

# HOPE

## Supervised Contact

*Keeping Kids Connected*

p. 1300 045 020

[www.hopefamilycottage.com.au](http://www.hopefamilycottage.com.au)



### Children's Supervised Contact



Central Coast  
& Sydney



# H<sup>☀</sup>PE

## Supervised Contact

### Welcome



Hope Supervised Contact is a privately owned & operated Children's Supervised Contact Service supporting families across Sydney & the Central Coast of NSW. We understand that separation brings complex emotions & challenges for every family member. Our mission is to facilitate professional, safe, & child-focused Supervised Contact Visits that allow children to maintain meaningful relationships with both parents during this transition.

We operate from a neutral, unbiased position using trauma-informed, strengths-based practices. Our highly qualified & experienced team holds current Working With Children Checks (WWCC), Police Checks, & First Aid Certificates. More importantly, we bring compassion, understanding, & genuine care to every interaction. We recognise that each of our families are navigating difficult circumstances.

We provide professional supervision during contact visits, ensuring children's safety & wellbeing as they spend quality time with the parent they no longer live with. Our experienced staff facilitate meaningful interactions while maintaining a supportive, child-focused presence.

We manage smooth, conflict-free transitions as children move between parents before & after visits. Our carefully coordinated approach includes staggered arrival & departure times at varying locations to minimise stress & protect children from parental conflict.

Our safe & reliable door-to-door transport service ensures children travel comfortably between home, school, daycare, or other agreed locations & their Supervised Contact Visits. Our modern, clean vehicles are fully equipped with age-appropriate car seats, boosters, prams, & strollers - one less thing for you to worry about!

We're here to support you and your child/children through this challenging time with professionalism, care, & understanding.







## Meet Our Founder & CEO - Lisa Joye



Lisa is a passionate advocate for child-centered, trauma-informed Supervised Contact Services that prioritize safety, connection, and long-term wellbeing. Her commitment to improving the supervised contact experience began during her time as a Child Protection Caseworker with the Department of Communities & Justice (DCJ).

Through this work, Lisa came to deeply understand the emotional complexity and relational challenges families face when navigating contact after separation - especially when safety concerns, conflict, or prolonged periods without contact are involved.

She recognised that families need more than just supervision; they need consistency, support, and a compassionate, trauma-informed approach that centers the child's experience while preserving the dignity of everyone involved.

Motivated by these insights, Lisa established Hope Family Cottage, which now operates as Hope Supervised Contact, to create a service for families that is grounded in safety, respect, and meaningful connection. Her wrap around service supports children and parents to rebuild connection through meaningful relationships while strengthening parenting capacity, improving parental communication and building respect between parents as they transition towards self-managed contact arrangements, wherever possible.



Juris Doctor (JD) of Law (in progress)

M. Prof. Psych. (in progress)

PhD in Psychology (in progress)

B. Psych. Sc. (Hons. 1A)

B. Psych.

Grad. Dip. Family Dispute Resolution (Law)

Grad. Dip Family Studies

Provisionally Registered Psychologist (AHPRA)

Registered Family Dispute Resolution Practitioner (FDRP)

Registered General Mediator (NMAS/AMDRAS)

Certified Family Conference Facilitator

Justice of the Peace in NSW

Consulting Advisory Panel Member:

Attorney-General's Department

Family Law Services Section/Family Law Branch

Board Member:

Choose Thrive, Youth Support, Registered Charity

Member:

Mediation Institute

Australian Children's Contact Services Assoc. (ACCSA)

Supervised Visitation Network (SVN) Worldwide

# HOPE

## Supervised Contact

### Our Process - Children's Supervised Contact Services

#### Step 1

##### **Complete an Application Form Online**

Our Online Application Form is available on our website, or can be emailed to you for your completion.

We require copies of any Parenting Plans/Agreements or Court Orders, as any ADVO's/AVO's which may be in place, as well as a copy of your photo ID.

#### Step 2

##### **Intake Appointments (by phone)**

We need to understand your situation & your child/children's needs so we can support them & you as best as possible.

Allow up to 1 hr for your Intake Appointment.

#### Step 3

##### **"Getting to Know You" Familiarisation Session**

We meet with your child/children & the parent/carer they live with for 1 hour so they can become familiar & comfortable with us prior to their first Contact Visit taking place.

This is a relaxed, child-led "chat and play" session.

#### Step 4

##### **First Supervised Contact Visit**

Your child/children attend their first Supervised Contact Visit & spend time with their other parent/family member(s) within the community or within their home, (if suitable).

