



Supervised Contact Services

Family Engagement
Service (FES)

Children's Contact
Service (CCS)

Information &
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

ACKNOWLEDGMENT



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 & Guidelines For Parents And Guardians

Bethany Community Support

16 Ballarat Road, Hamlyn Heights

Family Engagement Service (FES)

Weekdays: **(03) 5278 8122** (Monday, Thursday, Friday - Office hours only)

Weekends: **0447 152 452**

FES staff can only be contacted by mobile phone on weekends

Children's Contact Service (CCS)

Weekdays: **(03) 5278 8122** (Monday, Thursday, Friday - Office hours only)

Weekends: **0407 841 386**

CCS staff can only be contacted by mobile phone on weekends.

Hours Of Operation

Fridays 10.30am to 6.00pm

Saturdays 9.30am to 5.00pm

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 do not include GST.

This information booklet should be read in conjunction with the Bethany Service User Handbook.

Table of Contents

5 Program Overviews	16 How You Can Plan For A Supervised Contact Visit
5 What You Can Expect From Our Services	16 Arrival And Departure Times
5 Child-centred Service	17 Lateness / Cancelled Contact Visits
6 Privacy And Confidentiality	17 Reasons Why Supervised Contact May Cease
6 Child Safe Information	18 Resolving Problems
7 Eligibility	19 Other Information
7 Decision-making	19 Activities
7 What Service Is Right For You	19 Discipline
7 FES Fee Information	19 Communication Book
8 FES Fee Payment Arrangements	19 Gifts
8 Service Charges	20 Injury/Accident
9 CCS Fee Information	20 Other Visitors Attending Contact
9 CCS Contribution Fee Payment Arrangements	20 Parental Education
10 Service Charges	20 Pets
11 Applying For FES Or CCS	20 Phones, Photos And Recording Devices
11 What We Offer Within The Supervised Contact Services	21 Security Cameras
11 Supervised Contact – CCS and FES	21 Smoking
12 Different Levels Of Supervision	21 Feedback Or Complaints
12 Assisted Changeovers– CCS Only	21 The Australian Children’s Contact Services Association
13 Report Writing, Subpoenas And giving Evidence In Court	
14 Bethany Supervision Staff Responsibilities For The Child/ren	
14 Parental Responsibility For The Child/ren	
15 Provisions	
15 Medical Consent	
15 Allergies And Special Care Needs	

Program Overviews

Bethany provides both a predominately 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 of both the CCS and FES 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 appropriate toys, games and equipment
- Trained, experienced and professional staff
- Established safety and security procedures
- Privacy and confidentiality
- Support to move towards self-management
- Information, advice and referrals regarding other services to support parents and child/ren

Child-centred Service

We understand the difficulties that are often experienced during and after separation and we provide parents with the opportunity to have supervised contact visits with the child/ren they do not live with.

We offer children orientation visits at Bethany before supervised contact commences to familiarise them with the environment and staff.

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

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

Privacy And Confidentiality

FES & CCS abides by the Privacy Act 1988 (Cth) and Privacy and Data Protection Act 2014 (Vic) in relation to privacy and confidentiality.

Parents using the services will be asked to sign an agency consent form. Bethany 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 or via the collection notice available on our website.

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 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 staff have a Working with Children check and a clear National Police check.



Eligibility

Eligibility is at the discretion of the agency's capacity to serve the needs of the children. Children who are subject to Child Protection orders are not eligible for the service as contact arrangements are the responsibility of DHHS.

Decision-making

The Bethany supervision staff will consult with both parents in any decisions that need to be made about the arranged services. However, when agreement cannot be reached the Bethany supervision staff will make decisions based on what is assessed to be safe and appropriate for the child while at the service. Both parents will be informed of any decision reached.

What Service Is Right For You

At Bethany Community Support we offer two services; The primary difference between the two services are the fees paid and the availability of contact visitation times.

FES – Often has availability for parents to begin supervised contact visit quickly as there are shorter waitlist due to the full fee paying component of the service.

CCS – Has a greater demand due to the reduced fees which are offset by government funding.

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 canceled.

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)

EFTPOS - Which can be done via phone to our reception staff.

Cash - If you wish to pay in cash the transaction must be completed at the Bethany reception located at 16 Ballarat Road, Hamlyn Heights, Monday to Friday between 9am and 5pm. A receipt will be issued.

Service Charges

Service	Charge	Notes
Assessment Interviews	\$150 ^{+GST} each parent	This meeting includes an orientation of the service.
Supervised Contact Visits	Friday \$230 ^{+GST} per 2 hour session	2 hour visit inclusive of 15 minutes pre and post contact.
	Saturday \$280 ^{+GST} per 2 hour session	
Court Reports	\$550 ^{+GST}	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	\$800 ^{+GST} per appearance	3 weeks' written notice is required and must include an Affidavit coversheet.
Court Subpoenas	\$50 ^{+GST} + 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	\$5.00 ^{+GST} per 15 minutes	This includes communication with legal representatives letters, updates, phone calls and conversations outside pre and post contact

NOTE: Fees are GST excluded and current as of October 2019. Fees are subject to change. Although most supervised contact sessions go for two hours, other options are available upon request.

