



SUPERVISED HANDOVER SERVICES

Phoenix Rising For Children (PRFC) aim to minimise a child's exposure to conflict or unsafe situations by assisting parents during supervised handover. We work with parents who are experiencing conflict to manage these arrangements. PRFC work with families to encourage positive interaction between children and their parents, and to support the strengthening of these relationships.

Handover services are also useful to families where there are court orders in place prohibiting contact, including Apprehended Domestic Violence Orders. The handover of the child may take place at an agreed location, and PRFC provides a written report documenting what has occurred.

The Parents Role (As per PRFC Handover Service Agreement)

The success of the handover is greatly determined by the parents, how the child is prepared and how both parents support and work with the supervisor during the handover process.

Working with The Child

The supervisor will support and encourage children to attend a visit, this can be done in many ways, through reassuring conversation explaining what will occur and that we will be with them during the handover. Establishing a connection with the child through conversation, body language and showing the child you are there for them during this process. When a parent struggles to encourage children to attend, it is the supervisor's role to actively support the parent as well as working directly with the children.

It is a complex role, and children not wanting to attend is not uncommon however our experience has been that once the first few visits occur, the handover becomes much easier and therefore less stressful for the child.

We will not physically force a child to attend a visit with a parent they no longer reside with. Children who become distressed will require additional support. The supervisor will seek the lives with parent's assistance in supporting children who become distressed. Whilst the supervisor is responsible for providing the handover, it is the lives with parent's role to prepare the child in a positive way. At all times the child's well-being and best interests are maintained.

SUPERVISOR ROLE – HANDOVER SERVICES

The following information is a summary of the supervisor role when providing supervised handover to children, their parents and significant others.

- MONITORING all conversations between the children, parents and others
- POSITIONED within a close distance to parents and children and OBSERVING all interactions
- ACCOMPANYING children from the lives with parent to the receiving parent
- AWARE of what is appropriate behaviour for parents / attendees
- PROVIDING INFORMATION to the receiving parent that is relevant only to the child's care / needs as communicated by the lives with parent
- ENSURING SAFETY of the child/ren at all times
- ARRIVING ON TIME to collect children from the lives with parent to handover to the receiving parent
- ASSISTING parents with the care of children when they are failing to respond to the child/ren's needs / safety
- DIRECTING the parents when asking questions / making requests to the relevant person / legal representative (where appropriate) OR PRFC for advice
- REPORTING back to Phoenix Rising information relevant to what occurred during the supervised handover in an honest and factual manner, verbally and in writing
- SUPPORTING parents and children to facilitate a positive interaction to ensure the child/young person's wellbeing