



Supervised Contact Services

Family Engagement
Service (FES)

Children's Contact
Service (CCS)

Information
and Guidelines
for parents and
guardians

Bethany Community Support

16 Ballarat Rd, Hamlyn Heights, 3215

P: 5278 8122 F: 5278 6382

info@bethany.org.au | www.bethany.org.au

bethany
community support



Acknowledgement



It is a privilege to be living and working on the lands of Wadawurrung and Gunditjmara people. It is upon their ancestral lands that Bethany services are situated. We respectfully acknowledge the past and present traditional owners and custodians of the land and acknowledge the wisdom and diversity of past and present Elders. We share commitment to nurturing the future generations of First Nations people in the communities in which we work. We must take time to reflect and take up the challenge to open our eyes to understand the story of First Nations people. This land has held a deep spiritual significance, we acknowledge the attachment and spiritual connection the First Nations people have with this country. Through generations, the story and spirit of the people have been written into this land. We acknowledge the people's relationship with Bunjil, the creator, with the land and all creation. We also extend our acknowledgement to all other cultural groups that have contributed to the country we live in today.



At Bethany we celebrate diversity and innovation. We embrace creating a connected organisation which enables all service users, employees, students, contractors, and volunteers to feel safe from discrimination. We support an inclusive environment where people of all genders and ages, people living with a disability, First Nations people and people from LGBTI and CALD communities feel empowered to contribute their experiences and ideas; knowing that these will be valued.



Information and Guidelines for parents and guardians

Bethany Community Support

16 Ballarat Road, Hamlyn Heights

Supervised contact worker

Weekdays: Thursday 10.00am – 3.00pm, Friday 12.00pm – 6.30pm

(03) 5278 8122

Saturday: 9.00am – 5.30pm

CCS - 0407 841 386

FES - 0447 152 452

The Supervised Contact Team can only be contacted by mobile phone after 5.00pm on Friday and all day Saturday.

Team leader

Weekdays: Wednesday 9.00am – 5.00pm, Thursday 9.00am – 5.00pm, Friday 10.00am – 5.30pm,

Saturday 9.00am – 5.30pm

Service days

Thursdays: 10.30am – 2.30pm

Fridays: 12.30pm – 6.00pm

Saturdays: 9.15am – 5.15pm

Closed on all public holidays. This includes all days over the Easter Weekend. Other times for FES only via negotiate.

The term 'parent' is interchangeable with the significant persons in the child or young people life. It may include grandparents, relatives or other people important to the child/ren.

All fees include GST. This information booklet should be read in conjunction with the Bethany Service User Handbook.

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Program overviews

Bethany provides both Government Funded Children's Contact Service (CCS) and a Fee for Service Family Engagement Service (FES). Both services offer families an independent and neutral venue where supervised contact visits for children and young people of separated parents can occur in a safe, supportive and family friendly environment.

The government funded CCS also offers families a neutral location and supportive environment, where facilitated changeover for children can occur.

The primary focus is the safety and well-being of children and young people. The program maintains a clear commitment to prioritising the needs and welfare of children and will actively intervene to ensure that the best interests of children are protected and promoted at all times. The child's rights, safety and well-being are considered our priority.

What you can expect from our services

- A family focused environment
- An established centre with age appropriate toys, games and equipment
- Trained, experienced and professional staff
- Established safety and security procedures
- Information, advice and referrals regarding other services to support parents and child/ren

The service understand the challenges that are often experienced during and after separation. The service provide parents with the opportunity to have supervised contact visits with the child/ren they do not live with. The service can provide children with an orientation visit before supervised contact visitations commence. This can help the child/ren to become comfortable with the environment and meet the supervised contact workers.

Timing and length of supervised contact visits are at the child's pace. Supervised visits may be short to begin with, and then extended, based on the supervised contact worker's assessment of the child/ren's level of comfort.

Child refusal to attend visitations can occur. Staff will encourage the child/ren to attend a visit however cannot force or coerces the child/ren to want to attend. If child refusal occurs, the supervised contact worker will consult with the parents, legal representatives and independent children's lawyer to determine the best course of action.

