



## Service Agreement

The United in Parenting Child Contact Service (CCS) aims to:

- Provide a safe and neutral place for supervised visits and facilitated changeovers to occur between child/ren and the parent they do not live with.
- Provide transport in a fully insured vehicle fitted with child restraints that comply with Australian Standards. Supervisors will abide by the Victorian Road Safety Road Rules 2017.
- Promote positive interaction and support the strengthening of relationships between child/ren and parents.
- Provide support and assistance to parents in managing their children's arrangements (United in Parenting is not able to negotiate between parties or provide legal advice).

**It is agreed that all involved in these arrangements:**

- **Have the best interests of the child/ren as the primary focus**
- **Will make every effort to maximise the child/ren's opportunity for positive experiences**

**I agree:**

1. That all arrangements will be organised with the Manager or a designated supervisor.
2. To provide copies of new orders/agreements/variations of orders/agreements to the Manager or supervisor as soon as practicable.
3. To negotiate with Manager or supervisor any proposed changes to the existing arrangements which are subject to an order/agreement.
4. To notify Manager or supervisor of any changes to my personal details.
5. That any arrangements which include the provision drug testing/screening be made with the Manager of the United in Parenting CCS prior to commencement of service.
6. To inform the staff if a child has an infectious/contagious illness with the understanding that the service cannot be used whilst the infection is active.
7. To provide **at least 24 hours' notice, where possible, of any service use cancellation** with reasons for non-attendance. (A medical certificate may be required in some circumstances)
8. To accept that if, **after 15 minutes**, either party has not arrived at the Centre or arranged location, the supervisor will attempt to make contact. Then if contact cannot be made, and the absent party has not communicated with the United in Parenting CCS, the supervisor reserves the right to cancel the visit for that day.
9. To abide by the scheduled arrival and departure times.
10. To follow all directions for entry and exit from the United in Parenting CCS or arranged location, including car parking areas.
11. That the parent the child/ren lives with will leave the premises whilst a visit is taking place unless it has been otherwise agreed. That the parent the child/ren lives with will only leave the premises once the visiting parent has arrived unless otherwise advised.
12. That the parent(s) present will assume primary responsibility for the child/ren at the United in Parenting CCS or arranged location. That although due care will be taken by United in Parenting CCS supervisor to monitor behaviour during changeovers, the staff will not assume liability for accident or injury to child/ren as the onus of care of the child/ren is the responsibility of the parent(s).
13. That parents are required to attend visits by themselves unless otherwise stated in the court order. That any other person nominated in a court order to attend visits be required to complete an intake assessment and for this to occur only after the request/order for other people to attend a supervised visit has been negotiated between all parties, including United in Parenting CCS.

