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| Children’s Contact Support Service Self-Referral Form and Terms & Conditions Meath Springboard Family Support Services  **Telephone: 046:9078221/0**  **Email:** [liz@springboardnavan.ie](about:blank)  *This form should be completed in full.* | https://lh3.googleusercontent.com/SwczZykBKPAofauw9-XxoUrueoXIXflmjQQ5A6Ht_vg3etD-89h7YqaxMvIEe6ChbFM2ypyGxQr_7-w5wjMcEXo_aFn35kg7NknAuqeelY1ZFogBXSNraPwalmV7eAEOGuJZxXU **Supporting Families, Enhancing Children’s Lives** |

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| **Children’s Details** | | | |
| Children’s Names | | DOB: | Gender |
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| Resident Parent Contact Details | | | |
| Name: | | | |
| Address: | Mobile: | | |
| Email: | | |
| **Solicitor of Resident Parent**: | | | |
| Address: | Mobile: | | |
| Email: | | |
| **Non-Resident Parent\* Contact Details** | | | |
| Name: | | | |
| Address | Mobile: | | |
| Email: | | |
| **Solicitor of Non-Resident Parent**: | | | |
| Address: | Mobile: | | |
| Email: | | |
| Are there any Family Law Court orders active at Present: Yes No  ***If orders are in place, please attach copies to this form.*** | | | |

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| **How long do you expect to be using the service?** | **Please Tick** |
| I expect that we will be using the service for a brief period of 3 months or less. |  |
| I expect that we will be using the service for up to six months. |  |
| I expect that we will be using the centre for as long as the children are seeing their non-resident parent. |  |

\*Non-resident parent or grandparent or significant other as appropriate.

