



# VILLAGE KIDS

Children's Contact &  
Family Group Conferencing Service



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# WELCOME TO THE VILLAGE

Families really do need their village, especially when life gets tricky. Village Kids offers support for families facing change or challenge and separated or divorced parents requiring assistance to manage family contact.

Our service is founded on 17 years experience working with families and the belief that families function best when supported and connected to community.

Strength is built. Change is possible.

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# CHILDREN'S CONTACT SERVICE

Family Time (contact) might look a little different at the moment and we understand that this is challenging. Our caring, friendly and trained staff are here to make it as easy as possible.

Village Kids operates a community based and remote (online or telephone) children's contact service which utilises spaces open to the public or available for hire as well as offering in-home Family Time. If you are working on developing your parenting confidence, your Family Time Facilitator can assist you with this through basic parenting assistance or by supporting you to implement strategies you may be learning through a parenting program.

Our team is committed to the well-being of your children and to maintaining dignity and privacy for everyone involved. After each visit, both parents will receive a report containing objective observations.

## INTAKE PROCESS

### 1 INITIAL CONTACT

Contact Village Kids through the contact form on our website or by emailing [admin@villagekids.org.au](mailto:admin@villagekids.org.au) and provide us with a summary of your needs and your contact details. Alternatively give us a call on 0476 224 025 for a quick chat and we will get the basics down. Once both parents have reached out to Village Kids we will send through the relevant forms and a link to an online questionnaire (which we can also complete over the phone if you prefer).

### 2 SUBMIT APPLICATION

Complete the intake requirements and return your form with all supporting documents to Village Kids via email at [admin@villagekids.org.au](mailto:admin@villagekids.org.au). We will then contact you to set up individual Intake Sessions.

### 3 INTAKE SESSION

Intake sessions are important for us to learn more about your needs, your worries, your hopes for the future and how you want Family Time to work.

### 4 CONFIRMATION OF SERVICE

If we have capacity to meet your specific needs we will send you a 'Welcome to the Village' letter. If we cannot currently meet your needs we will let you know and you can select to be wait listed. At this time we will also book your first Family Time service date and make a time to meet the kids if you have taken up the option of the Child Session.

### 5 CHILD SESSION (OPTIONAL)

Giving your children a chance to meet their Family Time Facilitator prior to the first visit can help them feel more confident and offer them an opportunity to ask questions. 1 hour is allocated to these sessions. (\*optional)

### 6 FAMILY TIME COMMENCES

We aim to start Family Time visits within a fortnight of finalising the intake process.



## FAMILY TIME BASICS

### SUPERVISED FAMILY TIME

During Supervised Family Time, your Village Kids Family Time Facilitator will remain within sight and hearing range of your children at all times. There are times when this is court ordered, or preferred so both parents can feel confident that there is an objective record of interactions. This can include telephone or online contact where needed.



### SUPPORTED FAMILY TIME

During Supported Family Time your Family Time Facilitator will adhere to the agreed expectations for supervision and support as set out in the Family Time Plan. These supervision levels will be informed by assessment and agreed by all parties and may include: reduced supervision of conversations, intermittent sight supervision or the simple availability of a Village Kids staff member as needed without any direct supervision.

### FAMILY TIME AT HOME

Family Time should be as close to a normal parenting experience as possible to provide the children with an opportunity to have a natural relationship with their parent. Parks and activity venues are a lot of fun, but a sandwich and kicking a ball in the backyard or a board game on a rainy day are just as special. After a period of successful Family Time in the community and when all parties agree that visiting can happen at home, Village Kids can undertake additional checks and then, where suitable, set up some or all visits to take place at your home or another nominated residential address (such as a grandparent's home).

### SUPERVISED CHANGEOVER

If you are feeling confident and ready to move closer to independent management of Family Time we will work with you to develop a plan for changeovers. This may include the presence of a neutral person to witness the transfer between parents or direct use of a Village Kids team member to transfer the children from A to B and maintaining separation between parents.

### TRANSPORT

Village Kids staff are available to transport your children to and from Family Time if that works best for you.

### REPORTS

Both parents will receive a Family Time Report for both Supervised and Supported Family Time visits and a Changeover Summary for Supervised Changeovers.



## TRANSITION TO INDEPENDENCE PROCESS

Village Kids aims to support families to eventually manage family time independently where orders permit this. This may be possible over time without further support or it may require additional supports from Village Kids, your family or friends or other services we can refer you to through our Parent Support service. We will explore options to progress to the next stage through individual discussions with each parent and a reassessment of the circumstances.

We understand that not all families will be able to, or even want to manage things independently. We will support your family time for as long as needed and can even stay involved to provide transport only if that is preferred.

Supervised Family Time → Supported Family Time → Changeover / Transport → Independence

## PARENT SUPPORT

Throughout your time with Village Kids we will be available to offer support for issues relating directly to the quality of Family Time. Village Kids can also support you to engage with other services that can address specific areas of need.





# FAMILY GROUP CONFERENCES

Family Group Conferences (FGCs) are a form of Alternative Dispute Resolution. Across Australia FGCs are gaining popularity as a way for families to come together to make decisions with the support of a neutral person. The scope for Family Group Conferencing is very broad and our skilled Facilitator will work with you to determine if the process is suitable for your needs.

Common reasons for accessing a Family Group Conference Facilitator are: exploring how family, friends and services can provide support after a crisis or through change, reconnecting families, engaging family to support transition to independent management of Family Time/contact visits, deciding care arrangements and supporting families to make decisions regarding the care of loved ones who are elderly or living with disabilities.

## INTAKE PROCESS

- 1 INITIAL CONTACT**  
Contact your family members to discuss your interest in holding a Family Group Conference and obtain their agreement to be contacted by our Facilitator then get in touch with us via [admin@villagekids.org.au](mailto:admin@villagekids.org.au) to request a service request form.
- 2 SUBMIT SERVICE REQUEST**  
Submit your Service Request Form.
- 3 SERVICE CONFIRMATION**  
Our Admin team will contact you with a Service Confirmation Form and proposed meeting date.

"An incredibly skilled facilitator.  
She managed difficult  
conversations well."

- Service User

## FAMILY TIME AND CHANGEOVER FEES

Intake Fee	\$150.00	per person
1 hour Child Session	\$100.00	per session
Family Contact (weekday)	\$85.00	per hour
Family Contact (Saturday)	\$120.00	per hour
Family Contact (Sunday)	\$135.00	per hour
Supervised Changeover	\$120.00	per exchange
Public Holiday	\$170.00	per hour
Family Time Report (3 or more hours of contact time)	\$60.00	per report
Family Time Report (2 hours or less of contact time)	\$00.00	report writing included in the minimum 3 hour booking
Changeover Summary	\$30.00	per summary
Court Document Preparation	\$90.00	per hour
Administration & Parent Support	\$90.00	per hour charged in 15 minute intervals
Travel	\$1.25	per km when transporting children or

- Village Kids has a 3 hour minimum service period. This can be 3 hours of contact with an additional cost for report writing or 2 hours of contact with the report included.
- 30 minute increments are available after 3 hours total service time.
- Village Kids generally maintains a 1 worker to 3 child ratio however this is variable depending on the specific service request details.
- Additional fees may apply including for venue hire and activity fees.

## FAMILY GROUP CONFERENCING FEES

Family Group Conferencing Preparation and Meeting	\$109.09	per hour
Travel	\$1.25	per km
Venue Hire and Catering	the cost of venue hire and catering will be included in the invoice	

We look forward to  
supporting your family.



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