It is essential that parents follow these guidelines so that the services can maintain a safe, child-friendly environment.

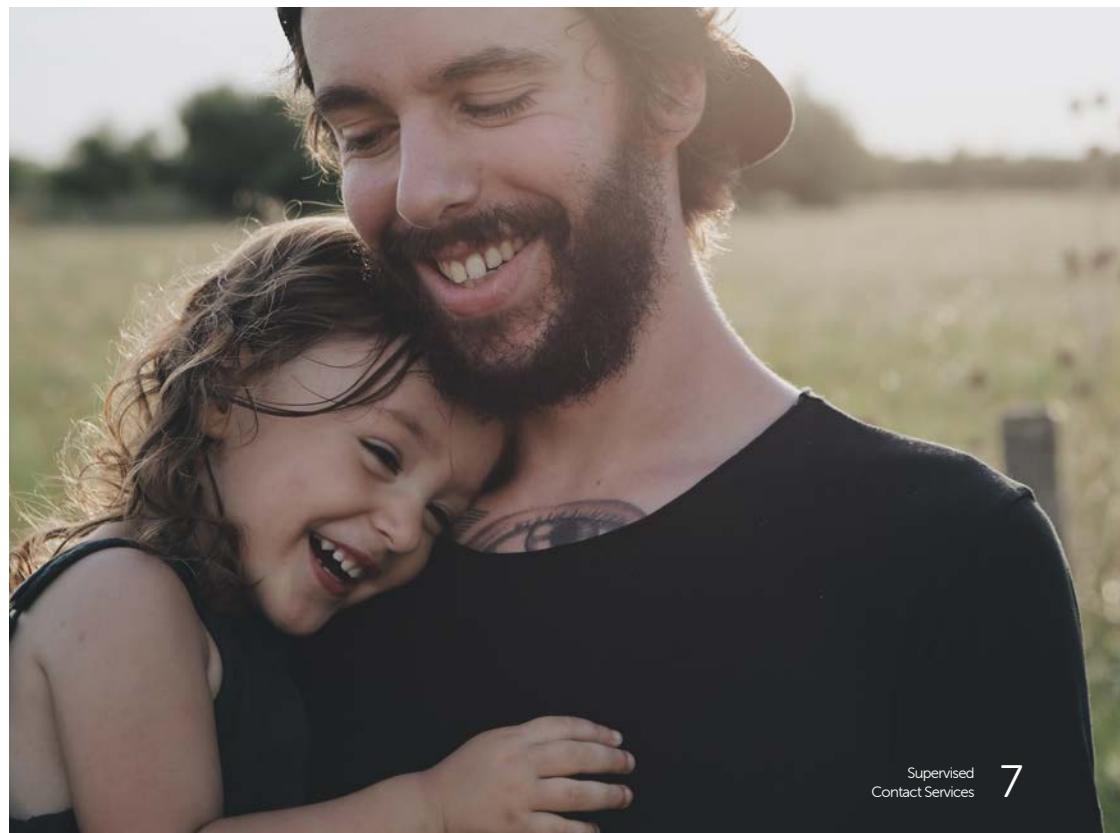
The services provided in the Children Contact Service

The Supervised Contact Services offer two services, the Children's Contact Services and the Family Engagement Service. The primary difference between the two services are the fees paid and the availability of contact visitation times.

Eligibility

The Supervised Contact Services work in the best interest of the child/ren by providing service to child/ren living in the service region. The Supervised Contact Service may refuse service if the child/ren reside out of region. Our region of service includes the Greater Geelong region, Surf Coast, Golden Plains, Colac and Wyndham-Werribee. If the child/ren resides outside of these areas, the Supervised Contact Service will provide suggestions of other government funded Supervised Contact Service who may be able to assist you.

Children who are subject to Child Protection orders are not eligible for the service as contact arrangements are the responsibility of the relevant department.



What we offer within the Supervised Contact Services

Supervised Contact: The Children's Contact Services and the Family Engagement Service.

For some separated parents it may be challenging at times to manage contact and shared care arrangements. The FES and CCS enables contact arrangements to occur with minimal stress for the child/ren and parents. It can also help with establishing a relationship between the child/ren and parents when there has been a period of limited or no contact.

