

## Rebuild Family Services Informed Consent and Service Agreement

### 1. Client Information

**Client Name**

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**Child/Family Reference Number**

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**Address**

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**Contact Number**

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**Email Address**

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**Service Type**

☐ Supervised Contact

☐ Supported Changeover

☐ Other: \_\_\_\_\_

**Date of Agreement**

### 2. Introduction

2.1 Rebuild Family Services provides supervised contact and supported changeover services designed to support safe and child-focused family interactions in circumstances where supervision, structure, or safety arrangements are required.

2.2 This agreement outlines the terms and conditions governing the provision of services by Rebuild Family Services.

2.3 By signing this agreement, clients acknowledge that they have read, understood, and agreed to comply with the terms, expectations, policies, and procedures of Rebuild Family Services.

2.4 Rebuild Family Services reserves the right to amend its operational procedures, fees, policies, and service requirements from time to time where reasonably necessary.

### 3. Nature of Services

#### 3.1 Supervised Contact

3.1.1 Supervised contact allows a child to spend time with a parent or family member under the supervision of an authorised Rebuild Family Services worker.

3.1.2 Supervisors observe interactions and may intervene where necessary to ensure the safety, wellbeing, or emotional welfare of the child or any other person.

3.1.3 Rebuild Family Services supervisors remain neutral and do not provide legal advice, counselling, mediation, parenting assessments, or recommendations regarding parenting arrangements unless specifically authorised under a separate arrangement.

#### 3.2 Supported Changeover

3.2.1 Supported changeover services provide a structured and supervised transfer of children between parents or carers to minimise conflict and support child safety.

3.2.2 Parents or carers may be required to attend at different times or locations in accordance with safety arrangements.

#### **4. Child Safety Commitment**

4.1 Rebuild Family Services is committed to promoting and protecting the safety, wellbeing, dignity, and rights of children and young people.

4.2 All personnel are required to comply with the Victorian Child Safe Standards and organisational child safety obligations.

4.3 Rebuild Family Services personnel are mandatory reporters and may be legally required to report concerns relating to child abuse, neglect, family violence, or risks to child safety.

4.4 The safety and wellbeing of children will remain the paramount consideration in all service delivery decisions.

#### **5. Client Responsibilities**

5.1 Clients are expected to behave respectfully, cooperatively, and appropriately at all times while engaging with Rebuild Family Services.

5.2 Clients agree to:

- a. comply with all directions provided by Rebuild Family Services personnel;
- b. treat staff, children, and other service users respectfully;
- c. arrive on time for all scheduled services;
- d. notify Rebuild Family Services as soon as practicable if unable to attend;
- e. comply with all safety arrangements, court orders, and service conditions;
- f. maintain appropriate behaviour during all interactions;
- g. avoid exposing children to conflict, distress, intimidation, or inappropriate discussions;
- h. provide accurate and current information relevant to service delivery;
- i. immediately notify Rebuild Family Services of any changes to court orders, intervention orders, safety concerns, or contact details.

#### **6. Behavioural Expectations**

6.1 The following behaviours are strictly prohibited during services:

- a. threats, intimidation, aggression, harassment, or violence;
- b. attendance while affected by drugs or alcohol;
- c. physical discipline of children;
- d. discussion of court proceedings or adult disputes with children;
- e. coaching, pressuring, or questioning children about legal matters;
- f. unauthorised photography, audio recording, or video recording;
- g. possession of weapons or dangerous items;
- h. attempts to contact or confront the other party outside approved arrangements;
- i. conduct that compromises child safety or staff safety.

6.2 Rebuild Family Services reserves the right to suspend, terminate, postpone, or refuse services where behavioural expectations are breached or safety concerns arise.

## **7. Session Rules and Operational Arrangements**

7.1 Rebuild Family Services may implement staggered arrivals, staggered departures, designated meeting points, venue restrictions, supervision conditions, and safety procedures as part of service delivery.

7.2 Clients must comply with all operational and safety arrangements communicated by Rebuild Family Services personnel.

7.3 Rebuild Family Services may modify service arrangements where necessary to address risks, operational requirements, child safety concerns, or environmental issues.

## **8. Session Notes and Documentation**

8.1 Rebuild Family Services maintains records relating to service delivery, including factual session notes and incident documentation.

8.2 Session notes are objective records of observed interactions, behaviours, and events occurring during services.

8.3 Session notes and records may be subpoenaed, produced to courts, disclosed to lawyers, child protection authorities, police, or other authorised agencies where legally required.

