

- ❖ **Payment Schedule is made in advance**
- ❖ **All prices include GST**
- ❖ **Intake:** \$250 (Information gathering session of both parents and a one-off fee)
- ❖ **Weekday Contact:** \$85.00 per hour
- ❖ **Weekend Contact:** \$110.00 per hour
- ❖ **Public Holidays Contact:** \$160.00 per hour
- ❖ **Handovers:** \$80.00 one-way
Public Holidays \$120.00 one way
- ❖ **Court Report:** \$385

(Court report containing up to four reports, any additional observational report will be charged at \$70 per report.)

- ❖ **Affidavit:** \$110.00
- ❖ **Home Safety Assessment:** \$250
- ❖ *Travel costs exceeding 45 kilometers will be charged at \$1.50 per kilometer thereafter. (The Service will aim to provide a worker as close as possible to the requested destination.)*
- ❖ *The Service is at liberty to charge \$60.00 per hour for contact outside the minimal allowed time being at 30 minutes per fortnight.*



Parent handbook

Providing supervised contact between children and parents in a safe and supportive environment.

Guidelines

This booklet provides information on what you should expect of our Service with supervised contact visits.

Topics

Our purpose

Services we provide

Expectations

Child Safety Standards

Role of the supervisor

Cost and payment services

Our purpose

We provide a safe contact environment for both you and your child. Our highly trained supervisors are here to ensure you have the best possible experience to support visits with your child/ren.

Contact visits occur at an agreed venue and our supervisors are available to support both of you.

The service is confidential.

Observation notes of the contact between you and your child are recorded by the supervisor. These notes may at times be requested by a court to assist in decisions regarding children's best interests.

Our role is to support your time with your child and is outside the legal decision making process.

Services we provide

We provide a confidential service to you and your child/ren and includes:

- ✓ A pick up and hand over service
- ✓ Supervised contact with you and your child/ren
 - ✓ 365 days of the year

Child Safety Standards.

Family contact service operates within the Child Safety Standards under the Child Wellbeing and Safety Act 2005.

All Victorian organisations that provide services to children are required by law to comply with the Child Safety Standards.

Supervisors will take notes during your contact visit with your child. These records may be requested by a court.

Our supervisors are trained professionals who are available for you and your child/ren. The supervisor is **not able** to discuss your case or provide any legal advice.

Expectations

It is important for children not to have the same adult worries that adults do. Children should have opportunities to learn, develop and be encouraged by parents. They have a need to feel safe and protected, supported, loved and accepted.

Talking to your child about your feelings toward his/her other parent is **not** appropriate especially if they are negative feelings.

Talking to your child about money worries is **not** appropriate.

Talking to your child about any legal issues or court proceedings is **not** appropriate.

We strongly encourage you to have your mobile phone turned off during your contact visit, so you can fully participate and enjoy your time with your child.

Role of the Supervisor

The supervisor assesses and supports that you and your child are feeling safe and have the opportunity for a positive experience. They will monitor the contact and ensure boundaries are not crossed.

Supervisors facilitate handover between the child's carer/s and are with the parent and child during the entire contact time.

The supervisor will take notes as per the requirements of courts and the Family Contact Service; these notes may be used in court.

The supervisor will offer support if you or your child have any anxiety around the contact visits.

The supervisor is not employed by the state child protection authorities however may at times need to liaise with them.

Cost and payment services

Payment for the service needs to be made in advance. The first scheduled day of supervised contact may be postponed if the cost is not paid in advance;

Observation notes and court reports will not be available for either party / or legal practitioners unless the account is paid in full.

Notification of cancellation of a supervised contact 24 hours or less will incur a late cancellation fee of 2 hours relevant to the day of contact.

Business hours: 11.00am to 6.00pm Monday to Friday.

Website: www.familycontactservice.com.au

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