During a supervised contact visit, the supervised contact worker is available at all times and will work with the non-residential parent and the child/ren to maintain and build their relationship through play, dialogue and positive interactions

The supervised contact worker will observe interactions to ensure the visit is emotionally and physically safe for the child/ren. Staff remain impartial with a focus on the child/ren best interests at all times.

Supervised contact visits occur at regular intervals and are usually for a duration of two hours. However, families with babies and young toddlers maybe offered 1 hour weekly supervised contacts visits if capacity allows.

While utilising the service it is expected that families will be working towards self-management of your child/ren contact arrangements. The Supervised Contact Services can assist in linking you into the appropriate services that can help your family to make these arrangements.

The supervised contact workers will consult with both parents in any decisions that need to be made about the arranged services. However, when agreement cannot be reached within the service, then both parties will be referred to their legal representatives to negotiate a suitable outcome.

CCS fee information

The CCS is funded by the Department of Social Services. This funding does not fully cover the cost of services provided. Reduced fees are charged to access this service. Fees charged will be based on income and ability to pay, in line with Bethany policy.

The government funded supervised contact visits are generally provided fortnightly for a maximum of 2 hours per visit, for a maximum of 12 visits, with the option to do a further 6 months of facilitated changeovers if required. Frequently, there is a waitlist for families requiring this service.

Facilitated changeovers

Facilitated changeovers can be used as a step moving forward towards self-management of child contact arrangements. Facilitated Changeovers is where the non-residential parent is no longer supervised by the Supervised Contact Services, and takes the child/ren outside of the building for a period of time that has been agreed upon by the parents. The supervised contact worker will accompany the child/ren from one parent to the other. Facilitated changeovers can be accessed for up to 6 months. Your supervised contact worker may offer to help facilitated a face to face changeover towards the end of service as a way to support your move to self-management outside of the Supervised Contact Services.

CCS contribution fee payment arrangements

Parents are required to pay fees on the day of contact or changeover. Outstanding fees will need to be settled prior to the next scheduled contact or changeovers. If fees are not paid over a period of time, on-going access to the CCS will be reviewed and this will be noted on the court report

Fees will be shared between both parents unless otherwise stated in your Court Orders or agreed to by both parents that one parent is to pay both fees. Where income levels differ between the two parents, each parent pays in accordance to their income level.

For example, if parent A was earning \$45,000 they would pay \$20.00 per visit and parent B, if they held a current Health Care Card would pay \$5.00 per visit.

CCS takes payments of cash or via eftpos on the day of the scheduled contact visit.

Service charges

Parental income payments:

Service	Parental Income	Fee Charged for each Facilitated/Supervised Visit	Notes
Facilitated Changeover	Not Applicable	\$2.50 per Changeover	From 2 hours to overnight arrangements
Supervised Contact Visits	Health Care Card Recipients on less than \$25,000	\$5.00	2 hour visits
	\$26,000 - \$30,000	\$10	
	\$31,000 - \$40,000	\$15	
	\$41,000 - \$50,000	\$20	
	\$51,000 - \$60,000	\$25	
	\$61,000 - \$70,000	\$30	
	\$71,000 - \$80,000	\$35	
	\$81,000 - \$90,000	\$40	
	\$91,000 - \$100,000	\$45	
	\$101,000 - \$120,000	\$50	
\$121,000 +	\$55		

Service	Charge	Notes
Summary Reports	\$220	3 weeks' notice period by requesting party. Payment is required in advance and the summary report will not be released until payment is made.
Court Reports	\$400	Payment is required in advance and the court report will not be released until payment is received.
Court Appearances	\$800 per appearance	6 weeks' written notice is required and must include an Affidavit coversheet.
Assisted Changeovers	\$2.50 each way	Occur at negotiated times during operating hours and may be either weekly or fortnightly

NOTE: Fees are GST inclusive and current as of June 2021. Fees are subject to change.

FES fee information

Bethany's FES is a full fee for service program and families accessing this service are required to fund the full cost of service provision, payable in advance, including interpreter services if required.

