



VILLAGE
KIDS

VILLAGE KIDS

Service Agreement Supervised Visits / Supported Visits / Changeovers

For the purposes of this document the following applies:

APPLICATION FORM is the form entered into between Village Kids and the Parent to commence the Service.

CLAIMS includes, but is not limited to, any action, suit, proceeding, claim, demand, damage, notice, litigation, investigation, cost or expense however arising against Village Kids, whether present or future, actual or contingent.

FAMILY TIME includes supervised contact and supported contact and may also be referred to as 'contact' or 'visit' within this and other Village Kids documents and relates to the time the child/children spend time with the parent they do not reside with.

EPISODE OF SERVICE is the booking for Family Time or Changeover.

LOSSES means all liabilities, losses, damages, expenses and costs (including costs on a full indemnity basis, whether incurred or awarded, whether legal or otherwise, and including fees and disbursements reasonably incurred) of any kind and nature whether arising in contract or tort (including negligence) or under any Law, including any indirect, incidental, special or consequential loss;

PARENT includes biological parents, step-parents and other adults who are significant to the child eg: grandparent, kinship carers and others the child may have a significant relationship with.

PARENT THE CHILD LIVES WITH (LWP) is the person the child lives with all or the majority of the time. This person may be a biological parent, guardian appointed by the Children's Court, guardian appointed by the Family Court or other primary caregiver with whom parental responsibility sits legally or in practice.

PARENT THE CHILD SPENDS TIME WITH (STWP) is the person the child is agreed or ordered to spend time with and who may hold shared parental responsibility, or whom otherwise has or has had a significant relationship with the child.

REQUESTED SERVICE is supervised family time/contact, supported family time/contact, changeover, transport only (delete the service which is not applicable).

STAFF MEMBER means the employee of the Village Kids appointed to work at the Requested Service from time to time.

VILLAGE KIDS is Village Kids Pty Ltd (ACN 657 551 730), including all employees, contractors, agents or officers of Village Kids Pty Ltd.

Both LWP and STWP are required to enter into a Village Kids Service Agreement along with the Family Time Application Form. A service cannot be booked or provided until completed documentation has been received. Delays in submitting documents may mean that previously discussed service vacancies are no longer available.

DATE:

SIGNATURE:

I ACKNOWLEDGE AND AGREE WITH THE FOLLOWING:

GENERAL AGREEMENT

1. I acknowledge and agree that it is my responsibility to ensure that my Requested Service:
 - (a) is suitable to meet my agreed or court ordered obligations; and
 - (b) is suitable to meet the physical and emotional safety and well-being needs of my child/children.
2. Village Kids is not bound to offer the service requested and I acknowledge that Village Kids may offer a different service.

RESPONSIBILITIES OF PARENTS

3. I understand and acknowledge that it is my responsibility to:
 - (a) oversee the safety of my child/children during the contact visit;
 - (b) make suitable arrangements for the transportation of my child/children when in transit with a Staff Member as it is my decision to use this service;
 - (c) provide copies of new orders or agreements or variations of any orders or agreements to Village Kids as soon as practicable;
 - (d) notify Village Kids at the earliest opportunity of any changes to my personal contact details, including my phone number and address;
 - (e) notify Village Kids if my child/children has an infectious or contagious illness with the understanding that the service cannot be used whilst the infection is active;
 - (f) if I am the Parent with whom the child/children are currently, to administer all medications and first aid as agreed with the other Parent and as set out in the Application Form;
 - (g) not leave my children with Staff Members unless it is very brief (for example go to the toilet), and even then, I am primarily responsible for my child/children's safety and wellbeing and understand that Village Kids staff are not liable;
 - (h) notify Village Kids prior to the service time in the event that another nominated and previously approved adult, as per the Application Form, is dropping off or collecting my child/children, if I am the Parent who made those arrangements;
 - (i) as the STWP, provide healthy food and drinks for my children during Family Time but that where there are allergies, intolerances or other dietary needs the LWP may make the decision to provide food/drinks for the child those conditions relate to and that food/drink will be the only food/drink I am to make available to that child. I agree that if any child attending the Family Time has nut allergies or other severe allergies, I will not bring any foods that pose a danger to Family Time at all; and
 - (j) direct all enquires to Village Kids management team in office hours and not to discuss these during family time;
 - (k) Do not contact the LWP to make/change plans before, during or after Family Time unless otherwise agreed between the parties, including Village Kids in writing;
4. I agree that as the LWP, it would be a breach of the intention of this agreement if I discouraged children from attending visits. I will positively encourage my child/children to attend the Family Time and engage with the STWP. If one child refuses or cannot attend, the other child/children will still attend.
5. If a child/children want to leave early and another/others wish to remain, the supervisor will call the LWP or other Authorised person to collect that child unless Parent contact is determined at that stage to

