

## **Supervised Contact Venue Information**

Phoenix Rising For Children's Family Contact Services use safe, neutral, and child-focused venues for supervised visits to occur between children and their parents.

Venues play an important role in the provision of this service. Whilst we can supervise visitation in the community, family homes and other natural enjoyable settings, we need to ensure the venue is suitable for the purpose of supervision and supports the supervisor in providing a safe and controlled visit. Ensuring the safety and well-being of children we are working with is our primary focus.

Venues can include:

- Libraries
- Parks
- Playgrounds
- Playcentres

Please note in relation to play centres, the supervisor will not enter the equipment and the supervised parent will not be able to take the child out of view of the supervisor. If children are younger and can only use the equipment with assistance, this venue may not be suitable unless both parents confirm they understand that maintaining a close supervision is not always possible.

- Private residences
- Entertainment venues
- Zoo's and wildlife parks
- Aquariums
- Movies
- Bowling
- Shopping centres
- Restaurants
- Art Galleries
- Theatres
- Museums

Some venues are considered high risk or do not provide a practical environment to enable the supervisor to perform their role, these include but are not limited to:

- Swimming at beaches, open bodies of water
- Ice or roller skating, rollerblading, skateboarding
- Laser tag
- Trampolining
- Rock climbing
- Horse riding
- Bike riding (may be considered at bike riding venues with the appropriate safety equipment)
- Swimming Centres/ Pools (may be considered if all parties agree, however the supervisor will not enter the water)
- Activities that require participants to sign a waiver

When completing your referral form, please note, venues must be included, we do not accept 'to be advised' locations. If you have a list of agreed venues, please choose a

default venue, which will allow us to schedule your request. This default venue may change to another agreed venue; however, we require 7 days-notice of such changes.

We recommend that you speak with our team if you are considering different venues, to ensure they are appropriate and meet our requirements. This is especially important if you are currently in court and negotiating venues between yourself and the other party. It can be disappointing if you have agreed on a venue and our service is not able to facilitate contact at that location.

Please contact our Team for further information or if you have any questions regarding venues.

Kind regards

A handwritten signature in black ink, appearing to read 'Lisa Kinneally', written in a cursive style.

Lisa Kinneally

Director Administration  
Phoenix Rising For Children