

All parties must read, sign and return the following terms of Supervision to Rekonnnect prior to contact commencing.

1. Supervision will occur as per court orders.
2. It is the parents' responsibility to organise their visitation, Rekonnnect will not chase you up to book your appointments.
3. The Supervisor need to be able to hear and understand all conversations between parents and children, therefore the parent and children need to stay in close distance of the supervisor and English must be the only language used.
4. If the Supervisor witnesses any action which contradicts the orders he/she will seek to immediately stop the action. If this action continues after the first request the visit will be terminated immediately.
5. It is not the Supervisor's responsibility to care for the children (change nappies, wet clothes etc) and the Supervisor can only make suggestions to the visiting party. The Supervisor does not have the power to force anyone to do anything.
6. From time to time, Contact Supervisors may give directions regarding your children. This may include: pointing out that your child/ren are engaging in dangerous activities that may result in falls/accidents; suggesting alternative methods for disciplining the child/ren; reminders to change a child's nappy etc. You are expected to follow these reasonable directions.
7. If the Supervisor is disrespected, threatened, verbally or physically abused in any way the visit will cease immediately.
8. The Supervisor may terminate the visit at any time, at his/her discretion under the following circumstances;
  - a. In the instance of a breach of the supervision Service Agreement
  - b. When a child remains consistently unwilling to participate, appears to be unduly stressed or is thought to be at risk of harm
  - c. The presence of body language implying potential for aggressive behaviour
  - d. Unwillingness to comply with reasonable directions or requests
  - e. Initiating conversations which make the children appear uncomfortable in discussing
  - f. Discussing any facet of the court orders or process
  - g. Speaking poorly about other family members
  - h. In any other circumstance deemed necessary, at the discretion of the Supervisor

9. Supervision will be held at a location on a day and time suitable for the Supervisor and this time may change week to week.
10. Failure to appear for supervision without prior notice will not constitute a refund.
11. Cancellation fees apply on a sliding scale, with the full supervision cost being owed by the cancelling party cancelling within 24-48 hours of the scheduled visit time, at the discretion of Rekonnnect
12. When access has been organised and the Supervisor arrives at the agreed location, the full amount is payable, whether the time spent there is 5 minutes or the whole designated time.
13. Payment is to be made and processed at least two business days prior to the visit taking place, by bank deposit.
14. All fees are subject to change without notice and will be updated on the website ([www.rekonnnect.org](http://www.rekonnnect.org)). It is your responsibility to check these fees.
15. If any parties appear to be under the influence of drugs and/or alcohol supervision will NOT occur and the child/ren will not be left in the care of a person appearing to be under the influence.
16. Supervision will generally occur in a public area including but not limited to the below and must have suitable amenities including toilets, running water and change tables;
  - a. A play centre
  - b. A public park
  - c. A public restaurant such as McDonalds etc.
  - d. A church or community hall
  - e. Any other suitable location
17. It is the responsibility of the parents/carers/guardians to ensure child/ren are fed and clothed appropriately.
18. Drinks will need to be supplied for the child/ren whilst under supervision on visitation.
19. If the visiting parent/carer is late for the visitation time will not be added to the end of the visit. Visits that start late cannot be extended. Late fees apply.
20. If the visit is to be held at a venue which has a cover/entrance charge, the fee for the Supervisor will be covered by the parent/s.

21. It is your responsibility to adhere to AVO/DV orders in place. If a parent/carer elects to drop the child/ren off and pick them up 15 minutes prior and after the visit (staggered arrivals) an additional fee equivalent to half an hour will be incurred to the party requiring staggered arrivals.
22. Primary responsibility for the care of the child/ren and their belongings, subject to any contrary orders, rests upon the parents at all times. Whichever parent is with the child/ren while in the company of the Supervisor has the sole responsibility for the care of the child/ren. When there are staggered arrival/departure times the Supervisor will be responsible for the child/ren until the other parent arrives.
23. Treats/gifts/presents are not permitted to be bought to visitation by the visiting parent unless for a special occasion (Birthday, Christmas etc) and previously arranged with Rekonnnect. Please note that bubble gum, chocolates, lollies etc are considered a treat and are not permitted. Rekonnnect encourages healthy eating options.
24. No visitation should result in promises made that is difficult or requires court permission e.g “You will come with me on holidays” unless there is a clear agreement of variation to Family Court Orders.
25. The parent/carer dropping off the child/ren MUST remain at least 2klms outside of the visiting location while visitation is in progress, unless otherwise agreed.
26. Parents and participants at the visits and others involved in some way are not to film, photograph or record during visits **if** this is specified as a restriction at the time of making the referral. Supervisors are not to be photographed or filmed at any time by any parties involved.
27. Phone calls, facetime calls, snap chat etc. must not occur on visitation unless prior arrangements with Rekonnnect have been made.
28. While all information provided to ReKonnnect is kept confidential, there are legal limitations applicable to the Supervisor which include;
  - a. Where there is suspicion of abuse, in any form including child abuse
  - b. A disclosure of intent to harm self or others
  - c. Where a criminal offence is committed or information relating to a criminal matter is disclosed
  - d. When a parent requests a transfer to another facility
  - e. When a subpoena is issued
  - f. When referral to a collections agency is required.
29. All directions and decisions are at ReKonnnect’s discretion

30. The Service Agreement is subject to updates without prior notice. It is the parent's responsibility to ensure they are up to date with the agreement by checking [www.rekonnnect.org](http://www.rekonnnect.org)

I have read and understand and agree to abide by the above terms and acknowledge that a breach of any of the above will result in immediate cancellation of the supervision and visit.

I understand that the Supervisor will not force a child to have contact. Should a child refuse, or appear to be highly traumatised in the Supervisor's opinion by the impending event the Supervisor will not continue and refer all parties involved to an independent service.

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| <b>Full Name of person completing this form</b> |  |
| <b>Signature</b>                                |  |
| <b>Date</b>                                     |  |