DATE:

SIGNATURE:

be high risk for the LWP to attend. If it is considered high risk for the LWP to attend, the contact will be terminated or with the written consent of the STWP, another Staff Member, if available, will be called to collect that child/children with the cost to be met by the STWP.

6. I understand that if I am concerned about a mark on my child it is my responsibility to show the mark to a Staff Member who will make an appropriate record and that this record may be inclusive of a private conversation with the child regarding the nature of the mark/injury.
7. I understand that if Village Kids suspects that my child is being harmed in any way or is at risk of being harmed, they will make a report the Department of Communities and Justice Helpline and the information will also be supplied to my lawyer, the independent children's lawyer and police if a criminal act is suspected.
8. I understand that where allegations of, or concerns about, sexual abuse exist the supervisor will attend to the toileting requirements of the child/children irrespective of the application details in place and that where there is one supervisor, all children will be required to stay with the supervisor.
9. I understand that where allegations of, or concerns about sexual abuse exist, the child/children will be allowed to determine the physical closeness to me with which they are comfortable. Therefore, I may not request that the child/children kiss or hug me or sit on my lap. Any displays of affection by the child/children must be voluntary and spontaneous in order that it cannot be said that the child/children felt pressured.

RESPONSIBILITIES OF VILLAGE KIDS

10. It is Village Kids and Staff Members responsibility to:
 - (a) not allow unauthorised people to pick up my child/children. Authorisation by the Parent is required before a child/children will be permitted to leave with a person other than a Parent, with Photo ID requested and photocopied for the file;
 - (b) only administer first aid on my child/children when in Village Kids reasonable opinion I am by virtue of personal injury or emotional incapacity unable to;
 - (c) in the event of a medical emergency, call for an ambulance to attend and provide care to and/or transport for participants at the Family Time / Changeover, with all costs associated being the responsibility of the Parent;
 - (d) where possible, provide relevant information before any changes to Village Kids policy and operational procedures. However, I acknowledge that the Village Kids policy and operational procedures may need to be changed without notice due to the on-going review of the service;
 - (e) only transport children in vehicles which are registered with full comprehensive insurance.
11. Village Kids has a 1 worker: 3 child ratio where there is 1 person spending time with the children. Additional supervisors will be required at additional cost for more than 3 children or multiple adult participants. There may be other times when this ratio is reduced to 1:2 or 1:1. Some circumstances may include but are not limited to significant parenting limitations, child behaviour or needs.
12. I understand that in some circumstances Village Kids may make the decision that for families with 3 children, that 2 Village Kids staff are required for the first Family Time session to determine the appropriate level of staffing for future visits.

DATE:

SIGNATURE:

CONFIDENTIALITY AND NOTIFICATION OBLIGATIONS

13. All information provided to Village Kids by either party is confidential and will not be disclosed to another party unless required to do by law. The exception to this is the application form where information may be cross checked to ensure there is clarity around the request and reasons for supervision.
14. I understand that Staff Members are required to report child abuse of any form to the relevant agency for the care and protection of child/children.
15. Village Kids will only speak directly with Parents, guardians, legal representatives or nominated agent of the Parent in matters regarding use of this service.
16. If a parent attempts to remove a child/children from the premises during a supervised visit a Staff Member will notify the appropriate authorities and the other Parent. The service will be suspended with Parent and child interviews required to reinstate the service. The service may be terminated altogether.
17. In the event of abduction or abduction attempts the Police will be notified.

