

Coffs Coast Contact Services

CLIENT CONDUCT AGREEMENT

Supervised Contact • Supported Contact • Supervised Changeovers

This agreement outlines the conduct expected of all parents, carers, children, approved attendees and other participants while attending a service provided by Coffs Coast Contact Services.

1. CHILD-FOCUSED CONDUCT

- All contact must remain focused on the child's safety, wellbeing and positive experience.
- Adults must not involve children in adult disputes, legal matters, financial issues or disagreements between parents.
- Adults must not question or pressure a child about the other parent, household or legal proceedings.
- Children must not be used to pass messages, documents, money or other items between adults.
- Adults should support age-appropriate, positive and respectful interaction with the child.

2. RESPECTFUL BEHAVIOUR

- All participants must treat children, parents, workers and other attendees respectfully.
- Threatening, intimidating, abusive, aggressive, harassing or discriminatory behaviour is not acceptable.
- Arguments or disputes between adults must not occur in the presence of the child.
- Participants must follow reasonable directions given by the supervising worker.

3. ALCOHOL & DRUGS

- Participants must not attend a service while affected by alcohol or illicit drugs.
- Alcohol or illicit drugs must not be consumed during a service.
- Where a worker has reasonable concerns about a participant's presentation or ability to safely participate, the service may be delayed, suspended or cancelled.
- Any safety decision made by the supervising worker will be documented.

4. MOBILE PHONES & RECORDING

- Mobile phone use during supervised contact should be limited to circumstances approved by the supervising worker.
- Participants must not photograph, video or audio-record another participant, child or worker without appropriate permission.
- Children should not be photographed or recorded for social media or other public use during contact unless expressly authorised.

5. ADDITIONAL ATTENDEES

- All proposed additional attendees must be disclosed to Coffs Coast Contact Services before attending.

- Additional attendees may be subject to approval, safety assessment or conditions of attendance.
- An attendee may be asked to leave or remain in a designated area where their attendance is affecting the safety or wellbeing of the service.

6. SUPERVISED CHANGEOVERS

- Parents must follow the arrival and departure arrangements provided by Coffs Coast Contact Services.
- Parents must not use the changeover as an opportunity to argue, negotiate parenting arrangements or discuss disputes.
- Communication between parents during changeover should be avoided unless required for the child's immediate needs.
- Parents must remain respectful and follow the supervisor's directions throughout the changeover.

7. SAFETY & SERVICE TERMINATION

- Coffs Coast Contact Services may suspend, alter or terminate a service where the supervising worker considers that continuing would be unsafe or inappropriate.
- Where a serious safety concern arises, the service may take reasonable steps to protect the child, participants and worker.
- Repeated breaches of this agreement may result in review of the service arrangement and may be referred to the relevant legal representatives where appropriate.

8. LEGAL & SERVICE BOUNDARIES

- Coffs Coast Contact Services provides contact supervision, supported contact and/or supervised changeover services. It does not provide legal advice.
- Parents and other participants remain responsible for obtaining independent legal advice about their parenting arrangements, Court Orders or Parenting Plans.
- Where service boundaries become unclear or are compromised, Coffs Coast Contact Services reserves the right to refer the matter back to the relevant legal representatives and/or decline to provide further advice.

9. ACKNOWLEDGEMENT

By signing below, I acknowledge that I have read, understood and agree to comply with the Client Conduct requirements of Coffs Coast Contact Services. I understand that failure to comply may result in the service being suspended, cancelled or otherwise reviewed.

Full name:

Role / relationship to child:

Signature:

Date:

Coffs Coast Contact Services — Client Conduct Agreement