

Dear Day-to-Day Parent/Caregiver,

As part of our ongoing review, we have updated the provisions of our service.

As you can appreciate, Kidtropolis aims to:

- ✓ provide a safe and neutral place for Supervised Contact to occur between child(ren) and the parent / caregiver they do not live with.
- ✓ promote positive interactions and support the strengthening of relationships between child(ren) and parents / caregivers.

And it is agreed that all parties involved in these arrangements:

- ✓ have the best interests of the child(ren) as the primary focus.
- ✓ will make every effort to maximise the child(ren)'s opportunity for positive experiences.
- ✓ understand that Kidtropolis will remain neutral and will not be involved in any conflict / issues between the parties.

You understand and agree:

General:

1. that Kidtropolis management or team members shall not pass any items or messages between the parties, unless it is specifically related to the child(ren)'s immediate wellbeing.
2. to provide notice of cancellation along with the reason for non-attendance. If the reason for cancellation is due to the child(ren)'s illness, a medical certificate may be required. ***(All reasons shall be disclosed to the other party.)***
3. to follow all instructions given by the Manager/Co-Ordinator regarding the Contact Sessions.
4. to notify Kidtropolis of any changes to my personal details.
5. to keep my mobile phone switched on whilst the child(ren) are at Kidtropolis and agree to promptly attend to any calls or messages. ***(Certain mobile numbers of the Kidtropolis team members are blocked or private.)***
6. that Kidtropolis reserves the right to discontinue the service if either party or the child(ren) are consistently unwilling to participate.
7. that no legal documents are to be served during the Contact Session.
8. that the Kidtropolis management and team members do not give consent to be recorded at any time.
9. that Kidtropolis reserves the right to amend the Supervised Contact Agreement without notice due to the ongoing review of their service, and that Kidtropolis will notify me of such changes.

Supervised Contact – General:

10. that gifts and cards from the Contact Parent / Caregiver shall be restricted to birthdays and special occasions. ***(All gifts and cards shall be opened, checked and read for appropriateness before it is handed over to the child(ren).)***
11. not to speak about any adult matters with the child(ren) or in the presence of the child(ren). This includes but not limited to discussions about Court Proceedings, Social Workers, future plans, making negative comments

about the judicial system, lawyers and/or other parties, or questioning the child(ren) about the other Parent / Caregivers.

12. that Kidtropolis has the right to terminate the scheduled Contact Session if the child(ren) are showing signs of distress and refusing to participate at the Contact Session.
13. that only the person noted on the Court Order / Oranga Tamariki Referral is permitted to attend the Contact Session. Any additional person wishing to attend, and not noted, shall be agreed upon by all parties in writing and is subject to Kidtropolis' Initial Consultation process.

Community Based Supervised Contact:

14. that Community Based Supervised Contact shall only be accommodated if ordered by the Court or notified by the Counsel for the child(ren).
15. that during the Initial Consultation, Kidtropolis will provide all parties with a list of pre-approved locations, which includes outdoor parks and playgrounds, local shopping malls, and free and paid activity centres.
16. that the Contact Parent / Caregiver is responsible for paying for the entry fee and all activities the child(ren) and Kidtropolis Supervisor participate in during the Contact Session.

Centre Based Supervised Contact:

17. that there are security cameras in operation on the premises. Footage from the security cameras shall only be provided if ordered by the Court or the Police.
18. that Kidtropolis does not permit food and beverages to be brought to the centre, unless by prior agreement.

Virtual Supervised Contact:

19. that a Virtual (Audio Visual Link) Supervised Contact shall only be accommodated if ordered by the Court or notified by the Counsel for the child(ren).
20. that I shall not be present in the room or record the contact session.

Supervised Changeovers:

21. that Supervised Changeovers shall only be accommodated if ordered by the Court or notified by the Counsel for the child(ren).
22. that the Supervised Changeovers can only be scheduled during Kidtropolis' working hours.

Drop-Offs and Pick-Ups:

23. that I am not to be under the influence of alcohol or any substance when I drop-off or pick-up the child(ren). If I am or appear under the influence, Kidtropolis shall report the matter to the appropriate authorities which includes, but not limited to the New Zealand Police, Oranga Tamariki and/or shall be noted and highlighted in the Court report.
24. to follow all directions for drop-offs and pick-ups from the designated area/location.
25. to arrive and depart at the time agreed with the Manager/Co-Ordinator.
26. to promptly leave the designated area/location or vicinity to ensure that I don't accidentally cross paths with the Contact Parent / Caregiver. I understand that accidentally crossing paths with the Contact Parent / Caregiver is not a breach of the Protection Order. ***(Should the Contact Parent / Caregiver threaten or approach you, please contact the police or your legal representative immediately.)***

