

# **Terms of Service**

## The Good Shepherd Child Contact Services – Terms of Service

These Terms of Service set out the conditions under which The Good Shepherd Child Contact Services (“the Centre”, “we”, “us”, “our”) provides supervised visits, changeovers and related services. They apply to all clients, including parents, guardians, carers and children.

### **1. Service Description**

The Centre provides safe, supervised contact visits, change-over services and indirectly supervised contact (where applicable) for families where independent contact management is not appropriate or safe. We aim to promote the welfare and best interests of children in a neutral, child-centred environment.

### **2. Eligibility & Referral**

- Services are open to families residing in [State/Territory], Australia, who meet the Centre’s referral criteria (as set out in our Referral & Intake Policy).
- A referral may come from a Court order, legal requirement, parenting plan, or voluntary agreement.
- We may assess each case and decide whether we can offer services; we reserve the right to decline or suspend service if we determine we cannot safely meet the needs of the family.

### **3. Bookings, Fees & Cancellations**

- Clients must book visits or change-overs in advance, according to our current schedule.
- Fees (if applicable) will be advised at time of booking and are payable [terms: e.g., prior to service or at arrival].
- Cancellation policy: [e.g., clients must provide at least 24 hours notice; late cancellation or no-show may incur a full fee or be treated as missed session].
- Services may be paused if fees are overdue or booking terms not met.

### **4. Conduct & Participation**

- All parties (parents, carers, children, guests) must adhere to the Centre's Service Rules, and policies including Child Protection, Supervision, Safety and Behaviour.
- Parents/carers must arrive and depart on time, follow supervisor instructions, behave respectfully and avoid any behaviour or material that may threaten the safety or emotional wellbeing of children or others.
- Children's needs: parents/carers must bring children to sessions suitably attired, with necessary items (food, medicines, change of clothes) and under supervision until hand-over begins.

## 5. Risk & Safety

- We carry out a risk assessment for each family referral and may impose additional supervision conditions (orientation sessions, limited duration visits, separate entrances/exits, etc).
- The Centre may terminate or suspend a visit if:
  - a parent or child's behaviour poses a safety risk;
  - a parent appears to be under the influence of drugs/alcohol;
  - there is evidence of undisclosed risk;
  - court orders or parenting plan requirements are not adhered to.
- We rely on accurate and truthful disclosure of relevant information by parents/carers. Non-disclosure may result in termination of service.

## 6. Reports & Records

- Brief supervision notes will be kept for all visits.
- Where required by court order or the Centre, a formal observational report may be provided (at extra cost) in compliance with relevant standards. ([Australian Institute of Family Studies](#))
- All records will be handled in accordance with our Privacy & Data Protection Policy.

## 7. Cancellation & Service Termination

- Either party (client or Centre) may terminate the service by giving written notice of [e.g., 14 days] unless otherwise agreed.
- The Centre reserves the right to terminate service immediately if safety or integrity of the service is compromised.
- Upon termination, any fees owed will be settled and records handled per policy.

## **8. Complaints & Feedback**

- If you have a complaint about the service, please follow our Complaints Procedure Policy, which is available on request.
- We aim to resolve complaints promptly, fairly and transparently.

## **9. Change of Terms**

- The Centre reserves the right to amend these Terms of Service. Any changes will be communicated in writing at least [30 days] before the changes take effect.

## **10. Agreement**

By using our service you acknowledge and agree to these Terms of Service, our policies and procedures (including Incident Response, Cultural Inclusion, Child Protection, Privacy, Health & Safety, etc). You consent to abide by them and to cooperate with the Centre in providing safe, respectful contact services for children and families.