CCS Fee Information

The CCS is predominantly funded by the Federal Department of Social Services but 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. Fees may be waived in circumstances of hardship following discussion with the Team Leader.

Funded supervised visits are generally provided fortnightly for a maximum of 2 hours per visit, for a maximum of 12 visits. Frequently there is a waitlist for families requiring this service.

CCS Contribution Fee Payment Arrangements

Parents are required to pay fees on the day of contact or changeover or in advance. 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. Where income levels differ between the two parents, each parent pays half of the rate applicable to their income level.

For example, if parent A was earning \$45,000 they would pay \$30.00 per visit and the other parent B if they held a current Health Care Card would pay \$10.00 per visit.

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

Payment can be direct debit, bank transfer-

BSB: 633-000

Account: 121666275

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

EFTPOS - Which can be done via phone to our reception staff.

Cash - If you wish to pay in cash the transaction must be completed at the Bethany reception located at 16 Ballarat Road, Hamlyn Heights Monday to Friday between 9am and 5pm.

A receipt will be issued.

Service Charges

Parental income payments:

Service	Charge	Notes
Court Reports	\$400 ^{+GST} Payable by requesting party	6 weeks' notice period is required in advance and the court report will not be released until payment is received.
Court Appearances	\$800 ^{+GST} per appearance	3 weeks' written notice is required and must include an Affidavit coversheet.

Service	Parental Income	Fee Charged for each Facilitated/Supervised Visit	Notes
Supervised Contact Visits	Health Care Card Recipients	\$10.00 ^{+GST}	2 hour visit inclusive of 15 minutes pre and post contact.
	\$25,000 - \$40,000	\$20.00 ^{+GST}	
	\$40,000 - \$50,000	\$30.00 ^{+GST}	
	\$50,000 - \$60,000	\$40.00 ^{+GST}	
	\$60,000 - \$70,000	\$50.00 ^{+GST}	
	\$70,000+	\$70.00 ^{+GST}	

Service	Charge	Notes
Court Reports	\$400 ^{+GST} Payable by requesting party	Payment is required in advance and the court report will not be released until payment is received.
Court Appearances	\$800 ^{+GST} per appearance	6 weeks' written notice is required and must include an Affidavit coversheet.
Assisted Changeovers	\$5.00 ^{+GST}	Occur at negotiated times during operating hours and may be either weekly or fortnightly.

NOTE: Fees are GST excluded and current as of October 2019. Fees are subject to change. Although most supervised contact sessions go for two hours, other options are available upon request.

Applying For FES Or CCS

Family members, lawyers or community agency workers can telephone the Supervised Contact Services direct for information and application forms.

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/rens 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.

What We Offer Within The Supervised Contact Services

Supervised Contact – CCS and FES

For some separated parents it may be difficult to manage contact and shared care arrangements.

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, Bethany supervision staff are present 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.

Bethany supervision staff 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. Other arrangements can be made depending upon individual circumstances. Bethany supervision staff will work with both parents to assist families to move towards self-management of future arrangements.

Different Levels Of Supervision

Where the court has ordered that contact between parents and the child/ren must be supervised, Bethany supervision staff will be present at all times. Bethany supervision staff must be able to see and hear everything that occurs between a parent and their child/ren.

Where there is agreement between all parties and legal representatives, a lower level of supervision may be negotiated with the service as part of a progression towards self-management.

“Low vigilance” supervision means Bethany supervision staff will observe the parent and the child/ren occasionally, popping in and out of the room during the session, while also monitoring the session via security cameras as deemed necessary. During ‘low vigilance’ parents cannot remove the child/ren from their designated play space.

Court Orders And Parenting Plans

The program requires a copy of all current and updated court orders prior to supervised visits commencing.

Bethany Community Support will not be involved in renegotiating contact arrangements or Parenting Plans. Parties should return to negotiations with their respective legal representatives or through a Family Relationship Centre, or mediation service. Assistance can be provided for referrals to these services.

At times the service may assist in organising changes to times and dates outside of a court order if both parents and their legal representatives agree.

Assisted Changeovers— CCS Only

During assisted changeover Bethany supervision staff will:

- Accompany the child/ren from one parent to the other
- Record observations about what they see and hear during changeovers
- Pass on a communication book for parents to exchange necessary information about the child/ren
- Maintain a positive and an encouraging attitude to and about both parents
- Assist parents with information and referrals to other services when needed, to help them progress towards self-managing their changeovers

Report Writing, Subpoenas And giving Evidence In Court

Any person using the services and/or their legal representative can request a written report be prepared. This report will usually contain a summary of observations, interactions and verbal conversations with all persons. Copies of this report will be provided to all parties using the services and their legal representatives.

Bethany Community Support cannot make recommendations and it is up to the family law court to decide whether contact between the child/ren and parent is to occur.

Costs are listed in the fees section and are accurate as of the 1st October 2019.