Funds generated through the FES are required to cover the cost of delivering the service. As Bethany Community Support is a not for profit organisation any surplus funds are invested back into service provision for families

If families are unable to pay for this service, Bethany offers a Government funded Children's Contact Service. However, waitlists apply.

FES fee payment arrangements

The service fee(s) may be the responsibility of one parent or shared between both parents. This is dependent upon the court order or parent agreement. Upon application, it will be determined who will be responsible for paying fees.

All supervised contact visits must be paid for at least 48 hours prior to the scheduled contact visit. If fees are not paid 48 hours prior to the supervised contact, the service will be cancelled.

In accordance with conditions on any Court Orders, an estimation of service will be provided pre scheduling the service.

Payment can be direct debit, bank transfer-

BSB: 633-000

Account: 121666275

Reference: FES & your name, (so we know who you are)



Service charges

Service	Charge	Notes
Assessment Interviews	\$165 each parent	This meeting includes an orientation of the service.
Supervised Contact Visits	Friday \$127 per 1 hour session	2 hour visit inclusive of 10 minutes pre and post contact.
	Saturday \$154 per 1 hour session	
Summary Reports	\$220	3 weeks' notice period by requesting party. Payment is required in advance and the summary report will not be released until payment is made.
Court Reports	\$605	3 weeks' notice period by requesting party. Payment is required in advance and the court report will not be released until payment is received.
Court Appearances	\$880	3 weeks' written notice is required and must include an Affidavit coversheet.
Court Subpoenas	\$55 + postage	If a court subpoenas information, Bethany Community Support is required to provide this information. A fee of \$50 plus postage will be charged for preparation of a subpoenaed file. If the file exceeds 50 pages, then the fee will increase to \$100 plus postage.
Extra Correspondence	\$5.50 per 15 minutes	This includes communication with legal representatives letters, updates, phone calls and conversations outside pre and post contact.

NOTE: Fees are GST inclusive and current as of June 2021. Fees are subject to change. Although most supervised contact sessions go for two hours, other options are available upon request

Applying for service

Family members, lawyers or community agency workers can telephone the Supervised Contact Services direct for information and application forms. Application forms can also be found on the Bethany website.

Both parents need to complete an application form and further information may need to be obtained from other professionals as part of the Intake Assessment Process.

Once the forms from both parties have been received and all criteria met, each parent is invited for separate interviews to discuss their application, the service guidelines and their child/ren's particular needs.

Once the assessment has been completed and all paperwork signed, both parents will be contacted, and the child/ren will be invited into the service to meet the staff and familiarize themselves with the staff and environment.

Courts orders, parenting plans and other documentation

The Supervised Contact Services requires copies of Family Law Court Orders, Parenting Plans, Interim Violence Orders and documents pertaining to the Department of Families, Fairness and Housing (DFFH). While the service makes every effort to follow these orders, the timing and days of visitations are determined by the services capacity.

The Supervised Contact Services cannot be involved in the negotiating of parenting plans and do not make recommendations to the family law court.

Different levels of supervision

Where the court has ordered that contact between parents and the child/ren must be supervised, all families commence as fully supervised where the supervised contact worker is present in the play spaces at all time. The supervised contact worker will accompany the non-residential parent when the child/ren use the toilet and/or nappy change facilities.

After 6 to 8 fully supervised contact visits, the Supervised Contact Services will transfer the supervised contact into a lower supervised capacity called 'low vigilance' if deemed appropriate. This is a lower level of supervised contact. The supervised contact worker will not be in the room with the parent and child/ern. However, the supervised contact worker will be monitoring the security cameras and listening via microphones in the room. The Supervised Contact Worker will go periodically into the room to check on everyone and to see if everything is going well. A low vigilance style of supervised contact follows court orders around supervision.



Bethany supervision staff responsibilities for the child/ren

- Ensure children are feeling safe and comfortable;
- Observe interactions between parents and children;
- Take observation notes that describe what they see and hear during contact visits;
- Work in a respectful and professional way and provide support and assistance to both parents and children where needed;
- Offer suggestions about appropriate activities and interactions between parents and children;
- Encourage parents to communicate important information about the child/ren to the other parent. A 'Communication Book' may be offered as a tool for facilitating this communication
- Provide information and referral to other available services to assist parents to achieve self-management in the future.

