



HOPE

Family Cottage^{Inc.}

keeping families connected



*Professionally
Supervised
Child Contact*



Facilitated Hand-Overs



Child Transport



HOPE

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Welcome



Hope Family Cottage is a beautiful old cottage centrally located in Wyong on the Central Coast of NSW from where we provide safe, professionally supervised child contact and family support services.

Unlike community based contact supervision, our cottage provides a quiet and private space equipped with games, toys, activities, resources and facilities for you to enjoy whilst spending meaningful time with your child/children.

Our skilled, qualified and experienced staff have current Working With Children Checks (WWCC), Police Checks, First Aid Certificates and are trauma informed, strengths and child focused. We understand the emotions that come with supervised contact and are there to support you and your child/children as you connect/reconnect with each other.

We can also facilitate safe change-overs if required, ensuring a positive and conflict free experience for your child/children as they transition from one parent/carer to the other. We do this by either staggering arrival and departure times of parents/carers as they come to drop off/pick up their child/children at our cottage, or by driving to alternative locations nearby for change over to take place if this is a safer option.

If transport is required for your child/children to attend supervised contact, we can provide a pick up/return service in our modern, safe, reliable vehicle. We have baby seats and boosters, prams and strollers if needed so you don't have to worry about these things.

The safety and wellbeing of your child/children is always our first priority and is at the heart of what we do.





About Our Supervised Child Contact Service

Our supervised child contact service takes place at Hope Family Cottage in Wyong. We provide an inviting, relaxed and neutral home-like environment so children can enjoy meaningful time with their parent(s) when they are no longer live with them. Regardless of whether the sun is shining or whether it is raining, your child/children will have a predictable and familiar environment for every supervised contact with their Mum, Dad and/or extended family at Hope Family Cottage.

With a large collection of toys, games and activities available your child/children will be spoilt for choice. They can enjoy their contact visit in the back yard where there is a cute cubby house to play in and some swings to play on, or enjoy their packed lunch on our back lawn. Alternatively, they could read a book, do some craft, colouring in or painting, or just relax and watch a favourite movie if they would like to.

Our cottage is equipped with a cot and a bassinette if contact time happens to clash with sleep time. We have a fully equipped kitchen where bottles can be warmed and food can be heated or refrigerated. We don't provide any food for your child/children - all food must be packed and brought with your child/children to their contact visit. Our cottage is heated and air conditioned for comfort and security cameras are in use throughout (except for the bathroom) to keep everyone safe.

We provide an ongoing service without the need for expensive blocks of visits needing to be paid for upfront, however, to ensure availability we recommend multiple visits be booked. There is a minimum supervised contact visit time of 2 hours.





Our Process - Supervised Child Contact Services



Step 1

Complete Application Form & Service Agreement

These forms can be emailed or sent to you for completion. Return all forms to our office via email, post or by hand with copies of required documentation.



Step 2

Intake Assessments by telephone

A scheduled telephone call with both parents helps us to understand your situation and your child/children's needs so we can assist you as best as we can. Parents should each allow approx. 1 hour for their call.



Step 3

"Getting to Know You" Session

Your child/children attend our cottage with the parent/carer they live with for 1 hour to become familiar and comfortable with our cottage & staff before contact visits take place.



Step 4

Supervised Contact Visit

Your child/children attend their supervised contact visit at our cottage to spend time with their parent(s). Transport to/from our cottage can be arranged for your child/ren if required.



Step 5

Contact Report

A contact report is prepared and provided to both parents within 48 hours of the contact visit taking place. Reports are also provided to Court, Solicitors and Agencies if required.





Our Fees- Supervised Children's Contact Services



Intake Assessments

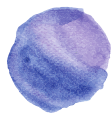
- approx. 1 hour
\$90/per parent



Supervised Contact Visit Reports

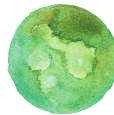
(compulsory)

\$55 each report (visits 2-3 hrs)
\$85 each report (visits over 3 hrs)
\$25 each way (change-overs only)



"Getting to Know You" Sessions

- approx. 1 hour
\$90 Monday - Friday
\$135 - Saturday



Facilitated Change Overs

(incl. minimum 30 mins supervision)

\$45 each way (Monday - Friday)
\$67.50 each way (Saturdays)
Plus Staff Hourly Rates
(charged per 15 mins if more than 30 mins is required)
Plus Child Transport Fees (if change over takes place off-site - see below)



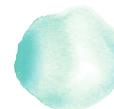
Supervised Contact Visits

- 2 hour minimum
\$90/hr Monday - Friday
\$135/hr - Saturday



Supervision Staff Hourly Rates

\$90/hr Monday - Friday
\$135/hr - Saturday



Child Transport

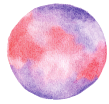
\$1.20/km round trip from/to Hope Family Cottage, plus any tolls & parking fees charged at cost.
Staff Hourly Rates Apply (charged per 15 mins)

NOTE: These fees apply for supervision of up to 3 children only. Additional hourly fees apply for more than 3 children due to the need for an additional Supervisor to be present.





Our Fees- Supervised Children's Contact Services



Solicitor Correspondence

(phone calls, emails, correspondence, any requested admin. etc)

\$150/hour - payable by requesting parent prior to any work being carried out.



Court Attendance

\$150/hour

Plus travel time and KM's charged as a return trip from Hope Family Cottage. Parking and tolls charged at cost.



Responding to Subpeonas to Produce Documents for Court

\$300 fixed fee conduct money (0-12 months of service provided)

\$500 fixed fee conduct money (12+ months of service provided)





Acknowledgement of Country

We acknowledge the Darkinjung people who are the traditional owners of the land upon which Hope Family Cottage was built and our services are provided. We pay our respects to Aboriginal Elders past, present and emerging who may attend our cottage and utilise our services, and thank them for caring for the land, water and sky where we work.

Hope Family Cottage is on, and always will be on, Aboriginal land.





*child & strengths
focused*



safe & experienced



HOPE
Family Cottage Inc.

Any questions?

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