CHANGES TO SERVICES

18. If the time and date the Parents have agreed on or the time and date set in the court orders is not available Village Kids will propose time and dates. If proposed times and dates are not suitable, no refund will be provided for intake fees.
19. I understand that our family is allocated a date, location and time on a pre-planned basis and therefore no changes should be required. Any changes to the schedule will incur administrative fees charged to the Parent seeking the changes.
20. Prior to any proposed changes to existing arrangements, a request must be made in writing. Village Kids will request permission from the other Parent but will not negotiate the arrangements if permission is not freely granted.
21. I understand that Family Time locations will be established in a Family Time Plan for 6 episodes of service and that if not already planned, Village Kids will book an agreed indoor venue if weather requires. I understand that I will be liable to cover the cost of this venue hire as per the breakdown of fee responsibility as set out in the Application Form.
22. I understand that if the child/children refuse, are reluctant or resistant to participating in contact visits or if there are significant concerns about their reactions to having Family Time visits, the continuation of visits will be reviewed between all parties involved.

RELEASE OF LIABILITY

23. I acknowledge that Village Kids are providing a service based on the Requested Services and that mine and my child/children's participation in the Requested Service is entirely at my own risk.

DATE:

SIGNATURE:

24. I agree to the fullest extent permitted by law, on behalf of myself, my heirs, assigns, personal representatives and next of kin, that I:
- (a) release, indemnify and hold Village Kids harmless with respect to any and all Claim, injury, liability, disability, death, or Loss or damage to person or property, or any other detriment suffered or incurred, to the fullest extent permitted by law;
 - (b) release and forever discharge Village Kids from all liability, and from all Claims that I may have or may have had but for this release arising from or in connection with my participation in the Requested Service, including but not limited to transportation to and from the Requested Service and change overs; and
 - (c) indemnify and hold Village Kids harmless to the fullest extent permitted by law in respect of any Claim by any person, including but not limited to other participants.
25. I understand that all activities are subject to Village Kids approvals and that high risk activities will require additional permissions and agreements between parents and Village Kids. Such activities include, but are not limited to: horse riding, swimming, quad bike riding, go karting, bike/scooter riding.

SUPERVISED CONTACT

26. During Supervised Family Time a Staff Member will remain within hearing distance and have clear vision of child/children whilst with the STWP at all times. This can include telephone or online contact which can occur at a specified location or via mobile service.
27. Village Kids will monitor all conversations and observe all interactions between the children, Parents and others and may intervene if conversations are not appropriate or in any way breach the conditions of contact.
28. Village Kids will accompany Parents and children everywhere during Family Time including to bathrooms/changerooms.
29. Village Kids will intervene immediately in the event of inappropriate/unsafe conduct and terminate the contact visit and return the child/children to their carer/LWP as necessary.

SUPPORTED CONTACT

30. During Supported Family Time a Staff Member will provide the level of supervision and support as set out and agreed in the Application Form or Service Review Form.
31. I agree that the level of supervision and support requested in the Application Form or Service Review Form is suitable to meet the physical and emotional safety needs of my children and acknowledge that Village Kids are providing a service based on that request.

TRANSITIONING TO A LOWER LEVEL OF SUPERVISION

32. I agree that Village Kids may only reduce the level of supervision / support to support transition to independent management of Family Time through re-assessment processes reflective of initial intake assessments in both cost and content. Where legal representation remains involved, this will be completed with the knowledge and agreement of the legal representatives.

DATE:

SIGNATURE:

33. I will make my child available for review interviews when required by Village Kids and understand that Village Kids may require that the interview is conducted privately with the child.

SUSPENSION OF SERVICE

34. I agree that Village Kids may suspend service and issue revised service options for me and the other Parent to consider and make agreements about at Village Kid's sole discretion.
35. The circumstances in which this may occur include, but are not limited to:
- (a) Staff Members making observations that indicate risk levels have changed;
 - (b) Village Kids becoming aware of failure on my behalf or the behalf of the other Parent to make full disclosures that inform intake and transitional assessments;
 - (c) Staff Members becoming aware of changed needs of the child/children; and
 - (d) Parents failing to provide updated orders, plans or other relevant documentation.