Notice periods for court reports

FES - Three weeks CCS - Six weeks

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

A brief factual report about a visit or changeover may be provided verbally to a legal Representative and/or a parent if required.



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.

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 12 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 parent the child/ren lives with to supply snacks, nappies and wipes during the first couple of contact visits.

Baby formula and nappies must be supplied by the parent the child/ren lives with.

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, unless this is otherwise agreed between parents and the Supervised Contact Services.

All food and drink offered and consumed by child/ren during supervised access, and medical information, should be written in the communication book.

If parents cannot agree to the arrangements, the Bethany supervision staff will make a decision on these issues.

Medical Consent

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.

Bethany supervision staff are NOT authorised to administer medication to children – this is the parent's responsibility.

Staff cannot relay messages between parents regarding instructions for administering medication, the communication book is the most appropriate method to relay this information.

Allergies And Special Care Needs

If a child/ren suffers from medical conditions, allergies or food intolerances, parents must provide the Bethany supervision staff 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.

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

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 requested to enter and or park on Ballarat Road – the main entrance of Bethany.

Non-residential parents are requested 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 Bethany supervision staff 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.

Lateness / Cancelled Contact Visits

Continual late attendance may cause a review of service provision to be arranged. Bethany Community Support has the right to refuse to provide a service in these circumstances.

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

- Parents must advise Bethany supervision staff if they are going to arrive late. Adequate notice must be provided so that the Supervised Contact Service can contact the other parent.
- If the visiting parent fails to attend on time, the service will attempt to contact them by telephone, however will only wait 15 minutes after the scheduled time, after which the contact may be cancelled and the full fee will be charged for FES service users.
- If the parent the child/ren lives with is overly late or cancels a visit without 48 hours notice, the FES will contact the legal representative and fees will be charged for the contact. Where the reason given for cancelling is illness, a medical certificate must be supplied. If the visiting parent provides a medical certificate for a missed session, the Contact Service will try to arrange a makeup session.
- Continual late attendance may cause a review of service provision to be arranged. Bethany Community Support has the right to refuse to provide a service in these circumstances.
- If a child is not returned to the service at the agreed time, the parent the child lives with will be informed. Where there are safety concerns and it is believed the child is at risk, the Supervised Contact Services will assist the parent the child lives with to alert the appropriate authorities. Should the returning parent be more than 15 minutes late, their license and registration details will be handed to the police.

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 the visiting 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

Resolving Problems

If concerns about a parent's conduct or non-attendance are identified, Bethany supervision staff will discuss the matter with the parent. If this does not resolve the matter, further steps to resolve the concern may include:

- Legal representatives may be informed of non-attendance or other arising issues
- The parent may be given a verbal or written warning about the concern
- A review meeting may be held between the Bethany supervision staff Team Leader and the parent
- If a decision is made to withdraw the service, reasons will be provided in writing to both parents and legal representatives
- Parents may request a review of the Bethany supervision staff Team Leader's decision in writing, addressed to the Manager, Therapeutic and Children Services



Other Information

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.

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.

Communication Book

Each family are offered a communication book so that important information such as instructions about medication can be transferred between parents. It is crucial that any health information is recorded in this book to ensure that each parent and the service are aware of relevant information.

The communication book provides an avenue of communication about the child/ren or the actual visit arrangements. The book is not to be used for any other purpose such as discussing adult or court related issues, nor to inflame conflict. Bethany supervision staff will reserve the right to not pass on messages that they consider inappropriate or inflammatory.

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 may come to expect a gift when attending for visits. Gifts on a regular basis are not encouraged, however, gifts for special occasions are appropriate.

The service will make a decision for families if gift giving becomes a point of disagreement. Child/ren receiving a gift will take that gift with them when leaving a visit.

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.

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 children 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, but only if the Bethany Supervision Staff Team Leader has given permission prior to the visit.

It is possible for visitors that are not extended family to attend contact visits, however, this will only occur when the Bethany Supervision Staff Team Leader has sought permission from both parents and assess the risk to the children's safety before arranging for other visitors to attend.

Unauthorised people will not be allowed to pick up the children. Parents must telephone the service in advance, with the name of the adult who is picking up the child. The adult must provide photo ID before the Children's Contact Service staff will allow unauthorised people to pick up children.

Parental Education

For further information and support with regard to parenting education and access to group sessions please refer to Bethany supervision staff.

Pets

Pets are not to be brought to the service without the prior approval of the Bethany Supervision Staff Team Leader.

Phones, Photos And Recording Devices

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

Photographs may be taken during a visit if the child/ren is comfortable about this and there is no court order prohibiting this.

Videoring and voice recording may occur on special occasions, but only with the prior agreement of the Bethany Supervision Staff Team Leader. Bethany supervision staff will operate the equipment for you.

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 \$40 per hour is charged to download from the system.

If Bethany Community Support has reasonable belief a child is being or has been abused, or becomes aware of any suspected child maltreatment, staff have a duty of care to report this to the appropriate authorities. Parents will be only be informed if it is safe, appropriate or reasonable to do so.

Smoking

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

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.

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)