



Kennerley

Building a brighter future for Tasmanian families since 1869

Family Connections PROGRAM





Who we are

Kennerley is a not-for-profit based in Hobart. We've been providing assistance to families in Hobart in the care of their children for over 150 years. We are an accredited Safeguarding Children Organisation independently accredited by the Australian Childhood Foundation.


Our Family Connections Program commenced two years ago when we were approached to supervise a family's access visits. Our reputation for putting children at the centre of all we do is well known and respected. We aim to provide affordable services on a fee-for-service basis.

By now you will have seen our quote for services and Family Connection Program brochure, you would also have had a complimentary visit to the centre and got to know us a little better. After an initial visit at the centre you may wish to consider other venues so that your visit can be as normalised as possible, like getting out and about doing fun things in your community. You may wish to consider after school visits Monday – Friday or during normal business hours as these rates are lower. Visits over weekends and public holidays attract penalty rates and so are charged at a higher rate in compliance with the Community Services Sector Award.

Now that we are at the point of commencing a service to you and your family, we need to be very clear about service expectations and your rights and responsibilities.

Your Rights

1. You have the right to be treated fairly and with respect and you need to know that the Therapeutic Care Coordinators make no judgement and have no opinion in relation to your relationship with previous partners or family. Being a parent is a big job, and it's a really important job. We are here to make transitions smooth and child friendly.
2. We will maintain your confidentiality and protect your privacy. If you are the primary client (that's the person paying for the service) and you or your Solicitor require a report, you are able to request one after a minimum of six visits. Your information can only be provided to your Solicitor and the primary client, or to the Independent Children's Lawyer where appropriate.
3. You will need to let us know a couple of weeks before your next Family Court of Australia court date so that we can provide it in good time.
4. You are expected to pay for each visit in a timely way and be ahead of the next visit, or we risk cancellation. In good faith we need to pay our staff so your swift attention to invoices is required.
5. In terms of court reports we do not release a report to a party until it has been paid for.



**KENNERLEY
BELIEVE THAT
SOMETIMES
FAMILIES NEED
HELP WITH
SEPARATION**



Our Joint Responsibilities

- We will not engage in discussions about your situation or about the other parent during the visit time. The aim of the visit is to spend quality time with our child / children.
- We equally expect that you will respect our Kennerley coordinators and listen to reasonable requests.
- Any requests we make are about the protection of your child. Your child is at the centre of all decisions made and ensures that you will enjoy spending time together.
- We try to make visits as normalised as possible and with your help it will be much easier. Please remember to remain in close proximity at all times so that we can supervise your visit and time together.
- It is a condition of our service that you pay for each visit as soon as possible after the visit occurs as it could jeopardise future visits if payments are not made regularly and on time.
- We can provide a Family Connection Report on request about how your visits have progressed and our observations on your interaction. This report must be paid for before the report will be released to your Solicitor, or to yourself (if you do not have a legal representative).
- You (the primary client) are guaranteed that this report will not be shared with any other party other than the primary parent paying for the service unless the matter is subpoenaed by the court. All of our staff carry a duress alarm, and should they feel a need to call on assistance they can activate this alarm at any time which is GPS tracked for their safety, and, your safety should there be an emergency.

- The safety of you and your child is of utmost priority to us.
- Our preferred method of contact is by email or text message as they are a public record.
- Should you have a general enquiry about visits and arrangements, please email. Otherwise you may wish to text us if you are running late.
- Kennerley has a zero-tolerance policy to workplace aggression or violence, so if we cannot assure our safety visits they can be cancelled or ceased. Abuse refers to any behaviour that puts another at risk in terms of emotional, physical, or verbal. Disparaging or disrespectful remarks about the other parent will not be tolerated.
- At Kennerley we also have a zero-tolerance policy to drug and alcohol consumption either on site, or prior to your visit. We make no judgement regarding the use of illegal or legal substances, however if you present and appear to be under the influence of a substance the visit will not occur. We reserve the right to refuse a visit on these grounds and have a three strikes policy. That is if you attend the premises on three separate occasions we will refuse further service.
- As a society we know that children thrive when parents and care givers can put their child at the centre and prioritise their needs above their own.

I (Print Name)
agree to abide by the conditions set out in this brochure.

Signature

We commit to providing you with a value adding service that provides you with opportunities to spend time with your children and be treated respectfully and fairly.



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