Supervisors Do Not:

- Conduct parenting assessments or make recommendations about future parenting arrangements;
- Physically force children to attend contact visits; or
- Change nappies for the client's children.
- Make parenting decisions
- Give medication

Parental responsibility for the child/ren

- Be positive and encouraging of child/ren attending contact or changeover with their other parent;
- Understand that suggestions made by Bethany supervision staff come with goodwill and are based on their experience of what has worked positively for other families in similar situations;
- Respond to Bethany supervision staff in a respectful and polite manner;
- Ensure that where English is their first language they will conduct all conversations with each other and their child/ren in English. However, where English is not spoken alternative arrangements including having an interpreter present will be arranged (maximum of 10 visits).
- Participate in goal-planning and review of your progress to achieve self-managed, safe contact arrangements.

The parent who is present with the child/ren is responsible for the child/ren. This includes managing the child/ren behaviour and consumption of foods and drink during their visit. Staff may assist or provide advice regarding managing child/rens behaviour during the visit but it is the parent's responsibility.

Parental responsibility for the child/ren continued

Provisions

It is usual for the service to ask the residential parent to provide snacks, nappies and wipes during the first couple of contact visits

Baby formula and nappies must be supplied by the residential parent for the child/ren until the visitations move to facilitated changeovers.

The non-residential parent should ensure that they have supplies for the care of their child/ren including food, drinks and wipes after the first couple of visits.

Parents are responsible to inform supervised contact worker of any intolerances or food allergies.

Arrival and departure times

All parents are asked to arrive and depart at the times scheduled by the service and agreed to.

Parents are asked to use the correct entrance and requested to not attempt to approach or follow the other parent.

Residential parents are to enter and or park on Ballarat Road – the main entrance of Bethany.

Non-residential parents are to enter via Shannon Ave, Logan St, Ebdon and then Gibb St side entrance.

Parents or an authorising adult must accompany the child/ren to Bethany for supervised contact. The child/ren must not be left unattended at Bethany. Parents or an adult must stay on the premises until advised by the supervised contact worker that they may leave.

A parent who has had supervised contact, or is dropping off or returning a child to the service must wait on the premises for a period of 10 minutes. This is to ensure that parents do not have contact with each other directly outside the premises.

Friends/family dropping off child/ren

In the event you are unable to drop off or collect your child/ren from the service, you will need to give the Children Contact Service at least 24hours prior knowledge of this. You must inform the service of the person's full name, relationship to the child/ren and the person must provide photographic ID (passport, drivers license).

Other visitors attending contact

The primary aim of the services are to strengthen the relationship between child and the parent they do not live with. Therefore, parents need to attend supervised contact visits alone in the initial stages of contact visits. The purpose of this time is to reengage with their child/ren and to develop the child's right to a meaningful relationship with both their parents.

After the initial stages of supervised contact, if the Bethany supervision staff assesses that the children are feeling comfortable and relaxed during visits, it may be possible for extended family members to attend some visits, if all parties are in agreement.

If your self-management plans are for a particular family member to supervise outside of the service then that person will be encouraged to attend the last two visits. It is in the best interest of the child/ren to form a relationship with this person in a neutral environment.

Lateness / cancelled contact visits

The service expects that parents will arrive and depart the service at the scheduled times. Parents must notify the Supervised Contact Services of cancellation or if they are arriving late.

Children will not be required to wait longer than 15 minutes for their non-residential parent to arrive. The service will cancel the scheduled supervised contact visit in the best interest of the child/ren.

FES supervised contact visits are non-refundable where cancellation occurs less than 24 hours prior to the scheduled visit.

Continual and frequent cancellations may result in a review of the family's files, written caution letter and possible closure of files.

If a child is not returned to the service at the agreed time, the residential parent will be informed. Where there are safety concerns and it is believed the child is at risk, the Supervised Contact Services will assist the residential parent to alert the appropriate authorities. Should the returning parent be more than 15 minutes late without notification, the service reserves the right to contact police to report the child as missing.