FINANCIAL RESPONSIBILITY

36. I have read, understood and agree to meet my financial responsibilities to Village Kids as per the fee schedule detailed in the 'Village Kids Children's Contact and Family Group Conferencing Service' brochure available at www.villagekids.com.au and that it is my responsibility to review this document prior to signing this agreement or any updated agreements.
37. I acknowledge that I will incur administration fees at the discretion of Village Kids for work that falls outside the standard scheduling and administration obligations for arranging and facilitating the episode of service. I further acknowledge that this may include but is not limited to responding to emails/texts/taking calls particularly where this is a repeated occurrence or exchanges are lengthy in nature, change booking details, further intake processes for additional participants unless the additional participants have confirmed in writing that they will assume financial responsibility for this, and any other tasks associated with my service engagement.
38. I understand that if I am the Parent initiating the additional contact with, and work required from, Village Kids, I bear the sole responsibility of the payment to Village Kids associated with the additional administrative charges.
39. I will pay invoices to Village Kids bank account at least 3 working days prior to each contact visit/episode of service and understand that failure to do so will result in Village Kids cancelling the Family Time.
40. If I have not received an invoice I will deposit an approximate amount for the upcoming visit with my Individual Client Identifier or Surname and date of the service delivery to ensure the visit will proceed. I will notify Village Kids that I have not received an invoice.
41. Proof of payment must be emailed to admin@villagekidsccs.com.au or sent via text to 0472 224 025 after each payment to ensure that the Family Time visit goes ahead. I understand that failure to make the payment 3 working days prior to the visit may result in my visit being cancelled or postponed and a cancellation fee and administration fee charged.

DATE:

SIGNATURE:

42. I understand that the Village Kids team will encourage but not force my child/children to attend visits and that if my child/children refuse to attend on the day the full rate will still be payable as per the breakdown of financial responsibility outlined in the Application Form.
43. I understand that in the event that an ambulance or other emergency service is required to attend, if there is a financial cost, this financial cost will be the exclusive responsibility of the Parent.

OTHER PARTICIPANTS IN FAMILY TIME, FAMILY TIME AT HOME AND SPECIAL OCCASIONS

44. A Parent may make a request for Family Time to occur at their place of residence after 4 successful community visits.
45. If I am requesting Family Time to occur at my place of residence, a Village Kids staff member will first attend my home to conduct a site visit and assessment.
46. Village Kids may, at their sole discretion, make the determination that home visits are not currently an option. Village Kids are not required, but may, provide their reason for the determination.
47. If I am requesting Family Time to occur at my place of residence, no other adult is to be in the home at any stage of the Family Time unless previously agreed with the other Parent and Village Kids and that adult signed the conditions of contact contract. I acknowledge that if another adult is present, the Family Time will be terminated with the full costs still incurred.
48. Parents are required to attend visits by themselves unless otherwise stated in the court order or agreed in the Application Form. Any other person nominated in a court order to attend visits be required to complete an intake assessment. This may occur only after the request/order for other people to attend a supervised visit has been negotiated and agreed between the Parents.
49. I understand that if I request Family Time to occur at my home, this will require 2 Village Kids staff to be booked for at least the first episode of service and that this may be extended to further visits at the discretion of Village Kids. I understand that I will incur additional costs as a result.
50. I understand that if I have requested to have Family Time at a special events where it is not reasonable or practicable to take every attending adult through the intake process that no less than 2 Village Kids staff will need to be booked at additional expense.
51. I understand that I may, by providing at least 3 business days notice, make a written request for someone else to attend Family Time with me or to have face time /phone call with the child/children during Family Time. If this request is not addressed by Village Kids or the LWP or legal parties prior to contact, the additional parties cannot attend.
52. If a request under clause 51 is made, Village Kids will then contact the LWP to confirm their agreement for this specific Family Time. If the LWP disagrees this cannot occur.
53. I understand that the additional participants are required to be listed on the Application Form and that it is the Parent's responsibility to ensure they are aware of and in agreement with the Conditions of Family Time.

DATE:

SIGNATURE:

54. If third party participants are allowed by court order, they will need to participate in the full Village Kids intake procedure. I acknowledge that depending on the outcome of their intake their involvement may change the level of supervision Village Kids will set in place for that contact. I further acknowledge that Village Kids maintains the right to schedule at least 2 initial Family Time visits without additional participants. This includes facetime/video calls.

