

Intake Process Explained

The Intake Process is the first and most important step before supervised visits or changeovers begin. It ensures our service understands the needs of the child, family circumstances, and any safety considerations so visits can occur in a safe, structured, and child-focused environment.

Why is Intake Required?

- Assess safety and risk factors for all parties
- Gather background information relevant to the child's wellbeing
- Understand court orders, parenting plans, or agreements
- Clarify expectations, boundaries, and service guidelines
- Develop a visitation structure tailored to the family
- Ensure visits remain calm, predictable, and child-focused

How the Intake Process Works

1. Individual Parent Appointments

Each parent attends a separate private intake appointment. This allows both parties to speak openly and ensures neutrality while we gather relevant information about the child and family situation.

2. Documentation Review

Parents may be asked to provide court orders, parenting plans, identification, emergency contacts, and any medical or behavioural information relevant to the child.

3. Service Agreement & Expectations

We explain the role of supervisors, behavioural expectations, arrival and departure procedures, communication boundaries, reporting processes, and scheduling arrangements.

4. Risk Assessment & Visit Planning

Our team conducts an internal assessment to determine the appropriate level of supervision, suitable venue, and safeguards required to support the child.

5. Visits Can Then Be Scheduled

Once intake is completed for both parents and documentation is finalised, supervised visits or changeovers can begin.

Important to Know: The intake fee is charged once only and must be completed before any contact service is provided. This process protects children, parents, and staff and ensures professionalism from the outset.