How you can plan for a supervised contact visit

This will assist your child/ren to have a positive visit

- Be positive, calm and encouraging of your child/ren attending contact with their other parent
- Plan to be on time for the visit
- Plan how you will greet and farewell your child/ren in a positive and supportive manner
- If you are spending time with the child/ren, plan any activities or discussions you will have during your time
- Do not discuss court matters with your child/ren
- Mobile phone devices should be on silent mode to allow you to focus on time with your child/ren
- Build a support network of friends and family around you. It is not appropriate to discuss court matters with Bethany supervision staff
- Understand that suggestions made by Bethany supervision staff come with good will and are based on their experience of what has worked positively for other families in similar situations
- Do not allow your child/ren to be privy to adult matters, such as court and future plans. The discussions should be around the visitation and the activities provided.
- Remember that Bethany Community Support has a zero tolerance towards violence against all staff and clients. Any form of aggression could result in suspension of service.

Reasons why supervised contact may cease

Bethany supervision staff may end a supervised contact visit at any time if it is deemed to be in the child/rens best interest without refund (FES). For example:

- If the child/ren becomes unacceptably distressed;
- If either parent questions the child/ren about the other parent directly or indirectly;
- If either parent talks inappropriately about the other parent
- If either parent discusses inappropriate matters with the child/ren e.g. adult issues, such as legal or personal matters
- If either parent behaves unacceptably towards the child/ren e.g. smacking, yelling, inappropriate physical contact
- If either parent displays violent or aggressive behaviour while at the service
- If a parent is drug or alcohol affected
- If the visiting parent is continually late
- If either party fails to attend regularly
- If any threats to harm the other parent or any child/ren has been detected

Discipline

The service supports the rights of child/ren and therefore will not tolerate physical punishment, intimidation, humiliation, threats, frightening or any other inappropriate discipline of child/ren.

Bethany supervision staff will assist parents with parenting strategies where this is an issue.

When inappropriate discipline occurs, the service will take the matter very seriously and discuss the matter with the appropriate party. If the inappropriate discipline continues the service may be withdrawn.

No violent toys such as guns are allowed as child/ren are encouraged to be respectful and not to harm others or property.



Child safe information

Bethany Community Support is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children including Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Bethany Community Support will endeavour to ensure all children and young people are safe from harm and abuse. We have policies, procedures and practices to enable us to provide the safest environment possible for children and young people.

All Bethany Community Support staff have a Working with Children check and a clear National Police check.

Additional support requirements

The Supervised Contact Services has provisions to support service users of all abilities.

In order to support with your needs, the program invites you to discuss your individual support requirements at the intake assessment interview including the attendance of support workers and interpreting needs.

Bethany Community Support is a child safe organisation and requires all the support workers to provide a current Working with Children Check and show employment or volunteer credentials.

Approved support workers will only provide assistance to the service user as per the agreement with the service during the intake assessment interview. Support workers cannot take notes, photographs or recordings of the session, as they are inadmissible in court.

Interpreters are provided for the intake assessment interview and for up to 10 supervised contact visits at the services expense. The service utilises the government approved Language Loop service.

Medical information

A medical consent form must be signed by both parents during the assessment process to ensure that a child/ren receives assistance, if required, in the form of a band-aid, headache tablet or regular medication by their other parent during a contact visit.

Supervised contact workers are NOT authorised to administer medication to children – this is the parent's responsibility.

Supervised contact workers cannot relay messages between parents regarding instructions for administering medication, please have instructions including dosage amount and timing of medication.

In the event you or your child becomes unwell (for example, flu, cold, gastro or other contagious virus), you must let the service know as soon as possible and a doctor's certificate is requested for the services records. See table below for specific exclusion periods for common conditions.