ARRIVAL, DEPARTURE AND HANDOVER

55. I agree to telephone or text Village Kids as soon as possible if I am going to be delayed to a Service so that all involved can be notified. I accept that if I am 15 minutes late to drop off/pick up/spend time with my child/children Village Kids staff will attempt to make contact with me. I understand that after a 30 minute period, if I have not contacted Village Kids, the other Parent will be contacted and arrangements made to return the child/children to their care.
56. I acknowledge that in providing a service to my family, Village Kids makes every effort to put in place a plan that meets our needs and is practical and that in doing so adopts a flexible approach.
57. I agree to follow the directions from Village Kids and Staff Members, as outlined in the Family Time Plan, with regards to the management of drop off/ pick up for my children and accept that this may include but is not limited to the following:
- (a) I agree to follow all directions for arrival at / exit from the Family Time location or meeting point;
 - (b) I agree to use only the specified entry/exit point for the venue/location. I agree not to go to or be seen anywhere near or about the entry/exit designated for the other Parent;
 - (c) that the LWP will only leave the location of Family Time when the STWP arrives where it is agreed that parents will transport the child/children to and from the Family Time location. When the STWP arrives, LWP will immediately leave;
 - (d) I agree that if my child's contact is via telephone or an online platform I will remove myself from the room my child is using and ensure the camera makes the whole room and the entry/exit point to that room visible to the other parent and the Family Time Facilitator;
 - (e) where it is agreed that a Staff Member will transport the child/children to and/or from Family Time, both Parents agree to not follow the Staff Member and child/children. The Staff Member will leave the pick up location when the STWP has confirmed via text or call that they will be at the location at the correct time to ensure a direct handover to their care;
 - (f) I understand that where it has been agreed or ordered that myself and the other Parent cannot have any contact, if I am the LWP and I am transporting children to Family Time that I am required to drop the child/children to the Staff Member 15 minutes prior to contact starting and immediately leave the venue and the area. I understand that I am not permitted to remain within sight of the venue. I must move at least 300m away or further if court ordered;
 - (g) I understand that where it has been agreed or ordered that myself and the other Parent cannot have any contact if I am the LWP and I am transporting children to Family Time that I am required to arrive 15 minutes after Family Time ending to collect the children and remain in my car or at a distance of 300m or more if court ordered if my child/children have not yet separated from their STWP. I understand that I may only approach after the STWP has left the venue and is no longer in sight;

DATE:

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- (h) I understand that where it has been agreed or ordered that myself and the other Parent cannot have any contact understand that if I am the STWP that I am required to arrive on time and remain in my car or at a distance if my child/children have not yet separated from their LWP. I understand that I may only approach after the LWP has left the venue and is no longer in sight. I must move at least 300m away or other distance as court ordered;
- (i) I understand that where it has been agreed or ordered that myself and the other Parent cannot have any contact understand that if I am the STWP that I am required to leave the Family Time venue promptly at the conclusion of Family Time and I am not permitted to remain within sight of the venue. I must move at least 300m away or other distance as court ordered; and
- (j) That the LWP will leave the location whilst Family Time is taking place unless it has been otherwise agreed in writing.

58. I will stay out of sight of the other Parent at changeovers. I will not approach or follow the other Parent at changeovers. I will not attempt to signal or gain the attention of the other Parent at changeover.

59. I understand that if I am the STWP and I refuse to end Family Time at the scheduled time I will be solely responsible for additional charges and that these charges will be charged at double the rate.

60. I understand that if I am the LWP and I do not have my children ready for Family Time, Village Kids will still allow the full amount of time with the STWP and that I will be solely responsible for additional charges and that these charges will be charged at double the usual weekday rate. Where it is not possible to permit the full Family Time as scheduled Village Kids will still charge, at the double rate, for the missed time and schedule that time into a future contact.

TERMINATION

61. I agree that failure to comply with the conditions of this service agreement, including the conditions of contact as set out below, may result in Family Time being terminated and charged at the full rate and will result in administrative and assessment costs and processes.

62. I understand that Village Kids will immediately terminate the episode of service if it is in the view of the Village Kids staff member it becomes too stressful or traumatic for any party involved.

63. I agree that if Village Kids staff make the determination that contact has become unsafe and they need or are directed by emergency services to relocate the child/children to a safe space that they will do so irrespective of requests or permissions for child transportation services.

64. I understand that should my behaviour be perceived as abusive, threatening or violent, the visit will be terminated as safely and quickly as possible. Village Kids staff reserve the right to call the Police for their assistance to remove me from Family Time environment.

