



INTRODUCTION

Lilly Pilly provide safe, neutral and child-focused venues for supervised visits and changeovers to occur between children and their parents and other significant persons in the child's life.

Australian law states that children/young people have the right of contact with their parents or significant other people as long as it does not affect their best interests.

Lilly Pilly recognises that contact visits, where court ordered or by agreement, are an opportunity for families to maintain ongoing relationships or develop new ones, by giving parents and significant others, with whom the children do not live, the opportunity to meet in a safe, relaxed and non-judgmental environment.

Please be aware that while Lilly Pilly seeks to assist, it is not our role to negotiate between the parties and we ask that the initial arrangements regarding the visitation/transportation be developed and agreed upon and then provided to Lilly Pilly. Any ongoing changes to those arrangements should be managed in the same way.

PROCEDURE FOR ORGANISING SUPERVISED CONTACT

1. Lilly Pilly is approached by a family or their legal representatives regarding supervision of supervised contact/transportation of the children/young people.
2. Lilly Pilly sends out an information pack including documentation that requires signing by the parties prior to being returned to Lilly Pilly.
3. Costing is discussed (quotation) and agreed upon.
4. Visitation/transportation details are discussed. This includes, but is not limited to, where the children/young people reside, where the parent(s) reside— who may/may not attend the visit, any special medical/dietary/psychological needs of the children that must be observed, some family history, details about court orders, details about any restraints such as DVOs, and safety concerns involving the children and others.
5. Payment is made at least 48 hours prior to a scheduled visitation/transportation.
6. You receive confirmation of payment being received and a scheduled visit.
7. Access visit/transportation takes place at the agreed time.

PROCEDURE FOR CHANGEOVERS ON DAY OF SUPERVISED CONTACT

Unless otherwise stated in Court Orders or agreed on beforehand;

1. The parent to be supervised arrives at centre at least 15 minutes before contact.
2. The primary carer arrives with child at correct agreed time, NOT before or after..
3. Supervised contact visit takes place
4. The primary carer arrives at correct agreed time upon completion of contact, NOT before or after..
5. The parent to be supervised departs centre at least 15 minutes after contact.



LILLY PILLY INFORMATION PACK

Included in this information pack are four important documents for clients to read and/or sign:

1. Introduction to Lilly Pilly
2. Lilly Pilly Service Agreement
3. Intake Form
4. Price list & Payment Instructions

2. Lilly Pilly Service Agreement

A Lilly Pilly Service Agreement (The Agreement) needs to be filled out by each party (usually the person being supervised and the party with whom the child/ren reside) and returned as soon as possible to Lilly Pilly. The Agreement contains terms and conditions of service use, and asks for your personal information. The Agreement also asks for a brief explanation as to why contact supervision is required.

3. Intake Form

The Intake Form is completed by both parties, legal representatives and other relevant parties, and must contain information agreeable to ALL parties. Parties can sign and provide to Lilly Pilly the same Intake Forms or separate Intake Forms. Please understand it is not the role of Lilly Pilly to act as arbiter or to mediate between the parties. Lilly Pilly recognises there may be conflict and will seek to maintain a neutral position of goodwill.

While it is not the role or responsibility of Lilly Pilly to extract supervision requirements from court orders or to seek that the parties comply with court orders relevant to their circumstances, Lilly Pilly does seek information relevant to the parties and therefore requires a copy of the orders.

Court orders are required to provide Lilly Pilly with background and other information regarding the reasons for supervision.

4. Price list & Payment Instructions

Payments for supervision/transportation are required at least two (2) days prior to the visit and further information is included in the enclosed 'Payment Instruction Sheet'. Please help us identify your payment by including a reference to the client/child's surname when making a payment, and please notify us of your payment to prompt us to make the necessary arrangements for the visit/transportation.