



## *Contact Visit Supervision And Foster Carer Assessment Services*

### **FAMILY KONNECT SERVICE AGREEMENT FOR FACS AND NGOs CONTACT SUPERVISION REQUESTS**

Ongoing parental involvement fosters positive parent-child relationships and healthy emotional and social development. It is also beneficial to parents because it makes it more likely that the parents will have positive relationships with their children when the children become adults.

It is important to cooperate with each other for the benefit of the children. Children adjust more easily to crisis and loss if their parents work together to develop healthy ways of communicating, resolving problems, and reducing conflict. The key to a successful parent-child relationship is the quality of time, rather than the quantity of time, spent together.

At Family Konnect we encourage parents and children to engage and interact in meaningful ways. We want to offer a visit that is as smooth and pleasant as possible, to minimise distress to the child and to optimise the safety of all concerned. The overall aim of contact supervision is to assist families and children to have an enjoyable and positive experience.

Below we have included information on roles and responsibilities for each of the parties as a way to identify and clarify protocols and boundaries for the parties. In providing this information, Family Konnect also seeks that the parties agree upon all arrangements associated with the contact visits.

#### **A) CONTACT SUPERVISOR:**

1. A Contact Supervisor will be required to be present at all times during the contact visit, unless Family Konnect receives clear instructions to the contrary. They will seek to help families and their child/ren have a pleasant time and facilitate a positive time for the child before and following the contact.
2. The Family Konnect Supervisor has responsibility to ensure the safety, welfare and wellbeing of the child/ren they are supervising, however, there is an expectation that the parents having contact with the child/ren take responsibility for managing the child/ren's behaviour during the visit.
3. The Supervisor will write a report following the visit which is often filed at court. This report is comprehensive and if you do not want information included in the report of a personal nature. The report will give details of (a) who attended the visit, (b) what activities and interactions took place (c) what was talked about and other information relevant to the wellbeing and welfare of the child. While supervisors seek to manage negative behaviour, any adverse events where the child showed distress, or other events such as where information was shared with the child that was inappropriate or hurtful (e.g. negatively mentioning another parent, discussing the issues to do with court or making/breaking unreasonable promises to the child/young person) will be recorded in the



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report. Reports are prepared with the principal consideration of the child's safety, welfare and wellbeing.

### **B) Agency Requesting Service - Task prior to contact:**

1. Make all the necessary arrangements with the child's carer and birth parents so all parties arrive on time for the visit, allowing for additional time to get to the venue should there be a delay while in transit.
2. Please be aware that some foods are not nutritionally good for children and can, and often do, affect their behaviour. Please inform Family Konnect if parents are allowed to bring or buy food for their children and disclose any allergies or medical conditions that may affect the children.
3. Parents and participants at the visits and others involved in some way are not to film, photograph or record during visits if this is specified as a restriction at the time of making the referral. Supervisors are not to be photographed or filmed at any time by any parties involved.
4. Any activities planned for contact must be appropriate and allow the Supervisor to perform their role, and be an agreed-upon activity by Family Konnect. Unless instructed otherwise, it is the Supervisors discretion whether certain activities are participated in.
5. The meeting location of the contact is confirmed prior to the contact date and advised by the referring agency. Any changes to this location must be agreed and arranged prior to the contact day and Family Konnect informed with appropriate notice.
6. Contact Supervisors and children being supervised at the contact visit, are NOT permitted to travel in the vehicle of the person/s being supervised, or other vehicles nominated by the person/s being supervised. If transportation is required during a contact visit, the supervisor will transport the children and meet the person being supervised at the designated venue. The person being supervised may be allowed to travel in the front seat of the Supervisor's car at the discretion of Family Konnect Management. If arranged prior to the contact, or agreed by Family Konnect Management, the Contact Supervisor may travel with the person being supervised on a public conveyance, such as bus, tram, ferry, train, taxicab etc.
7. Contact Supervisors are not permitted to negotiate (pass messages or notes) between parties and engage in any activity to this effect. Any information you wish to relay to another party is best done between yourselves or through your legal representation or in another way.
8. Family Konnect will seek at all times to maintain a position of neutrality, with a focus on the welfare and wellbeing of the child.



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9. The child/ren's carer has responsibility for preparing the child for the visit and to ensure the child is well and positively prepared to attend and participate.
10. Family Konnect Supervisors are trained to assist the child during contact, however, the work in advance of the visit by the carer is crucial, as they are best positioned to positively prepare the child and Family Konnect expects this to occur.
11. The child/ren's carer is to ensure that essentials are packed for the care of children during contact. This will include water, food for a young baby such as milk etc. nappies and clothing to suit weather conditions, a hat, sunscreen and toys, etc.
12. The agency will be required to read complete and sign the Family Contact Service Agreement and Referral Form. The referral cannot progress until Family Konnect receives completed documentation.
13. Should you wish to include other family/friends in contact visits; Family Konnect must be informed in advance of the contact visit.