14. That United in Parenting CCS supervisors will be unable to pass items/messages from one parent to another, unless they are specifically related to the child/ren's immediate wellbeing (i.e., medical, bruises/marks, accidents and falls.)
15. That the parent(s) will use the communication book provided to communicate important and necessary information about the child/ren.
16. To always behave in a respectful and responsible manner at the Centre or arranged location.
17. That during the visit, the supervisor will remain **within hearing distance and have a clear vision of child/ren whilst with the visiting parent** at all times.
18. That no legal documents be served on United in Parenting CCS premises or at the arranged location.
19. To speak only the English language unless it is otherwise agreed and an interpreter, who has consulted with the service Co-ordinator prior to the visit, is present.
20. To accept that a United in Parenting CCS supervisor will intervene if conversations between a parent and child/ren may be distressing for the child/ren (e.g., regarding court related matters, a put down of the other parent, living arrangements or school the child/ren attends).
21. That during supervised visits a supervisor will **supervise all toileting and personal hygiene of child/ren** not able to do this independently.
22. That **mobile phones are to be turned off** during visits and they may only be used in an emergency after this has been discussed with the supervisor beforehand. That no **child/ren to be allowed access to a mobile phone** by the visiting parent during a visit.
23. That photographic cameras may be used if the other parent agrees, I not, photos will be taken by supervisor if the child/ren agrees. The supervisor will then send to the visiting parent. The showing of photos and videos (other than those taken in the current visit by supervisor) is not permitted. No photos are to be taken of supervisors.
24. That no voice recordings will made during visits.
25. To accept United in Parenting CCS staff's right to refuse service to persons who appear affected by alcohol or drugs. For example, if they smell of alcohol, have slurred speech, red eyes or motor skills are visibly diminished. I understand that a supervisor will state their concerns to the person who appears to be affected and if a reasonable explanation is not offered, contact will be cancelled on that occasion in the best interest of the child/ren safety.
26. To accept the right of United in Parenting CCS to refuse service to those who display violent, threatening, or other unacceptable behaviour, either verbal or physical. That in such instances it may be necessary for United in Parenting CCS staff to contact police for assistance.
27. That staff have reserved the right to discontinue the visit and review the use of the service if the child/ren are consistently unwilling to participate, are being caused undue distress, or are thought to be at risk of physical, psychological, or emotional harm.
28. That United in Parenting staff will not allow unauthorised people to pick up child/ren. Authorisation by the parent is required before child/ren will be permitted to leave with a person other than a parent. Photo ID will be requested and photocopied for the file.

## I understand:

29. That for safety and security reasons, security cameras may be in operation in the rooms, front and rear entrances and reception area.
30. That case notes will be recorded by staff detailing factual information such as visit arrangements, names of those present, punctuality, observations of important incidents, practical issues arising from visits and solutions arrived at, child/ren's response/s to visits and any critical incidents that may occur.  
**That staff are required to keep records of conversations and behaviour exhibited by all users of the service at the centre and any off-site location.**
31. That in the event of a request for a written report by a legal representative, case notes will be used to prepare a report based on recorded factual information only and that:
  - i. **2-3 weeks notice** is required for preparation of a written report for court.
  - ii. Reports attract a fee of \$500 and includes up to 4 visits and are to be paid for by the party requesting the information. Additional visits will be charged at \$90 each. Observation report after a visit is \$110.00 and requires **48 hours' notice**.

- iii. All parties receive a copy of the report.
  - iv. The United in Parenting CCS will seek witness expenses in the event staff are required to give evidence.
  - v. Information on file including phone conversations is confidential but may be subpoenaed by a court. There are costs involved.
32. It is recommended that the giving of gifts by a visiting parent to a child/ren be restricted to birthdays and other special occasions. That gifts and cards are to be opened with a supervisor present.
  33. That all staff at United in Parenting wear a duress alarm for their safety and that of the child/ren.
  34. That if a parent attempts to remove a child/ren from the arranged location during a supervised visit, the supervisor will notify the appropriate authorities and the other parent.
  35. That United in Parenting policy and operational procedures may need to be changed without notice due to the ongoing review of the service. It is noted that we will, where possible, provide relevant information before such changes are made.
  36. That staff will only speak directly to parents, guardians, legal representatives or nominated agent of the parent in matters regarding use of this service.

***This***

1. If you feel that you are not satisfied with the service that you have received/are receiving through the United in Parenting Child Contact Services, please inform your supervisor and discuss the issues with this person first.
2. If you are not satisfied with the supervisor's response to your concerns, you may contact the Director in writing or by telephone. Your supervisor will assist you with this.
3. Any complaint received by the Manager of United in Parenting Child Contact Service will be investigated within five working days of notification. As with all dealings with United in Parenting, a record will be kept of all verbal and written statements in relation to the matter, and subsequent action taken to resolve it.

***service is offered on the basis that parents understand and agree to abide by all conditions outlined in this agreement. The provision of this service will need to be reviewed if the agreements are not maintained.***

I ..... have read and agree to abide by all the above-mentioned guidelines and operating procedures and accept the offer of the United in Parenting Child Contact Service on that basis.

**By submitting this form you agree to follow the 'Service Agreement'.**