/Children during contact with the Non-Resident Parent/Visiting Family Member(s) home with their Child/Children, gifts must be taken home by the Non-Resident Parent/Visiting Family Member(s) following the next Supervised Contact Visit, or be collected from Hope Family Cottage at an agreed location in the event that no further Supervised Contact Visits are scheduled. Non-Resident Parents/Visiting Family Member(s) may bring such gifted items with them to future Supervised Contact Visits for the Child/Children to enjoy during their Contact Visit with them,



however, the gifted items must be taken back home with the Non-Resident Parent/Visiting Family Member afterwards.

- 20.5 Resident Parents/Carer(s) are encouraged to consider the impact upon their Child/Children if they do not allow their Child/Children to bring gifts home with them which were given to them by the Non-Resident Parent/Visiting Family Member(s) during a Supervised Contact Visit.
- 20.6 The giving of gifts and cards by a Non-Resident Parent/Visiting Family Member(s) to the Child/Children must be age and developmentally appropriate for the Child/children whom the gift/card is for.
- 20.7 Any gift(s)/card(s) given to any Child/Children must be opened during the Supervised Contact Visit in which they are given to the Child/Children in the presence of the Contact Supervisor.
- 20.8 No gifts/cards are permitted to include messages to the Child/Children from any person(s) prohibited by Court Order from having contact with the Child/Children.
- 20.9 Should a Non-Resident Parent/Visiting Family Member(s) wish to give a gift/card to a Child/Children during a Supervised Contact Visit from somebody other than themselves, they must seek approval from Hope Family Cottage prior. Hope Family Cottage will seek approval from the Resident Parent for the giving of any such gift/card to the Child/Children from any other such person other than the Non-Resident Parent/Visiting Family Member(s) prior to the Supervised Contact Visit taking place in which the gift/card is planned to be given to the Child/Children.

## 21. VISITORS

- 21.1 Any person(s) prohibited from having contact with the Child/Children by Court Order must not attend any Supervised Contact Visits in person or by phone/facetime.
- 21.2 In the event that the Non-Resident Parent/Visiting Family Member(s) wishes for a special visitor to attend a Supervised Contact Visit with them, they must request this in writing at least seven (7) days prior to the Supervised Contact Visit taking place that they wish for them to attend.
- 21.3 Visitors may only attend a Supervised Contact Visit in person or by phone/facetime if agreed to in advance by the Resident Parent/Carer(s) and Hope Family Cottage.
- 21.4 Hope Family Cottage has final discretion to approve or decline the attendance of any visitors and to decide upon the frequency, duration, and mode of contact any visitors may have with the Child/Children during a Supervised Contact Visit.
- 21.5 For Non-Resident Parents/Visiting Family Member(s) with Final Court Orders where specific visitors are listed as 'Approved' in current Court Orders, Hope Family Cottage requires notice from the Non-Resident Parent/Visiting Family Member(s) of at least seven (7) days' notice. Whilst Court approved visitors do not require approval of the Resident Parent/Carer(s) in order to attend a Supervised Contact Visit, Hope Family Cottage will notify the Resident Parent/Carer(s) if and when a specific visitor who is Court approved will be attending any Supervised Contact Visits with the Child/Children.
- 21.6 The Non-Resident Parent/Visiting Family Member(s) must make any Visiting Family Member(s) and/or other significant people in the Child/Children's life aware of Hope Family Cottage's Protocols, Policies, Procedures, and Standards of Acceptable Behaviour and Conduct as set out



herein. This must be acknowledged with the Contact Supervisor on the day of the Supervised Contact Visit by the visitor themselves. All visitors must speak in English only and speak at an audible level at all times. Whispering is not permitted. Secrets are strictly prohibited.

- 21.7 No animals/pets are permitted to attend a Supervised Contact Visit without the permission of Hope Family Cottage, with the exception of guide dogs and therapy dogs.
- 21.8 No phone calls/facetime calls are to be received from or made to other family members, friends, or any other person by the Non-Resident Parent/Visiting Family Member(s) during Supervised Contact Visits unless prior approval has been given in advance of the Supervised Contact Visit by Hope Family Cottage and the Resident Parent/Carer(s). Any approved phone calls/facetime calls must be limited to no more than five (5) minutes in duration and must be placed on loudspeaker so the Supervisor can hear all conversations taking place. All parties must speak in English only and at an audible level. Whispering is not permitted. Secrets are strictly prohibited.