#### **C) CONTACT VISIT GUIDELINES**

It is important to present positively for the visit. **Contact visits will not proceed in the following circumstances:**

1. The child/ren parents come to the contact visit under the influence of drugs or alcohol.
2. The agency fails to comply with the agreed arrangements
3. The child/ren's parents are observed to be in an inappropriate emotional state, such as highly agitated, aggressive or abusive .

**The following actions are not permitted during the contact and may lead to cancellation of the visit:**

1. Consumption of drugs or alcohol
2. If parents:
  - hit or physically discipline their child/ren
  - threaten their child/ren with physical punishment or violence
  - discuss the court case with their child or the supervisor
  - show angry or upset behaviour to the child/ren
  - speak negatively about the child/ren's other parent/family members
  - are aggressive or abusive towards the supervisor



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### **Please note:**

If any of these happen, the Contact Supervisor will firstly warn the parent to correct their behaviour, and will end the contact if that behaviour continues and inform the referring agency about the incident. Please keep in mind the Contact Supervisor is simply seeking the best outcome for all.

### **F) QUESTIONS AND CONCERNS:**

1. If you have any questions regarding the contact visit arrangements, please call the Family Konnect on 0413174628.
2. Note that Supervisors are not involved in arranging contacts. The referring agency shall make sure that all parties are notified and reminded about dates, times and venue of the visit in advance.

### **G) SUSPENDING OR CEASING SERVICE PROVISION:**

Family Konnect may decide to suspend or cease providing service. This might be considered, for example where:

1. The way the visit is proceeding is, in the view of the Supervisor often with support from a manager, too stressful or traumatic for the child.
2. Family Konnect determines that it cannot effectively address the safety requirements or other issues involved in the particular case.
3. The case is placing an undue demand on Family Konnect resources.
4. One or both of the parties have failed to comply with the terms and conditions of the service.

### **Please note:**

The decision to suspend or cease providing a service will be made known to the agency. Family Konnect will provide the reasons for the decision to suspend or cease providing a service and where such issues can be resolved, Family Konnect would then review that decision.

### **PERSONAL INFORMATION**

**Information provided in this form is treated as CONFIDENTIAL**

**Date:**.....



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<b>CHILD/REN DETAILS:</b>		
Number of children to be supervised:		
Relationship to person/s being supervised:		
How long since child/ren have seen or spoken with the Supervised Parent:		
<b>CHILD 1</b>		
Name:		
Gender:	DOB:	Age:
Behavioural notes/concerns:		
Medical information (e.g. allergies):		
<b>CHILD 2</b>		
Name:		
Gender:	DOB:	Age:
Behavioural notes/concerns:		
Medical information (e.g. allergies):		

**PLEASE NOTE: IF THERE ARE MORE THAN 2 CHILDREN PLEASE COPY THE RELEVANT PAGE AND INCLUDE WITH YOUR APPLICATION**



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<b>FAMILY DETAILS</b>		
<b>PARENT 1</b>		
Name:		
Residential Address:		
Mobile Phone:	Home Phone:	Work Phone:
Email Address:		
Language Spoken At Home:		
Interpreter Required?	<input type="checkbox"/> Y/ <input type="checkbox"/> N	If Yes, what language?
Cultural Identification:		
<b>PARENT 2 (Person being supervised)</b>		
Name:		
Residential Address:		
Mobile Phone:	Home Phone:	Work Phone:
Email Address:		
Language Spoken at home:		
Interpreter Required?	<input type="checkbox"/> Y/ <input type="checkbox"/> N	If Yes. What language:
Cultural Identification:		

<b>FINANCIAL RESPONSIBILITY</b>
Person responsible for payment of the service:



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Agreement Period	Commences on:	Concludes on:
Total Cost For this period:		
Invoicing Details:		
Mobile Phone:	Home Phone:	
Email Address:		

**ALL COSTS ARE PAYABLE BEFORE SCHEDULED SUPERVISED CONTACT OR OTHER SERVICES**

I,..... are financially responsible for this service, agree to the following:

- That I will pay the invoiced costs into Family Konnect bank account at least 48 hours prior to each contact or service.
- I will incur a late cancellation fee if Family Konnect is NOT notified of cancellation earlier than 5pm the day before a weekday contact and earlier than 5pm the Friday before a weekend contact (please refer to the Family Konnect price list information for late cancellation policy).
- I agree that I remain responsible for payment in full in the event that a contact visit is terminated due to a conduct breach on my part during a visit. I understand that I am financially responsible if a cancellation is made by either party and any disputes will be discussed with the other party via legal representation or appropriate channels of communication.
- I agree to notify Family Konnect by email/phone when payment has been made. This will ensure that Family Konnect has enough time to put the necessary arrangements in place to facilitate your contact visit (eg arrange for a Contact Supervisor). Failure to make payment in time may result in a visit being delayed/postponed or cancelled.
- I will incur an Administration Fee (refer to price list) at Family Konnect discretion if the work undertaken on behalf of my family falls outside the standard scheduling and administration obligations for arranging and facilitating contact supervision.
- I understand that Family Konnect personnel/Supervisor will seek to encourage and motivate a child/ren to participate in a visit. Family Konnect Contact Supervisors are not



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permitted to use force or undue coercion to cause a child/ren to attend or participate in a contact visit.

