



*Professional. Neutral. Family Supervision.*

ABN 42 833 419 457

## **Procedures Manual & Services Agreement**

### **1. Introduction**

Olivian Family Services provides independent, neutral supervised family services, including supervised family time and supervised changeovers. Services are delivered in accordance with court orders, parenting plans, or written agreements, with the primary focus on child safety, neutrality, and compliance. Olivian Family Services does not provide counseling, therapy, legal advice, or mediation.

### **2. Principles of Service Delivery**

Olivian Family Services operates under the principles of child-focused practice, neutrality and independence, professional boundaries, compliance with court orders, and transparency in procedures, fees, and reporting.

### **3. Scope of Services**

Services may include supervised family time, supervised changeovers, factual observation reports where authorised, and attendance or compliance summaries. Olivian Family Services does not assess parenting capacity, provide therapeutic intervention, or make recommendations regarding parenting arrangements.

### **4. Referrals and Intake**

All services are subject to intake and suitability assessment. Referrals may be accepted from courts, solicitors, Independent Children's Lawyers, or parents or legal guardians. Submission of an application does not guarantee acceptance of services.

### **5. Court Orders and Documentation**

Where services are court-ordered, a current and operative copy of the relevant orders must be provided prior to commencement. Services will only be delivered within the authority of those orders.

### **6. Fees and Payment**

Fees are communicated upfront and must be agreed prior to commencement. Payment must be made prior to or on the day of service unless otherwise agreed. Payment may be made by direct transfer or cash, and an invoice will be issued following each visit.

### **7. Cancellations and Non-Attendance**

A minimum of 24 hours' notice is required for cancellations. Failure to provide adequate notice may result in the full fee being charged.

### **8. Conduct and Behaviour Expectations**

All parties must comply with supervisor instructions and behave respectfully. Olivian Family Services maintains a zero-tolerance approach to aggression, intimidation, or non-compliance.

## 9. Child Safety and Risk Management

Risk assessments are conducted prior to and during service delivery. Sessions may be paused or terminated if safety concerns arise. Mandatory reporting obligations are complied with under Australian law.

## 10. Confidentiality and Information Sharing

Information is treated confidentially and disclosed only with written consent, where required by law or court order, or in response to subpoena.

## 11. Reports and Records

Olivian Family Services may provide factual observation reports or attendance summaries where authorised. Reports are objective, factual, and limited in scope.

## 12. Suspension or Termination of Services

Services may be suspended or terminated where safety risks arise, court orders are breached, fees remain unpaid, or behavior is abusive or non-compliant.

## 13. Complaints

Concerns or complaints should be raised in writing. Olivian Family Services will review complaints fairly and respond within a reasonable time frame.

## 14. Emergency Situations

Olivian Family Services is not an emergency service. In emergencies, contact 000.

## 15. Agreement and Acknowledgment

By engaging Olivian Family Services, you acknowledge that you have read and understood this Procedures Manual and Services Agreement and agree to comply with all procedures and instructions.

**Please sign below: I have read, understand and accept the Olivian Family Service Procedures for Supervised Time and agree to the following:**

NAME: ----- (Mother of the Child)

SIGNATURE: ----- DATE: .....

NAME: ----- (Father of the Child)

SIGNATURE: ----- DATE: .....