Condition	Exclusion period
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children
Conjunctivitis	Exclude until discharge from eyes has ceased
Diarrhoeal illness*	Exclude until there has not been vomiting or a loose bowel motion for 48 hours
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later
Hand, Foot and Mouth disease	Exclude until all blisters have dried
Haemophilus influenzae type b (Hib)	Exclude until 48 hours after initiation of effective therapy
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness
Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing

Condition	Exclusion period
Influenza and influenza like illnesses	Exclude until well
Leprosy	Exclude until approval to return has been given by the Chief Health Officer
Measles	Exclude for at least 4 days after onset of rash
Meningitis (bacterial – other than meningococcal meningitis)	Exclude until well
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed
Mumps	Exclude for 5 days or until swelling goes down (whichever is sooner)
Pertussis (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment
Poliovirus infection	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced
Shiga toxin or Verotoxin producing Escherichia coli (STEC or VTEC)	Exclude if required by the Chief Health Officer and only for the period specified by the Chief Health Officer
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well
Tuberculosis (excluding latent tuberculosis)	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Chief Health Officer

This is following Health.vic policy for school children, for more information see below:
<https://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion>

Allergies and special care needs

If a child/ren suffers from medical conditions, allergies or food intolerances, parents must provide the Supervised Contact Services and other parent with clear and accurate information regarding the nature of the allergy or intolerance.

Likewise if a child/ren has special needs, information about their care requirements must be provided to ensure their needs are met.

A care plan is required prior to the service commencing and is to be kept in files.

Injury/accident

The service will undertake all reasonable measures to ensure children are in a safe and appropriate situation at all times while at the service. However the program cannot take responsibility for an accident or injury involving a child/ren if either parent is present.

Policy of technology

The service discourages the use of mobile phones or tablets during supervised contact visits.

Mobile phones are to be turned off or on silent during visitations so that time with the child/ren is not interrupted.

Phone calls to family members or other parties must be agreed upon by the residential parent. These phone calls must occur on speaker phone.

Photographs may be taken during a supervised contact visit if the child/ren is comfortable and it is not prohibited in court orders. If taking photos during the contact visit, the supervised contact worker or other families in supervised contact sessions are not to be featured.

The Supervised Contact Services advises caution with posting child/ren's photos on social media and other online platforms.

Videeing and voice recording may occur with prior approval through the service. Supervised contact workers or other families in supervised contact sessions must not be featured throughout the recording.

Security cameras

Security surveillance cameras are situated throughout the building, including the front car park, front entrance, and reception area, rooms where visits take place, outside garden areas, also in the rear of the building and back car park area. This is a standard security monitoring system for the organisation and records movement only, not sound.

All video surveillance recorded is subject to court subpoenas and police warrants and will be handed over to police and courts on request. When a court requests an electronic video record a fee of \$44.00 per hour is charged to download from the system.

Microphones

The service has two microphones, one in each of the playrooms. These do not record but are utilised to monitor supervised contact visits and for worker safety. The speakers are located in the supervised contact services office.

Communication book

A communication book may be offered to your family towards the end of your six months of supervised contact visits or if you are utilizing the service for facilitated changeovers.

The communication book provides an avenue of communication about your child/ren and to help you effectively communicate with your co-parent. This book is not to be used for any other purposes such as discussing adult or court related issues, nor to inflame conflict. The supervised contact worker reserves the right to not pass on messages that are considered inappropriate or inflammatory. The communication book is to remain at the service and cannot be taken away by either parent.

Gifts

It is understood that parents may wish to bring gifts for their child/ren. However, gifts can cause difficulties between parents and child/ren can come to expect a gift each time they attend a visitation.

Gifts are allowed for special occasions such as Christmas, Easter and Birthdays. Non-residential parents may bring a gift of reasonable value for the child/ren to take home with them. Please note, no electronics, cash or big ticket items will leave with the child/ren unless prior arrangements have been made in advance and both parents are in agreement.

The service is well resourced with equipment, art and craft supplies and toys. These are supplied to assist child/ren and their parents to enjoy their time at the service. Non-residential parents may wish to bring toys, games or additional activities for their child/ren to play with. These items will not leave with the child/ren. The service does not take any responsibility for loss or damage to these items.

Report writing and subpoenas

Any person using the services and/or their legal representative can request a written report be prepared. The request must be made in writing including the date required, and who is responsible for payment.