27. that I may be charged a fee if I pick up the child(ren) later than the Scheduled Finish Time.
 28. that I will be responsible for the child(ren)'s behaviour during drop-offs and pick-ups.
 29. that Kidtropolis has the right to terminate the scheduled Contact Session if the child(ren) are showing signs of distress and refusing to attend the Contact Session. In the case of multiple children attending the Supervised Contact, the child(ren) willing to attend shall be supervised as normal.
 30. to ensure that the children are properly toileted/nappies changed if required before I drop them for Contact.
 31. that Kidtropolis **shall not** hand over the child(ren) to any unauthorised person. Written authorisation along with photographic identification of the authorised person is required at least 48 hours in advance from the Day-to-Day Parent / Caregiver before the child(ren) are permitted to leave with another person. The authorised person shall be required to show their original photographic identification prior to picking up the child(ren).
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Reporting and Guidance:

32. that should I have any concerns about the child(ren)'s well-being I shall seek guidance from my legal representative and/or the Counsel for the child(ren) directly.
 33. that Kidtropolis is required to provide periodic reports and notifications to the Court, and I consent to Kidtropolis releasing any information relating to Contact Visit(s) to the Court and Lawyer for the Child(ren).
 34. that should the need arise, Kidtropolis will report to and seek the guidance of Counsel for the child(ren) in relation to any matter of concern regarding the contact.
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We have attached a general list of Scheduled Times for Arrival and Departure for your reference.

Please feel free to contact us should you require any further information.

Regards,

Kidtropolis Team.

KIDTROPOLIS

SCHEDULED TIMES FOR ARRIVAL AND DETARTURE

SESSION STARTS	CONTACT PARENT ARRIVES	CHILDREN ARRIVE	SUPERVISED SESSION	CHILDREN DEPART	CONTACT PARENT DEPARTS	SESSION ENDS
9:00 AM	9:00 AM	9:10 AM / 9:15 AM	90 MINUTES	10:45 AM / 10:50 AM	11:00 AM	11:00 AM
9:30 AM	9:30 AM	9:40 AM / 9:45 AM	90 MINUTES	11:15 AM / 11:20 AM	11:30 AM	11:30 AM
10:00 AM	10:00 AM	10:10 AM / 10:15 AM	90 MINUTES	11:45 AM / 11:50 AM	12:00 PM	12:00 PM
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2:30 PM	2:30 PM	2:40 PM / 2:45 PM	90 MINUTES	4:15 PM / 4:20 PM	4:30 PM	4:30 PM
3:00 PM	3:00 PM	3:10 PM / 3:15 PM	90 MINUTES	4:45 PM / 4:50 PM	5:00 PM	5:00 PM
3:30 PM	3:30 PM	3:40 PM / 3:45 PM	90 MINUTES	5:15 PM / 5:20 PM	5:30 PM	5:30 PM
4:00 PM	4:00 PM	4:10 PM / 4:15 PM	90 MINUTES	5:45 PM / 5:50 PM	6:00 PM	6:00 PM
4:30 PM	4:30 PM	4:40 PM / 4:45 PM	90 MINUTES	6:15 PM / 6:20 PM	6:30 PM	6:30 PM
5:00 PM	5:00 PM	5:10 PM / 5:15 PM	90 MINUTES	6:45 PM / 6:50 PM	7:00 PM	7:00 PM

Dear Contact Parent/Caregiver,

As part of our ongoing review, we have updated the provisions of our service.

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And it is agreed that all parties involved in these arrangements:

- ✓ have the best interests of the child(ren) as the primary focus.
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- ✓ understand that Kidtropolis will remain neutral and will not be involved in any conflict/issues between the parties.

You understand and agree:

General:

1. that Kidtropolis management or team members shall not pass any items or messages between the parties, unless it is specifically related to the child(ren)'s immediate wellbeing.
2. to provide notice of cancellation along with the reason for non-attendance. *(All reasons shall be disclosed to the other party.)*
3. to follow all instructions given by the Manager/Co-Ordinator regarding the Contact Sessions.
4. to notify Kidtropolis of any changes to my personal details.
5. that Kidtropolis has the right to refuse service, should I display violent, threatening or other unacceptable behaviour, either verbal or physical. It may be necessary for Kidtropolis to contact security and/or the police (who are always on standby) for assistance.
6. that Kidtropolis reserves the right to discontinue the service if either party or the child(ren) are consistently unwilling to participate.
7. that no legal documents are to be served during the Supervised Contact.
8. that the Kidtropolis management and team members do not give consent to be recorded at any time.
9. that Kidtropolis reserves the right to amend the Supervised Contact Agreement without notice due to the ongoing review of their service, and that Kidtropolis will notify me of such changes.

Supervised Contact – General:

10. that I am not to be under the influence of alcohol or any substance when I arrive for the Supervised Contact. If I am or appear under the influence, Kidtropolis shall report the matter to the appropriate authorities which includes, but not limited to the New Zealand Police, Oranga Tamariki and/or shall be noted and highlighted in the Court report.
11. not to speak about any adult matters with the child(ren) or in the presence of the child(ren). This includes but not limited to discussions about Court Proceedings, Social Workers, future plans, making negative comments

about the judicial system, lawyers and/or other parties, or questioning the child(ren) about the other Parent / Caregivers. **If the child(ren) bring up any adult matters, I will gently guide them away from the topic.**

12. that only the person noted on the Court Order / Oranga Tamariki Referral is permitted to attend the Contact Session. Any additional person wishing to attend, and not noted, shall be agreed upon by all parties in writing and is subject to Kidtropolis' Initial Consultation process.
13. that during the Contact Session, the Kidtropolis Supervisor will position themselves to remain, within reason, **at hearing distance and have a clear view of the child(ren)** whilst they are with me. If the Supervisor is unable to hear any conversation (e.g. due to ambient noise or whispering), the Supervisor will intervene, and this shall be noted and highlighted in the Court report.
14. to refrain from any physical contact (e.g. hugging/kissing) with the child(ren), if the child(ren) appear uncomfortable with such physical contact.
15. that the Kidtropolis Supervisor will intervene and/or redirect if conversations/contact between the child(ren) and me may be distressing for the child(ren) or adult matters are being discussed.
16. that I will assume primary responsibility for the child(ren), including their behaviour during the Contact Session, and that the Kidtropolis Supervisor / Team Member will exercise due care in monitoring the situation, but is not liable for any accidents or injuries to the child(ren).
17. that I am not allowed to make any recordings or take photographs during the visit. If I want a photograph with my child(ren) to capture memorable moments (provided the content is appropriate and is not restricted by a Court Order), I will ask the supervisor to take it, and the management will email it to me.
18. that Kidtropolis has the right to terminate the scheduled Contact Session if the child(ren) are showing signs of distress and refusing to participate at the Contact Session.
19. that gifts and cards for the child(ren) shall be restricted to birthdays and special occasions. If I wish to give the child(ren) gifts or cards outside of these occasions, I shall inform Kidtropolis at least one week in advance to obtain approval from the Day-to-Day Parent / Caregiver. *(All gifts and cards **shall** be opened, checked and read for appropriateness before it is handed over to the child(ren).)*

Community Based Supervised Contact:

20. that Community Based Supervised Contact shall only be accommodated if ordered by the Court or notified by the Counsel for the child(ren).
21. to keep my mobile phone **switched off** during the visit.
22. that during the Initial Consultation, Kidtropolis will provide all parties with a list of pre-approved locations, which includes but not limited to outdoor parks and playgrounds, local shopping malls, and free and paid activity centres.
23. that I am responsible for paying for the entry fee and all activities the child(ren) and Kidtropolis Supervisor participate in during the Contact Session.

Centre Based Supervised Contact:

24. that there are security cameras in operation on the premises. Footage from the security cameras shall only be provided if ordered by the Court or the Police.
25. that I may bring activities provided it is appropriate, unwrapped and used during the Contact Session.

26. that I may be liable if, I or the child(ren) damage any Kidtropolis' property during the Contact Session.
 27. that the child(ren) and I are responsible for returning all games and toys to it's designated place before the end of the Contact Session.
 28. that I will leave all my Mobile Phone(s), Camera(s), Video Recorder(s) or any other electronic devices(s) **at the reception prior to contact.**
 29. that Kidtropolis does not permit food and beverages to be brought to the centre, unless by prior agreement.
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Virtual Supervised Contact:

30. that a Virtual (Audio Visual Link) Supervised Contact shall only be accommodated if ordered by the Court or notified by the Counsel for the child(ren).
 31. that I shall not record the contact session.
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Supervised Changeovers:

1. that Supervised Changeovers shall only be accommodated if ordered by the Court or notified by the Counsel for the child(ren).
 2. that the Supervised Changeovers can only be scheduled during Kidtropolis' working hours.
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Arrival and Departure:

32. to follow all directions for arrivals and departures from the designated area/location.
 33. to arrive and depart at the time agreed with the Manager/Co-Ordinator.
 34. to promptly leave the designated area/location or vicinity to ensure that I don't accidentally cross paths with the Day-to-Day Parent / Caregiver. I understand that accidentally crossing paths with the Day-to-Day Parent / Caregiver is not a breach of the Protection Order. ***(Should I approach or threaten the Day-to-Day Parent / Caregiver, it could be considered a breach of the Protection Order, and the Day-to-Day Parent / Caregiver has been advised to contact the police or their legal representative immediately.)***
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Reporting and Guidance:

35. that should I have any concerns about the child(ren)'s well-being I shall seek guidance from my legal representative and/or the Counsel for the child(ren) directly.
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