



Catholic Social Services

Working together to live life well

Supervised Contact Service Agreement

Catholic Social Services provides Supervised contact as a way to help Children have a positive experience and interaction with a significant Adult who for any number of reasons may need to have their contact monitored.

Catholic Social Services is a family focused service that seeks to help children by supporting parents to make great decisions around their kids. For this reason the Supervision CSS provides will endeavour to help parents and guide them to enhance great contact and learn new and improved ways of interacting with kids. Supervised contact is part of a suite of services CSS provides and adults are encouraged to get involved with Parenting courses, counselling and Social work services to improve their child's experiences of life.

What CSS agrees to Provide

- A room and play area
- Some toys and stuff kids can play with
- Appropriate trained staff
- A warm and friendly environment
- Clear guidelines of behaviour and attitude
- Extra support for Families
- Confidentiality
- A clear complaints process

What the Supervisee agrees to provide

- To come with a good attitude willing also to learn new strategies
- To not bring adult conversation into the visit
- To speak, cuddle etc appropriately
- To deal with things in a calm manner
- To check in any gifts, treats with staff prior to the visit to ensure appropriateness of gift and needs of the child
- Not to come under the influence of drugs or alcohol

What the Caregiver agrees to provide

- To bring the child prepared for a good access
- If the child is sick or unable to attend the required access. To inform CSS as soon as practicable
- To recognise that children may be a little unsettled before or after a visit and that they may require some special support at this time
- To arrive on time
- To communicate any issues to CSS and the supervised adult when appropriate

What the referrer agrees to provide

- Appropriate information about the nature of the supervised access that is required and any potential risks or other issues that may impact on the contact and the safety of the children or the service personnel
- Clarity about the nature of any reports or feedback that will be required
- If there is no funding for the contact, the family may pay themselves for the service at \$90 per session and apply for a subsidy where applicable

Supervised Contact at CSS is governed by the following expectations

- Respect: Respect self, Respect Others, Respect the property
- Stay within the boundaries of the contact area
- That generally the child(ren) will lead the play with adult support
- Appropriate cuddles and conversations only. Please note a requirement of supervised contact is that all conversations are in earsot of the contact supervisor and all physical contact is monitored.
- Turn up on time – should there be any reason to cancel or reschedule, this must be done as soon as possible to CSS on 455 -3838
- No smoking, alcohol or drugs
- Healthy food and snacks only by agreement with CSS and the caregiver.
- Presents must be be prior approved by the contact supervisor
- A limited number of Photo's / video's may be taken for family purposes and not for general sharing
- If a child is misbehaving, it is the parents responsibility in the first instance to manage that appropriately. This may happen with guidance from the supervisor. If the situation begins to escalate, the Contact Supervisor may need to step in and clarify the behaviour expected and what will be done to ensure compliance. This may lead to a prematurely ending the contact session if it cannot be easily resolved.
- If these expectations are not carried through, the session may be cancelled
- The goal is for the child to have a positive experience with their parent or appropriate person

Supervised Contact parent name and signature

Date

Supervisor name and signature