The service requires a minimum of 6 supervised contact visitations to have occurred before a report can be prepared. Reports will contain a summary of observations, interactions and verbal conversations with all persons. All reports will be provided to legal representation. If the client is self-representing, then it will be provided to the service user via mail.

Costs are listed in the fees section and are accurate as of the 1st July 2021.

A summary report can be provided for mediation or lawyer negotiation parenting plans. These reports are not intended for use at court.

Court reports are written for the Family Law Court and not for the individual client. The Supervised Contact Services cannot make recommendations, it is up to the family law court to decide whether contact between the child/ren, and parent is to occur.

Notice periods for written reports:

Summary Report – Three weeks

Court Report CCS – Six weeks

Court Report FES - Three weeks

If an affidavit is required for the court report Bethany Community Support requires this three weeks prior to the intended court date.

The service requires 7 to 10 days' notice to prepare a subpoena. Subpoenas are provided directly to the court.

Pets

Pets cannot be brought to the service due to the play areas being utilised by other departments during the week.

Activities

The service is well resourced with equipment, art and craft and toys. These are supplied to assist child/ren and their parents to enjoy their time at the service. If parents wish to bring toys, games or additional activities, arrangements must be made with Supervised Contact Services staff prior to the visits.



Smoking

There is no smoking allowed in the buildings or outdoor courtyards of Bethany Community Support or within 5 metres of the doorways.

Privacy and confidentiality

The Supervised Contact Services abides by the Privacy Act 1988 (Cth), Privacy, and Data Protection Act 2014 Vic in relation to privacy and confidentiality.

Parents will be asked to sign an agency consent form. Bethany Community Support collects this information to allow us to support you and to comply with the requirements of our funding bodies and the law.

You can find further information in the Bethany Service User Handbook.

Feedback or complaints

Bethany Community Support values feedback from all who use the service including children and young people. We welcome comments and suggestions on how to make the service better for children and for parents.

Resources

Bethany Services

Ph: (03) 5278 8122

Family and Relationship Services

Website: <https://www.bethany.org.au/family-relationship-counselling/>

Supporting Children After Separation Program (ages 5-12)

Website: <https://www.bethany.org.au/support-after-separation/>

Parenting Programs

Website: <http://www.bethany.org.au/parenting-programs/>

Financial Counselling

Website: <https://www.bethany.org.au/financial-counselling/>

Emergency Relief

Website: <https://www.bethany.org.au/emergency-relief-swv/>

Housing Services

Website: <https://www.bethany.org.au/homelessness-housing-services/>

Gamblers Help

Website: <https://www.bethany.org.au/services/gamblers-help/>

Hotline: 1800 858 858

Other Services

Orange Door

A support network for women and children experiencing domestic violence

Ph: 1800 312 820

Website: <https://orangedoor.vic.gov.au/>

Safe Steps

A 24 hour support line for women and children experiencing family violence

Ph: 1800 015 188

Website: <https://www.safesteps.org.au/>

Men's Referral Service, No to Violence

A support network for men who use family violence, and their families

Ph: 1300 766 491

Website: <https://ntv.org.au/>

Rainbow Door

A LGBTIQ+ support site

Ph: 1800 729 367

Website: <https://www.rainbowdoor.org.au/home>

With Respect

A specialist LGBTIQ+ domestic violence service

Ph: 1800 542 847

Website: <https://www.withrespect.org.au/>

Kids Helpline

A support line for young people, aged 5-25, and their carers

Ph: 1800 55 1800

Website: <https://kidshelpline.com.au/>

Headspace (ages 13+)

A community mental health service

Ph: 5222 6722

Website: <https://headspace.org.au/>

The Australian Children's Contact Services Association



This service is a current member of ACCSA

As such, we agree to abide by and self-regulate according to:

The ACCSA Standards (2005)

The ACCSA Code of Ethics (2009) & The Children's Contact Services Guiding Principles Framework (2014)



Bethany Community Support
16 Ballarat Rd, Hamlyn Heights, 3215
P: 5278 8122 F: 5278 6382
info@bethany.org.au | www.bethany.org.au