



Service Agreement

United in Parenting Child Contact Service (CCS) Agreement

The United in Parenting Child Contact Service (CCS) is committed to the following objectives:

- Provide a safe and neutral environment for supervised visits and facilitated changeovers between children and the parent they do not live with.
- Support the child/ren and act as their voice.
- Record factual notes of the contact visit.
- Offer transport in a fully insured vehicle equipped with child restraints that meet Australian Standards, if required, for an additional cost. Supervisors will adhere to the Victorian Road Safety Road Rules 2017.
- Encourage positive interaction and support the strengthening of relationships between the child/ren and parents.
- Offer support to parents in managing child/ren's arrangements (United in Parenting does not provide legal advice)

Agreement for All Involved Parties:

- The best interests of the child/ren will be the primary focus.
- Every effort will be made to maximize the child/ren's opportunity for positive experiences.
- Family violence will not be committed during contact or outside of contact visits.

Parent/Guardian Agreement:

By signing this agreement, I acknowledge and agree to the following:

1. **Arrangements:** All arrangements will be organised with the Manager or designated supervisor.
2. **Legal Orders/Agreements:** I will provide copies of any new orders/agreements/variations to the Manager or supervisor promptly.
3. **Proposed Changes:** I will negotiate any proposed changes to the existing arrangements with the Manager or supervisor.
4. **Personal Details:** I will notify the Manager or supervisor of any changes to my personal details.
5. **Drug Testing/Screening:** If required, arrangements for drug testing/screening must be made with the Manager prior to the service commencement.
6. **Infectious Illness:** I will inform staff if my child has an infectious/contagious illness, understanding that the service cannot be used while the infection is active.
7. **Cancellations:** I will provide at least 24 hours' notice of cancellations, along with a reason for non-attendance (medical certificates may be required).
8. **Late Arrivals:** If either party does not arrive at the arranged location within 15 minutes, the supervisor will attempt contact. If no contact is made, and the absent party has not communicated with CCS, the visit may be cancelled.
9. **Arrival & Departure Times:** I will adhere to the scheduled arrival and departure times.
10. **Location Instructions:** I will follow all directions for entry and exit from the arranged location, including parking areas.
11. **Other Parent's Presence:** The parent with whom the child does not live will leave the visit location unless otherwise agreed.

12. **Responsibility During Visits:** The parent(s) attending the visit will assume primary responsibility for the child/ren. Although CCS supervisors will monitor the behaviour during changeovers, the parent(s) are responsible for the child's well-being.
13. **Attendance:** Parents are required to attend visits by themselves unless otherwise specified in the court order. Any other person named in the court order must complete an intake assessment.
14. **Respectful Behaviour:** I will always behave in a respectful and responsible manner at the arranged location.
15. **Supervisor Supervision:** During the visit, the supervisor will remain within hearing distance and maintain a clear line of sight of the child/ren.
16. **Legal Documents:** No legal documents are to be served at the arranged location.
17. **Language:** Only English will be spoken unless an interpreter, previously consulted with the service Coordinator, is present.
18. **Supervisor Intervention:** The supervisor may intervene if conversations during visits are distressing for the child/ren (e.g., discussing court-related matters or criticizing the other parent).
19. **Toileting Supervision:** Supervisors will oversee toileting and personal hygiene of child/ren who are unable to do so independently during visits if required.
20. **Mobile Phones:** Mobile phones must be turned off during visits and may only be used in an emergency with prior discussion with the supervisor. Children are not to have access to mobile phones during the visit.
21. **Photos:** Photos may be taken by the supervisor if the child/ren agrees. Photos or videos from previous visits may not be shown unless agreed. No photos of supervisors are permitted.
22. **Audio or visual Recordings:** No recordings will be made during visits.
23. **Alcohol or Drug Use:** CCS staff have the right to refuse service to anyone who appears affected by alcohol or drugs. If a supervisor identifies someone under the influence, service may be cancelled for the safety of the child/ren.
24. **Violent or Threatening Behaviour:** CCS reserves the right to refuse service to anyone displaying violent, threatening, or unacceptable behaviour. In such cases, police may be contacted.
25. **Child's Willingness:** If a child/ren are consistently unwilling to participate or are at risk of harm, the visit may be discontinued, and the use of the service will be reviewed.
26. **Unauthorized Pickup:** CCS will not allow unauthorized individuals to pick up the child/ren. Photo ID will be required for verification before a child/ren is released to someone other than a parent.
27. **Payment:** If I am responsible for payment, it will be made at least 48 hours prior to the visit.
28. **Family Violence:** If I am charged with a family violence offense, United in Parenting CCS has the right to withdraw the service.
29. **Case Notes:** CCS staff will record factual case notes, including visit arrangements, participant names, punctuality, incidents, and the child/ren's responses.
30. **Legal Reports:** If a legal representative requests a written report, case notes will be used to prepare a report based on recorded factual information. Reports require:
 - *2-3 weeks' notice, please note sometimes this may vary depending on workload.
 - A fee of \$600 for up to 4 visits, additional visits are \$130 each.
 - All parties will receive a copy of the report.
 - CCS may charge for witness expenses if staff are required to give evidence.
 - Information on file is confidential but may be subpoenaed by the court.
 - If a subpoena is issued for United in Parenting to provide documentation, a fee is applicable and will be determined upon request.
 - If an affidavit is required, a fee of \$120 will be charged to cover time, travel, and or printing costs.

***NOTE United in Parenting CCS will only keep your information, including all observation notes, relevant correspondence etc. for 3 months after your last visit, it will then be destroyed, and no reports can be created after this.**

32. **Gift Giving:** Gifts from visiting parents and or family members to child/ren, should be limited to birthdays and special occasions. Gifts and cards should be opened with a supervisor present, except for books, which may be given at any time.
33. **Unauthorized Removal:** If a parent attempts to remove a child/ren from the location during a supervised visit, the supervisor will notify the relevant authorities and the other parent.
34. **Service Changes:** United in Parenting CCS may change policies or operational procedures without notice. We will inform all parties of changes whenever possible.

35. **Communication:** Staff will only speak directly to parents, guardians, legal representatives, or authorized agents regarding the use of this service.
 36. **Excessive Communication:** An administrative charge of \$90 per hour will apply for responding to excessive communication, including frequent emails or phone calls unrelated to the immediate needs of the service. This charge will be invoiced accordingly.
 37. **Breaching an IVO:** Any breach of an IVO may result in the service being withdrawn, breaches are taken seriously by United in Parenting.
-

This service is provided with the understanding that all parties agree to abide by the conditions outlined above. The provision of this service will be reviewed if the agreement is not maintained.

By submitting your intake form, you agree to the terms and conditions set out in this Service Agreement.