



## 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."

To ensure objectivity, the Intake Officer is NOT the Contact or Support Worker on the day. Essential information only is shared with the Monitoring staff.

REMEMBER - Professional Obligation before Personal views.

### 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.

### 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. Key Principles for Trauma-Informed Language**

**Safety:** Create physical and emotional safety (e.g., welcoming environment, clear boundaries).

**Trustworthiness:** Be consistent and predictable.

**Choice:** Offer options to promote a sense of control.

**Collaboration:** Partner with individuals, not dictate to them.

**Empowerment:** Focus on strengths and build self-efficacy.

**Respect for Diversity:** Acknowledge cultural, historical, and individual differences.

## **10. Key Terms**

**Party 1.** means the booking party, usually the party who is requesting the service.

**Party 2.** means the other party usually the party with full time parental responsibility. Booking

**NF, NM, P/M- GP's.** means Natural birth mother, Natural birth father and Paternal/Maternal Grandparents.

**Playground Equipment** - for equipment names please watch this video



## **SUPERVISOR**

The staff member with primary responsibility for the contact session. The Supervisor ensures the session is conducted in accordance with court orders, service policies, risk management requirements, and child safety obligations. The Supervisor manages session structure, responds to concerns or incidents, and determines whether a session may continue, be modified, or be terminated if required for safety.

## **MONITOR**

The staff member who directly observes the interaction between the child and parent during the session. The Monitor provides neutral support, reassurance, and redirection where appropriate, assists with transitions, and records factual, objective observations of the session for reporting purposes. The Monitor does not provide assessment, investigation, or therapeutic intervention.