

CATHOLICCARE CHILDREN'S CONTACT SERVICE SERVICE AGREEMENT- SUPERVISED VIDEO CONTACT

Site	Contact No	Contact Email
Campbelltown	0400 365 031 (Mon-Fri)	ContactMSH@catholiccare.dow.org.au
	0455 071 171 (Sat)	
Gwynneville & Nowra	4227 1122 (Mon-Fri)	ContactISH@catholiccare.dow.org.au
	4254 7777 (Sat Gville)	
	4424 5650 (Sat Nowra)	

In this agreement, the word “parent” means the parent, guardian or significant other.

Where 'supervised video contact' (SVC) are offered on platforms such as video or voice conference calls, parents must abide by the conditions set out in this service agreement. Please read and adhere to the below conditions while accessing SVC.

1. The recording or photographing of SVC is not permitted under any circumstances.
2. 'Live with parents' (LWP) are required to assist their child(ren) in setting up the SVC equipment in a quiet space / room and to ensure that SVC are restricted to the child(ren), STP and staff member, unless
 - i. pre-approved by CCCS. Suitability of any additional persons will be assessed by CCCS. All approved additional persons must sign a copy of the CCCS Supervised Contact Service Agreement and this service agreement and adhere to staff directions. LWP will be informed of any additional persons' who have been permitted in the SVC
 - ii. the STP is medically/psychologically unable to participate by themselves;
 - iii. directed otherwise by court orders.
3. Parents are still required to abide by the original Service Agreement signed at service commencement.
4. The use of a 'virtual background screen' is not permitted as this may hide other people present during the SVC.

5. CCCS staff have the right to discontinue the SVC and review the appropriateness of SVC if:
 - i. parents' fail to adhere to the conditions within this policy and/or the standard CCCS Service Agreement
 - ii. engage in investigative conversations with child(ren)
 - iii. child(ren) are consistently distracted or unwilling to participate
 - iv. child(ren) are at risk of physical, psychological or emotional harm

6. CCCS staff will be the sole host of the contact and will manage all participants in the SVC. No other party will be able to join, host or facilitate these contacts without pre-approval from CCCS.

7. SVC's are considered low vigilance, while everything will be done to promote the privacy, safety and confidentiality of conversations and contacts, CCCS cannot guarantee that this will not be contravened by either parent.

8. Failure to comply with the conditions of this policy will lead to the suspension of SVC. The conditions of this policy override any similar policies in the CCCS Supervised Contact Service Agreement.

I, _____ (full name) have read the CCCS Supervised Video Contact Policy. I agree to abide by these conditions and follow directions from the staff of the CCCS.

Signature: _____ Date: _____