## 22. RESPONSIBILITIES

- 22.1 The Resident Parent/Carer(s) are responsible for the care of the Child/Children during Changeovers before and after Supervised Contact Visits whilst they are present with the Child/Children. Hope Family Cottage will not be held liable for any injuries to the Child/Children, or any breakages or damage caused whatsoever to any items, goods, or property whilst the Resident Parent/Carer(s) is present during a Changeover.
- 22.2 The Non-Resident Parent/Visiting Family Member(s) are responsible for the care of the Child/Children during Supervised Contact Visits. While the Contact Supervisor will take all due care to ensure the Child/Children remains safe whilst the Non-Resident Parent/Visiting Family Member(s) is present, Hope Family Cottage will not be held liable for any injuries to the Child/Children, breakages or any damages caused whatsoever to any items, goods or property whilst the Non-Resident Parent/Visiting Family Member(s) is present during a Supervised Contact Visit.
- 22.3 Hope Family Cottage will take all due care and responsibility for any Child/Children in the care of the Contact Supervisor following Changeover by the Resident Parent/Carer(s) prior to a Supervised Contact Visit taking place, and at the conclusion of a Supervised Contact Visit once the Non-Resident Parent/Visiting Family Member(s) has departed Hope Family Cottage premises or other agreed location where Supervised Contact Visits take place, whilst waiting for the Resident Parent/Carer(s) to return for Changeover of the Child/Children back into their care.
- 22.4 The Non-Resident Parent/Visiting Family Member(s) and any Approved Visitors participating in a Supervised Contact Visit in person, or by phone/facetime must adhere to the Contact Supervisor's direction with regard to their adherence to this Agreement and they must not challenge the Contact Supervisor at any time on his/her decisions/directions.
- 22.5 The Non-Resident Parent/Visiting Family Member(s) and Resident Parent/Carer(s) must not give any written correspondence, family memorabilia or other items (e.g., photos, old toys) to the Child/Children to pass on to the other unless Hope Family Cottage has received consent from the



receiving Parent/Carer(s)/Visiting Family Member(s) prior to the giving/passing on of such items. Any such items must not be disguised as a gift for the Child/Children. The Contact Supervisor will view any such items prior to them being passed on to the other Parent/Carer(s)/Visiting Family Member(s) to ensure any items provided to be passed on are only those which have been approved prior to the Supervised Contact Visit taking place.

- 22.6 In the event that medication is required to be administered to a Child/Children attending a Supervised Contact Visit, the medication must be provided by the Resident Parent/Carer(s) with clear instructions attached to the original medicine packaging or on the medicine's original container with the Child's name clearly displayed on it with administration instructions from their prescribing Doctor and must be within the current expiry date.
- 22.7 The Contact Supervisor will pass the medication onto the Non-Resident Parent/Visiting Family Member(s) who will administer the medication for the Child/Children, unless a current Court Order prohibits the Non-Resident Parent/Visiting Family Member(s) from administering any medication to the Child/Children. Any administration of medication during a Supervised Contact Visit will be double checked for accuracy prior to the Non-Resident Parent/Visiting Family Member administering it to the Child/Children.
- 22.8 With the Resident Parent/Carer(s) approval, the Child/Children may self-medicate if/when required, if they are able to and it is appropriate for them to do so.
- 22.9 The Contact Supervisor will not administer medication to a Child/Children at any time, unless Court Orders prevent the Non-Resident Parent/Visiting Family Member(s) from administering medication to the Child/Children, or in the case of an emergency such as the need for administration of an EpiPen be required if a Child/Children has or is suspected to have an anaphylactic reaction.
- 22.10 The Non-Resident Parent/Visiting Family Member(s) must not bring/administer any medication/supplements (natural or prescribed) for the Child/Children unless approved beforehand by the Resident Parent/Carer(s) and their consent has been provided to Hope Family Cottage prior to the Supervised Contact Visit.
- 22.11 Hope Family Cottage and/or the Contact Supervisor are/is not responsible for the enforcement of any Child/Children's dietary restrictions during visits. Where a serious allergy or specific dietary need exists for any Child/Children, the Resident Parent/Carer(s) is to develop a Safety Plan in collaboration with the Child/Children's Doctor and provide a copy of any such plan to Hope Family Cottage prior to Supervised Contact Visits taking place at which the Child/Children with allergies is present. The Non-Resident Parent/Visiting Family Member(s) will be provided with a copy of the relevant information in the Child/Children's Safety Plan, as required, in order for them to exercise safety and caution in regard to the Child/Children's known allergies.
- 22.12 The Resident Parent/Carer(s) is responsible for ensuring an EpiPen is provided to the Contact Supervisor for each Supervised Contact Visit for any Child who has known allergies which may result in an anaphylactic reaction.
- 22.13 Hope Family Cottage will administer First Aid in the case of any person suffering an injury, accident or incident during a Supervised Contact Visit or Changeover. This includes, but is not



limited to, the use of band-aids, bandages, ice packs, topical creams, antiseptics, the commencement of CPR and the use of an EpiPen and Defibrillator (if available) if required. All Contact Supervisors hold a current First Aid Certificate and will provide First Aid to the extent of their ability as required for any Child/Children, Parent, Carer(s), or Visiting Family Member(s).