Door to door transport can be arranged for your child/children if required.

#### Step 5

##### **Supervised Contact Report**

A Contact Report is prepared for every Supervised Contact Visit & Facilitated Changeover.

Reports for visits are compulsory & copies are provided to both parents/parties, their legal representatives & Independent Children's Lawyer (if appointed).





# HOPE

## Supervised Contact

### Our Fees - Supervised Children's Contact Services



#### **Parental/Carer Intake Assessments (by phone)**

\$145 each - Monday to Friday Only



#### **Facilitated Changeovers (Compulsory with All Supervised Visits)**

Monday to Saturday

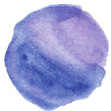
\$67.50 (\$33.75 per changeover)

Sunday

\$90 (\$45 per changeover)

Public Holidays

\$135 (\$67.50 per changeover)



#### **1 Hour "Getting to Know You" Child Familiarisation Session**

\$145\* - Monday to Friday Only

\*plus travel & other costs



#### **Supervised Contact Visit Reports (Compulsory for all Contact Visits)**

\$125 for Contact Visits up to 2 hours

+ \$60 per Additional Contact Visit Hour



#### **2 Hour Supervised Contact Visits**

\$270\* - Monday to Saturday

\$360\* - Sunday

\$540\* - Public Holidays

\*plus travel & other costs



#### **Staff Travel & Child Transport**

Hourly Rates Apply for Return Travel plus \$1.50/km Return for ALL Services provided. Tolls & Parking Fees - At Cost

\*Return travel time & KM's charged from Hornsby or Wyong, whichever is closest to changeover location(s)



#### **Additional Hourly Supervision**

\$135/hour - Monday to Saturday

\$180/hour - Sunday

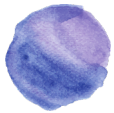
\$270/hour - Public Holidays



# HOPE

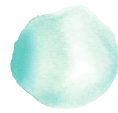
## Supervised Contact

### Our Fees - Supervised Children's Contact Services



#### **Producing Documents for Court by Subpoena**

\$750 Fixed Fee Conduct Money  
(up to 12 months of service provided)  
\$1,500 Fixed Fee Conduct Money  
(12+ months of service provided)



#### **Meetings & Consultations with Management Between Supervised Contact Visits - By Appointment Only**

\$180\*/hour - Monday to Friday Only

\*Billed for every 15 mins/part thereof, plus travel costs, if required).



#### **Court Attendance/Appearence**

\$180\*/hour

\*Billed for every 15 mins/part thereof.  
Plus travel costs. Minimum 4 hour charge applies.  
Payable by the Parent/Party issuing the Subpoena.



#### **Administration Fees**

\$135\*/hour - Monday to Friday Only

\*Billed for every 15 mins/part thereof, plus any other costs incurred.  
Payable by the initiating Parent/Party.  
Fees apply for admin time to reschedule/ change confirmed booking details, correspond with Legal Representatives or any other authorised third party, incl. mails, phone calls, meetings etc.

#### **NOTE:**

1. Our fees allow for supervision of up to three children only (exceptions apply) by one Contact Supervisor.
2. Additional fees apply if more than three children are attending any Supervised Contact Visit as an additional Contact Supervisor is required. Refer to our Staff Hourly Rates.
3. All community, home or other off-site services attract fees for return travel from Hornsby or Wyong. (i.e., staff hourly rate, km's, tolls & parking fees etc.), in addition to fees for the service provided in which the travel is required.
4. All prices are subject to GST.
5. Fees are not negotiable.
6. Services provided outside of our operating hours attract after hours rates.
7. Our standard hours of operation Monday to Friday are 9am-5pm, Saturday 9am - 4pm, Sunday 10am-4pm, Public Holidays 10am-4pm. However, services are available 24 hours a day, 7 days a week.
8. No services are provided without payment being received by us in full beforehand.
9. We do not accept cash.







## Acknowledgement of Country

We acknowledge the Darkinjung & Dharug people who are the traditional owners of the lands upon which Hope Supervised Contact was founded, and upon which Hope Supervised Contact continues to provide services.

We pay our respects to Aboriginal Elders past, present and emerging, and thank them for caring for the land, water and sky where we work.

Hope Supervised Contact operates on land which is, and always will be, Aboriginal land.







Child &  
Strengths Focused  
Trauma Informed



Qualified & Experienced  
Friendly, Unbiased  
& Supportive

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