65. In addition to the above, Staff Members reserve the right to discontinue the visit and review the use of the service if the child/children are consistently unwilling to participate, are being caused undue distress, or are thought to be at risk of physical, psychological or emotional harm.

66. I acknowledge that repeated cancellations, rescheduling, failure to pay invoices or breaches of this agreement may result in suspension or termination of services and that Village Kids will contact legal

DATE:

SIGNATURE:

representatives for both parents, the child/children and the court to provide details of the termination of service.

67. Village Kids may terminate this agreement at any time without notice if:
- (a) there is a repeated failure to pay fees;
 - (b) Staff Members experience abuse or harassment from a service user;
 - (c) there are repeated breaches of the service agreement;
 - (d) Village Kids we are unable to meet the needs of your child / family; or
 - (e) Village Kids are concerned that the service requested is not in the best interests of the child/children.
68. A Parent may terminate this agreement at any time by giving Village Kids 10 business days notice.

CANCELLATION OR RESCHEDULING

69. I need to provide at least 48 hours notice of cancellation or the need to reschedule my Family Time.
70. If I provide 48 hours notice I will be charged administration fees only to cover costs associated with rescheduling and acknowledge that if the Family Time included venue or activity fees, these may also still need to be paid by the Parent depending on the hiring and booking/cancellation requirements of the venue/service.
71. If my cancellation/rescheduling request is received by Village Kids between 25 and 47 hours before the episode of service a late cancellation fee of 50% will be charged unless a medical certificate is provided and I acknowledge that if the Family Time included venue or activity fees, these may also still need to be paid by the Parent depending on the hiring and booking requirements of the venue/service.
72. If Village Kids is not notified of cancellation earlier than 24 hours before the booked visit full payment for the visit will be forfeited and I acknowledge that if the Family Time included venue or activity fees, these may also still need to be paid by the Parent depending on the hiring and booking requirements of the venue/service.
73. I acknowledge and agree that the process to communicate with Village Kids regarding the cancellation is to email admin@villagekidsccs.com.au and I understand that my emails will only be ready between 8am and 4pm, and I further understand that for cancellation to be confirmed, Village Kids will have had to acknowledge my email through a reply email. Alternatively, I can call Village Kids on 0476 224 025 between 8am and 4pm or contact my Village Kids staff member directly.
74. I agree that rescheduling episodes of service will incur an administration fee.

REPORTS AND COURT

75. Village Kids will prepare a Family Time Report for each episode of Family Time and a Handover Summary for each handover and fees will be charged as per the fee schedule and costs divided as per the Application. Reports are mandatory.
76. Reports are emailed to you and your nominated lawyer. Village Kids reserves the right to not release reports to the Parents but to release them directly to the court or an Independent Children's Lawyer.

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Reports are final and will not be amended. If you wish to dispute the accuracy of the report administrative fees will be incurred by the parent requesting the review.

77. If an urgent report is required it can be requested in writing for an urgent delivery within 2 days for an additional fee of \$50.
78. Reports detailing involvement over a period of time will be charged as per the fee schedule. Information on file is confidential but may be subpoenaed by a court.
79. In the event that Village Kids staff are required to give evidence, Village Kids will seek witness expenses which may include both staff booking as per the Fee Schedule, travel costs, meals and accommodation if required.

CONDITIONS OF FAMILY TIME

NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT, I ACKNOWLEDGE AND AGREE TO COMPLY WITH THE FOLLOWING

1. Village Kids staff are required to keep records of conversations and behaviour exhibited by all users of the service. Case notes will be recorded by Village Kids staff detailing factual information such as visit arrangements, names of those present, punctuality, observations of important incidents, practical issues arising from visits and solutions arrived at, child/children's response/s to visits and any critical incidents that may occur.
2. Village Kids can and will deny additional participants or terminate contact if Village Kids staff determine that this action needs to be taken due to either the response of the child/children or the behaviour of the adult participants.
3. I agree not to bring with me any item which may resemble or be commonly thought of as a weapon under any circumstances.
4. I will not engage in lengthy conversations with the Family Time Facilitator while Family Time is happening.
5. I will not discuss any legal matters during Family Time and that no legal documents are to be served during Family Time.
6. I understand that if I am the STWP, I am responsible for bringing toys, suitable and safe food and water and sunscreen to the family time/contact.
7. If I am the LWP I will ensure the child/children are dressed appropriately for the weather and have a change of clothes in a day bag.
8. If the child has routine medications and/or asthma inhalers they will be with the child/children at all times throughout the service delivery and that as the Parent I am responsible for administering these medications as prescribed.