## 23. ELECTRONIC DEVICES & MOBILE PHONES

- 23.1 The Non-Resident Parent/Visiting Family Member(s) are not permitted to use their mobile phone/ipad or any other communication device during any Supervised Contact Visits, unless in the case of an emergency.
- 23.2 Mobile phones/ipads and any other communication devices must be either switched off or put on silent for the full duration of all Supervised Contact Visits.
- 23.3 Mobile phones/ipads or any other communication or recording devices must not be secretly recording any conversations, sights or sounds during Supervised Contact Visits, Changeovers, discussions or interactions with Hope Family Cottage or any of Hope Family Cottage's staff at any time during, before, after or in-between Supervised Contact Visits.
- 23.4 The use of any hidden/visible communication/recording devices during Supervised Contact Visits, Changeovers, discussions or interactions with Hope Family Cottage or any of Hope Family Cottage's staff at any time during, before, after or in-between Supervised Contact Visits is strictly prohibited.
- 23.5 Children are not permitted to bring mobile phones with them to any Supervised Contact Visits, unless approved by the Resident Parent/Carer(s) prior to any Supervised Contact Visit taking place.
- 23.6 The Resident Parent/Carer(s) must not liaise with the Child/Children via their mobile phone/ipad/iwatch or any other communication device which they have approved the Child/Children to bring to any Supervised Contact Visit during Supervised Contact Visit time.
- 23.7 Resident Parents/Carer(s) must allow the Child/Children the opportunity to spend Supervised Contact Visit time with their Non-Resident Parent/Visiting Family Member(s) without their interruption of that time.

## 24. TOILETING

- 24.1 If the Child/Children require assistance with toileting, he or she will be assisted by the Non-Resident Parent/Visiting Family Member(s) and accompanied by the Contact Supervisor along with any other Child/Children attending the Supervised Contact Visit.
- 24.2 If a Court Order does not permit the Non-Resident Parent/Visiting Family Member(s) to accompany or assist the Child/Children with their toileting, the Contact Supervisor only will accompany and assist the Child/Children with their toileting (if required).
- 24.3 If the Contact Supervisor is required to accompany and/or assist a Child/Children with toileting, any other Child/Children attending the Supervised Contact Visit will attend the bathroom



facilities with the Contact Supervisor at the same time to ensure the Non-Resident Parent is not left unsupervised with any remaining Child/Children attending the Supervised Contact Visit.

- 24.4 For Supervised Contact visits that occur at agreed locations, approved locations must have toilet facilities which allow for the above to occur, e.g., a family bathroom.

## 25. CONTACT REPORTS

- 25.1 A detailed Supervised Contact Visit Report will be prepared for each Supervised Contact Visit and Changeover which takes place. Supervised Contact Reports are compulsory, not optional.
- 25.2 Supervised Contact Reports include factual, non-biased, objective observations of interactions and conversations between the Resident Parent/Carer(s) and the Child/Children in Changeover prior to and following Supervised Contact Visits taking place, between the Non-Resident Parent/Visiting Family Member(s) and the Child/Children during Supervised Contact Visit (e.g., interactions, reactions, attachment and detachment, incident/alerts etc.), and interactions and observations of the Child/Children in between Change Overs prior to and following Supervised Contact Visits when the Child/Children are the in sole care of the Contact Supervisor.
- 25.3 Whilst all Supervised Contact Reports are very detailed, it is impossible for Contact Supervisors to capture every single word in every single conversation which takes place during a Supervised Contact Visit. Contact Supervisors make a detailed record of as many relevant conversations, interactions and details as possible during each Supervised Contact Visit which takes place, however, they are only human and cannot possibly capture every little thing, which is why photos/short videos accompany their notes for each and every Supervised Contact Visit which takes place. It is impossible for absolutely every word spoken during a Supervised Contact Visit to be recorded and reported in a Supervised Contact Report.
- 25.4 Copies of Supervised Contact Reports will be provided to the Resident Parent/Carer(s) as well as the Non-Resident Parent/Visiting Family Member(s) and the Independent Children's Lawyer (if appointed), any Government Agencies/Caseworkers involved with the family and to the Court (upon Subpoena – which will also include photos/short videos, file notes, copies of text messages, emails etc.).

## 26. INFORMATION RELEASE CONSENT

- 26.1 Hope Family Cottage is committed to Client Confidentiality and will not provide client details such as the name, address, phone number or any other personal information for any Parent/Child/Children/Visiting Family Member(s) to any person(s) outside of Hope Family Cottage, unless written consent/ascent from the person to whom the request for information pertains is provided to Hope Family Cottage, with the exception of Police and other Government Departments (e.g., DCJ, NSW Health), in which case no client consent/ascent is required by Law.
- 26.2 There are Limitations to Confidentiality. Refer to the CLIENT RECORDS Section herein.



## 27. AGREEMENT & SIGNATURES

- 27.1 The Resident Parent/Carer(s) and Non-Resident Parent/Visiting Family Member(s) must agree to and accept the Terms and Conditions outlined in this Client Service Agreement prior to any services being provided to them by Hope Family Cottage or any of Hope Family Cottage's staff.

## 28. RESIDENT PARENT, NON-RESIDENT & VISITING FAMILY MEMBER(S) AGREEMENT & SIGNATURES

- 28.1 I have read, understood, accept, and agree to all of the Terms and Conditions outlined and detailed in this Client Service Agreement.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Please select:	Resident Parent Carer	Non-Resident Parent Visiting Family Member
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Date: \_\_\_\_\_