- I agree that I remain responsible for payment in full in the event of a contact visit not proceeding due to termination, a child/ren not willing to attend, or in other instances such as illness where it is considered by either the Contact Supervision or Carer as not being appropriate.
- I am aware that Family Konnect will cease all contact supervision services; and undertake debt recovery (legal) action against me in the event that I fail to pay my account.

<b>Print Name</b>	<b>Signature</b>	<b>Date</b>

**SERVICE AGREEMENT**

**All service users must complete and sign this form.**

This Agreement is a contract between the Agency and Family Konnect. The information and terms in this document apply to the use of our services. In signing this document you agree that you will be bound by the terms and conditions in this Agreement.

If you do not want to be bound by this Agreement, you must stop using our Services. We may amend this Agreement at any time, for example if we update the operation of our Services or as required by law. All future changes included in a policy update are incorporated by reference into this agreement. If we make significant changes to this Agreement which may impact on your use of our services or our service provision, we will email you an updated copy of the Family Konnect Service Agreement for your records.

Any changes to the Family Konnect Service Agreement will take effect 30 days after the updated Agreement has been provided. By continuing to use our Services after any amendments to this Agreement, you agree to abide and be bound by any changes. If you do not agree with any changes we make to this Agreement, you may terminate this Agreement by terminating use of this service. I agree to the following:

**CONDUCT**





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1. If the child/ren or birth parents are unable to attend contact for any reason, I will inform Family Konnect as soon as possible. I am aware that a late cancellation fee will be incurred if I cancel after 5pm of the weekday before my contact visit on weekdays or on Friday after 5pm before my contact visit on weekends.
2. I will comply with the agreed arrangements. If I am responsible for payments I will abide by the Financial Agreement I have entered into.
3. I will comply with the agreed arrangements..
4. Photos taken of children will be appropriate and limited to ensure children are not made to feel uncomfortable.
5. Children are not allowed to access mobile phone calls during the visit without pre-approved consent.
6. In relation to any additional attendees, I will advise Family Konnect in advance of the contact visit. Any attendees approved to attend must be listed on the Referral Form following agreement from both parties.

#### **I understand that:**

7. Family Konnect Supervisor will keep running notes of the visit, detailing factual information, including names of attendees, conversations, punctuality, and observations of incidents, behaviours of all participants, issues, children's responses and general interactions of all involved.
8. Family Konnect Supervisor assigned to work with the child/ren may change from visit to visit due to varying circumstances.
9. All gifts, cards and letters given to children during the visit must be opened with Family Konnect Supervisor present.
10. Family Konnect policy and operational procedures may need to be changed without notice due to the ongoing review of the service. Family Konnect, where possible, will provide information before such changes are made.

#### **CLIENT DISCLAIMER**

1. I agree that the information provided to Family Konnect is true and correct to the best of my knowledge and belief.
2. I agree, as a condition of participating in any activity supervised by Family Konnect and its Contact Supervisors, I release and indemnify Family Konnect from and against any liability arising directly or indirectly out of such participation (including negligence).



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3. To the fullest extent permitted by law, the Indemnity covers, but is not limited to, any liability arising out of, or as a direct or indirect consequence of any harm, loss, damage, bodily injury or death sustained by myself, my child/ren and any attendees as a result of participation in the activities (including transportation of children/attendees to and from such activities), or being present at a premises utilised by Family Konnect for the purpose of Contact Supervisory services or handovers.

**DISCLOSURE OF INFORMATION AND CONFIDENTIALITY**

1. I understand that all court order directions shall be strictly adhered to.
2. I acknowledge that:
  - a. All information provided to Family Konnect does not hold privilege in court.
  - b. Family Konnect agrees to keep private and confidential all information and that the information will not be disclosed to any person, except Family Konnect personnel, employees and its directors, without the consent of the agency, parent or child.
  - c. Family Konnect may in certain limited circumstances be required, whether by law, court order or government authority, to disclose parts of, or all, information held in the child's file.
3. I understand that Family Konnect shall use their best endeavours to ensure the security of the information and documentation gained in the performance of their services.

I have read and agree to the Family Konnect terms and conditions for service use outlined in the Family Konnect Service Agreement.

**Signed by:**

<b>Print Name</b>	<b>Signature</b>	<b>Date</b>

**BOTH THE SUPERVISED PARENT AND CARER PARENT ARE REQUIRED TO COMPLETE A FAMILY CONTACT SERVICE AGREEMENT**