

Mobile Phone Use Policy

For Clients Attending Supervised Visits and Changeovers

Purpose

This policy ensures visits and changeovers remain child-focused, safe, and free from conflict or distraction. Mobile phone use can interfere with the quality of time children spend with their parents and may compromise privacy and confidentiality.

General Principles

- The child's emotional safety and wellbeing are the priority at all times.
- Our service provides a neutral, calm environment for families.
- Mobile phones must not be used in a way that distracts from parenting time, records others without consent, or escalates conflict.

During Supervised Visits

- Mobile phones must be placed on silent mode while in the contact room.
- Phone calls are not permitted during visits unless approved by staff in exceptional circumstances.
- Texting, social media use, or browsing is discouraged so that parents remain fully engaged with their child.
- Photographs, video, or audio recordings are strictly prohibited unless written permission has been granted.

During Changeovers

- Parents must not use phones to photograph or film the other party, staff, or children.
- Communication between parents must occur only through approved channels, not directly at the venue.

Privacy and Confidentiality

- Recording devices (including smart watches) must not be used.
- Any breach of privacy may result in the session being terminated.
- Our centre is a confidential environment—respect for all clients is essential.

If You Need to Take an Urgent Call

Please speak with staff. You may be asked to step outside the supervised area so the visit can continue without disruption.

Non-Compliance

Failure to follow this policy may result in a reminder or formal warning, suspension or cancellation of the session, and notification to referring professionals or the Court (if applicable).

Our Commitment

We understand phones are part of everyday life; however, children benefit most from uninterrupted, attentive time with their parents. This policy supports meaningful connection and reduces stress for everyone involved.