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| Previous Child Contact |
| When and where did contact last take place? |
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| Who was involved in the contact? |
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| Why did the contact breakdown? |
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| How do the children feel about having any contact? |
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| Arrangements for Contact | | | | | | | |
| Please indicate your preferences for when contact should take place. The service operates between 9.00am and 5pm Monday to Saturday***. Please note that there is limited availability and Meath Springboard may not always be in position to offer you a time you have requested.*** | | | | | | | |
| Which is your preferred day for Contact to take place: | | | | | | | |
| Morning (09:00 to 13:00) | |  | | Afternoons (14:00 to 17:00) | | |  |
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| **Please provide details of any other person(s) that may also attend the contact visits** | | | | | | | |
| Name | Relationship to Child | | Contact details & how often they can attend | | | | |
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| Who will be bringing the children to the centre? | | | | | | | |
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| Who will be collecting the children from the centre? | | | | | | | |
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| Do any of the children have any illnesses or allergies? | | | | | | | |
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| What language is spoken between the child[ren] and person attending for contact? | | | | | | | |
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| If the language is not English will an interpreter be needed? | | | | | Yes | No | |
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| If an interpreter is required who is providing this service, please provide their contact details. | | | | | | | |
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| Are there any other issues you feel the centre needs to be aware of? | | | | | | | |
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| Terms & Conditions |
| **The aim of the Children’s Contact Support Service is to maintain and develop the relationship between the child and their non-resident parent.**  The Children’s Contact Support Service is a provided by Meath Springboard Family Support Services CLG. The Children’s Contact Support Service operates under the policies, procedures and governance of Meath Springboard Family Support Services.  The intention of the Children’s Contact Support service is to ensure a positive and safe environment for children to meet with their non-resident parent[s]. In providing this service, it is not our intention to favour or appear to favour one parent over another. This agreement is between The Children’s Contact Support Service, the resident parent and the non-resident parent, unified in serving the best interests of the children.  **It is not the role of The Children’s Contact Support Service** **to ensure compliance of court orders.**  During Contact, the primary responsibility for the safety and welfare of the children resides with the non-resident parent. It is the role of the Contact Support Worker to support the development of the child/parent relationship, while at all times remaining attentive to the child’s safety and general welfare. |
| **General Terms and Conditions** |
| 1. Arrangements for Contact e.g. who is covering the cost, frequency, duration and any other specifications will be agreed with both parents prior to making a referral to The Children’s Contact Support Service. This can be done with the Family Mediation Service, solicitors or through court orders. A copy of this agreement will be sent to The Children’s Contact Support Service along with the initial referral. 2. Attendance of anyone other than the non-resident parent and the children at Contact needs to be included in the agreement prior to referral to The Children’s Contact Support Service. 3. In maintaining the focus on the non-resident parent & child relationship, phones should be on silent or turned off during contact. 4. Technology is not permitted for the use of browsing the internet, browsing social media, playing games, streaming, You Tube etc during contact sessions. 5. A calm, orderly and prepared venue will assist in the positive engagement of children and parents for Contact, to this end we seek the following; 6. Non-resident parent to be present at venue ten minutes before the child is due to arrive. 7. At no point will raised voices from ANY adult be tolerated. 8. During supervised Contact, staff are required to observe and hear all engagement between the parent and child. There should be no whispering or efforts to block the view of staff at any time during Contact. 9. Infants & toddlers should arrive to Contact freshly changed, with a baby bag including nappies and food if due a feed during contact etc. 10. Any changes to the Contact agreement must be made between the parents and their agents (solicitors or the courts) and then a copy of the changes forwarded to The Children’s Contact Support Service. 11. The Children’s Contact Support Service will make every effort to meet the conditions set out in Contact agreements made with solicitors or through the courts subject to service availablity. (Please see information sheet for details on the Children’s Contact Support Service). 12. In order to deliver an effective service we require consent to contact solicitors for both parents. Signing these Terms and Conditions and providing your solicitors contact details above provides us with that consent. 13. In the event that Children’s Contact Support Service is unable to provide a service for any reason we will inform both parents and their solicitors of this. |
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| **Fees, Cancellation & Refund Policy** |
| All Contact sessions must be paid for a week in advance. Fees will be charged for Contact sessions and the meetings required in pursuit of arranging and delivering Contact.  **Contact sessions cancellations will be charged to the parent cancelling Contact.**  Cancellation with 7 days’ notice - full credit including cleaning fee  Cancellation between 7 days and 48hrs – 50% credit including cleaning fee  Cancellation less than 48hrs – no refund.  Balance held on credit will be set off the cost of the next booking. |
| **Health and Safety** |
| The safety and welfare of the children is paramount. If staff believe the safety or welfare of the children is put at risk, they may;   1. Give specific directions to the parent regarding their behavior and/or end the Contact session immediately. 2. Refuse to hold the Contact session if the non-resident parent presents unfit for Contact i.e. under the influence of drugs/alcohol etc. 3. If in the course of our work with either parent, we become aware of safety/welfare concerns for the child, we are legally required to pass the concerns onto Child Protection Social Work Department. We operate in accordance with National Children First legislation.   If the facilitator stops Contact due to a safety/welfare concern, a written explanation will be provided to both parents within 2 working days. |
| **Confidentiality & Child Protection** |
| Our work with you is confidential. However, under Children First legislation, if we become aware of children at risk of neglect, harm or abuse we are mandated to contact the Child Protection Social Work Department and or the Gardaí. If this occurs and where appropriate we will discuss our concerns with you ahead of contacting the Social Workers and or the Gardaí. *Our Child Protection and Confidentiality policies are available upon request.* |
| **Data Protection:** **Your Information:**  **Why, Where, What and When Why**: We collect information so that we can ensure to provide a focused and supportive service to your family and so we can verify the quantity of work carried out by our service to our funders.  **Where**: We store the details of our work on a cloud-based information technology service named Microsoft Dynamics 365 © 2016 Microsoft. All records are password protected with restricted access.  **What**: We keep records of calls, visits and any communications made in relation to our work with your family.  **When**: We keep these electronic records until the child reaches their 21st birthday (when we work directly with a child) or for 3 years from date of closing (if only working with a parent). *Our Data Protection Policy is available on request.*  **Sharing your information**: at times we will support you or your family in working with other organizations’. Some examples include the county council, schools, primary care services, Child and Adolescent Mental Health Services, legal services/courts etc. We only share information with other agencies as a part of supporting you in achieving your goals. In the event that we are going to discuss your family with another agency/person we will only do so with your explicit consent. |

***By signing this document you are agreeing to the terms and conditions of The Children’s Contact Support Service;***

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ parent to (name of each child who may attend contact under these terms and conditions) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ agree to abide by the standard terms and conditions of The Children’s Contact Centre provided by Meath Springboard Family Support Services CLG.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Sign and Date)

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the parent\* to (name of each child who may attend contact under these terms and conditions) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ agree to abide by the standard terms and conditions of The Children’s Contact Centre provided by Meath Springboard Family Support Services CLG.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Sign and Date)

**Please include Contact set up charge with this referral**

The parent who makes the initial request for Contact support will be responsible for the setup fee of €75. Proof of payment should be included with this referral. Where possible please make payment electronically. Otherwise, please send cheques or postal orders made payable to ‘Meath Springboard Family Support Services CLG’. Do not send cash by post.  Online payment details are as follows:

**BIC: ULSB IE 2D        IBAN: IE85 ULSB 9862 1053 7330 16**

Please note on the EFT description Contact “Child’s first name” and your initials.

**Please return this form to:**

Liz Moran, Coordinator Children’s Contact Support Services

Email: liz@springboardnavan.ie

Post: Meath Springboard Family Support Services, Mangan House, Windtown, Navan, Co. Meath. C15X70F

\*Non-resident parent or grandparent or significant other as appropriate