8.4 Clients acknowledge that Rebuild Family Services personnel may be required to provide evidence or records in legal proceedings.

## **9. Privacy and Confidentiality**

9.1 Rebuild Family Services collects, stores, uses, and discloses personal information in accordance with the *Privacy Act 1988 (Cth)* and organisational privacy policies.

9.2 Personal information is collected for purposes including service delivery, risk assessment, child safety, communication, legal compliance, and operational management.

9.3 Information may be disclosed where:

- a. required by law;
- b. necessary to protect a child or another person from harm;
- c. required for court proceedings or subpoenas;
- d. authorised by the client or applicable legal processes.

9.4 Rebuild Family Services will take reasonable steps to protect the confidentiality and security of personal information.

## **10. Mandatory Reporting and Safety Obligations**

10.1 Rebuild Family Services personnel may be legally required to report concerns relating to:

- a. child abuse or neglect;
- b. family violence;
- c. threats to safety;
- d. criminal conduct;
- e. breaches of court orders;
- f. risks of harm to children or vulnerable persons.

10.2 Clients acknowledge that confidentiality may be limited where legal reporting obligations apply.

**11. Fees and Payments**

11.1 Fees for services are published on the Rebuild Family Services website or otherwise provided in writing.

11.2 Clients agree to pay all applicable fees in accordance with invoicing and payment requirements.

11.3 Rebuild Family Services reserves the right to suspend services where fees remain unpaid unless alternative arrangements have been approved.

11.4 Cancellation and non-attendance fees may apply.

11.5 Unless otherwise agreed in writing, cancellations should be provided with at least twenty-four (24) hours' notice.

11.6 Rebuild Family Services reserves the right to charge the full scheduled fee for late cancellations, missed appointments, or non-attendance.

**12. Limitation of Services**

12.1 Rebuild Family Services provides supervised contact and related services only within the scope of its operational role and expertise.

12.2 Rebuild Family Services does not guarantee outcomes relating to parenting disputes, court proceedings, family relationships, or future parenting arrangements.

12.3 The organisation is not responsible for the conduct of parties outside supervised service environments.

12.4 To the extent permitted by law, Rebuild Family Services excludes liability for indirect, consequential, or unforeseeable loss arising from service delivery.

**13. Complaints and Feedback**

13.1 Clients may provide feedback or make complaints regarding services.

13.2 Complaints may be raised with staff, management, or through the organisation's complaints process.

13.3 Rebuild Family Services will manage complaints fairly, respectfully, and in accordance with organisational procedures.

**14. Service Suspension or Termination**

14.1 Rebuild Family Services may suspend, postpone, refuse, or terminate services where:

- a. safety concerns arise;
- b. behavioural expectations are breached;
- c. risks cannot be safely managed;
- d. court orders are not complied with;
- e. fees remain unpaid;
- f. false or misleading information has been provided;
- g. operational limitations prevent safe service delivery.

14.2 Rebuild Family Services may also terminate services where continued service delivery would place children, families, or staff at unacceptable risk.

**15. Consent and Acknowledgment**

15.1 By signing this agreement, the client acknowledges and agrees that:

- ☐ I have read and understood this agreement.
- ☐ I understand the nature and limitations of the services provided.
- ☐ I agree to comply with all policies, procedures, directions, and behavioural expectations of Rebuild Family Services.
- ☐ I understand that session notes and records may be disclosed where legally required.
- ☐ I understand that Rebuild Family Services personnel may be mandatory reporters.
- ☐ I understand that services may be suspended or terminated for safety or behavioural reasons.
- ☐ I consent to the collection, use, and disclosure of personal information as described in this agreement and applicable privacy policies.
- ☐ I have had the opportunity to ask questions regarding this agreement.

## 16. Signatures

### Client Name

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Client Signature

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Date

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### Rebuild Family Services Representative

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Signature

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Date

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## 17. Review

17.1 This agreement may be reviewed and updated periodically to reflect legislative requirements, operational changes, or service improvements.

## 18. Related Documents

18.1 This agreement should be read in conjunction with the following documents:

- Child Safety and Wellbeing Policy
- Privacy Policy
- Complaints and Concerns Policy
- Supervised Contact Session Delivery Procedure
- Code of Conduct
- Safe Service Environment Policy
- Risk Management Framework