



## **Coffs Coast Contact Services: What the Best Contact Reports Feature**

(Observational Report Guide for Monitored Visitation)

### **1. Objective & Professional Tone**

Use neutral, fact-based language. Avoid assumptions, diagnoses, or emotionally loaded terms. Example: "The child sat with their arms crossed and did not respond when asked a question."

Not: "The child was clearly upset and shut down emotionally."

### **2. Chronological, Structured Format**

A Visitation Report typically follows this sequence:- Session Details: Date, time, location, and type of visit- People Present: Parent, child(ren), observer(s), support worker if applicable- Progression of Contact: Arrival → interaction → departure- Activities Observed: Play, conversation, responses- Any Safety or Emotional Incidents- Monitors Notes and (where applicable) recommendations but not opinions.

### **3. Verbatim Child Quotes**

Document direct statements made by children during the visit. Quotes are key to understanding their experience and contact quality. Example: Child said, "I want to stay longer," while holding onto parent's hand.

### **4. Behaviour-Based Descriptions**

Report only what you saw and heard, not why you think it happened. Example: "Parent stood up suddenly, raised their voice, and said, 'I've had enough!'"

### **5. Consistent Report Format (Standardised Template)**

CCCS Reports use tick-a-box sections, time logs, and consistent headings to ensure clarity and comparability. Observation reports are non-investigative records, not advocacy documents.

### **6. Documented Interventions**

Clearly note any Monitor guidance, redirection, or intervention during the visit. Example: "Supervisor redirected conversation when parent raised court matters."

## 7. Timely Submission

Reports are ideally completed within 24–72 hours of the contact session to ensure accuracy and reliability.

Reports are sent to [suzanne@coffscoastcontactservices.com](mailto:suzanne@coffscoastcontactservices.com)

## 8. Cultural Awareness & Respect

Use inclusive and respectful language regarding family, culture, identity, disability, or neurodiversity. Example: “Child used an AAC device to communicate preferences.”

## 9. Court and Parenting Orders

Refer to any recommendations made in these reports. Be mindful and adhere to specific instructions.

## Professional Supervised Visitation: Key Takeaways for Workers

Professional supervised visitation monitors are invaluable in supporting family relationships by providing a safe, structured environment for parent-child visits.

By prioritizing the child’s well-being, maintaining neutrality, and adhering to legal standards, Supervisors and Monitors play a critical role in facilitating positive interactions between family members.

Whether due to court orders or personal family decisions, supervised visitation allows children to maintain meaningful connections with their non-custodial parent in a setting that prioritizes their safety and emotional health.

## Coffs Coast Contact Services- Supervised Visitation SAMPLE Low Risk Report

Service Name: Visitation CCCS

Date of Visit: Monday, 15 July 2025

Time: 3:00 PM – 4:00 PM

Location: CCCS Contact Room, Earl Street Coffs Harbour, NSW

Contact Type: Supervised Visitation (Court-Ordered)

Report Completed By Supervisor : Samantha Ryan (Level 4.4 Contact Worker)

Monitor - Cat Stevens

Date of Report: 26 July 2025

Participants

- Child: L. Jackson (aged 7)

DOB\_\_\_\_/\_\_\_\_/\_\_\_\_

- Visiting Parent: Mr. Jordan Jackson
- Primary Carer (not present): Ms. Tanya Morris

### Session Overview

Mr. Jackson arrived at 2:55 PM and completed mandatory pre-session check-in. L. Jackson was escorted into the contact room by staff at 3:02 PM. The child appeared hesitant upon entry and remained close to the supervising worker for the first five minutes. The session involved structured indoor play, including Lego building, card games, and colouring. Mr. Jackson made consistent efforts to engage the child in chosen activities. L. Jackson warmed up gradually and initiated verbal interaction approximately 10 minutes into the session.

### Child's Behaviour and Presentation

- Initially quiet and reserved
- Displayed age-appropriate emotional regulation once settled
- Used eye contact and responded to questions after a short period
- Expressed enjoyment during card games ("This is fun, Daddy")

### Parent's Behaviour and Presentation

- Arrived punctually and appropriately attired
- Spoke calmly throughout the session
- Refrained from discussing court matters or adult themes
- Respected the child's cues for space and allowed them to lead play
- Used positive reinforcement ("Well done building that, buddy")
- Age appropriate interactions

### Worker Interventions

- Provided verbal redirection at 3:20 PM when Mr. Jackson began discussing upcoming birthdays. He complied immediately.- No other redirections required.

### Observations of Note

- No safety concerns arose during this session.
- Both parties appeared to enjoy the time together.
- Child independently hugged the parent at the end of the session.
- Mr. Jackson complied with end-of-visit procedures.

### Summary

The supervised visit was completed without incident. Both the child and parent demonstrated positive engagement, with interactions progressing naturally as the session continued. No breaches of the contact

agreement were noted.

Report Completed By:

Name: Samantha Ryan

Role: CCS Contact Worker

Signature: [Signed Electronically]

Date: 26 July 2025