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9. Village Kids staff will not pass items/messages from one Parent to another, unless they are specifically related to the child/children's immediate wellbeing (ie medical information/medications/items of comfort).
10. To speak only using the English language unless it is otherwise agreed and an interpreter, who has consulted with Village Kids prior to the visit, is present.
11. I will not whisper and will speak loud enough to be heard by the supervisor.
12. I will not ask the child/children questions about where they live or attend school.
13. I will not ask the child/children any details relevant to the other Parent's private life.
14. Village Kids workers will intervene if they observe that the child is becoming distressed or if there is conversation happening that the Village Kids worker feels may be distressing for the child/children.
15. Mobile phones are to be on silent and that they may only be used in an emergency. That no child/children to be allowed access to a mobile phone or other device by a visiting Parent during a visit.
16. I will not use inappropriate behaviour such as swearing, negative comments directed at the child, negative comments about the presentation or preparation of the child.
17. I will not use inappropriate behaviour such as swearing, negative comments or threatening behaviour towards the person supervising contact with the child.
18. I will not talk negatively about my child's other Parent or the person/people caring for my child.
19. I will not display aggressive behaviours including negative or demeaning language, intimidating behaviour or violence.
20. I will not physically punish or threaten to physically punish the child/children.
21. I will not ignore the directions of Staff Members.
22. I will not smoke within 20m of the child/children but I will remain in sight and continue to supervise them if I do smoke.
23. I acknowledge that if people, including myself, arrive at the contact intoxicated, drug affected, displaying uncharacteristic or worrying behaviour contact will be immediately terminated, legal representatives and police may be informed.
24. I am responsible for ensuring that the child/children are using equipment or engaging with their environment in a way that is safe, intended for use, age appropriate and suitable to their level of ability.
25. I am responsible for administering all medications as agreed with the other Parent previously as well as first aid and that Village Kids staff will only administer first aid when I am by virtue of personal injury or emotional incapacitation unable to.
26. I acknowledge that gifts and cards are to be opened with a Staff Member present.

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27. I understand that videos taken during the visit should be limited to less than 5 minutes in duration and I need permission from the child/children. I further understand that if a Staff Member determines that the focus of a photo or video is inappropriate in any way I will be asked to stop and to show the Staff Member as I delete the video/image.

VILLAGE KIDS STAFF WILL

1. Stay neutral and impartial at all times and support Parents and children.
2. Provide trained staff who have working with children checks, police clearance checks.
3. Do their best to arrive on time. Please be understanding if we are late due to traffic or other unforeseen circumstances.
4. Provide feedback to the LWP if specifically asked and it is deemed by Staff Members as necessary to ensure the wellbeing of the child and does not invade the confidentiality of the other parent.
5. Assist and guide Parents with the care of the child/children when they are failing to respond to the child/children’s needs or it has been previously established and set out in the Application Form that such support is required.
6. Attempt to schedule the same Staff Member for all episodes of service however there may be times when this is not possible.

“This service is offered on the basis that parents understand and agree to abide by all conditions outlined in this agreement. The provision of the service will need to be reviewed if the agreements are not maintained.”

I acknowledge and agree that:

1. I have read this agreement;
2. I fully understand its terms;
3. I sign it free and voluntarily without any inducement; and
4. I agree to abide by all the above-mentioned guidelines and operating procedures, and accept the offer of Village Kids services on that basis.

Signed _____ Date _____

Witness _____ Date _____
(Co-ordinator/Staff Member CCS)

VILLAGE KIDS COMPLAINTS PROCEDURE

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| D | <ol style="list-style-type: none"> 1. If you feel that you are not satisfied with the service that you have received/are receiving please inform your Family Time Facilitator and discuss the issues with this person first. 2. If you are not satisfied with the Family Time Facilitator’s response to your concerns, you may contact the Co-ordinator of Village Kids, in writing via admin@villagekidsccs.com.au |
|---|--|

DATE:

SIGNATURE: