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### Statement of Values

#### Parents

##### **This Service:**

- Believes in the value for children of ongoing contact with their separated parent, where this can happen without jeopardising the safety of the child or their other parent.
- Believes in the potential of parents to develop the requisite skills to be able to recognise and meet their children's needs.
- Appreciates the rights of parents to be treated in a respectful and non-judgemental way, regardless of the reason for referral to the Service.
- Believes in parent's rights to be given assistance to understand the rationale for, and to keep the Service's child-focused conditions.
- Believes parents have the rights to be helped to develop insight into how they best meet the needs of their children, and to develop experience in caring for their children's needs.
- Accepts parents have a right to have fun and enjoyable contact visits with their children.
- Believes parents have a right to be helped to see the need for supporting contact, and to appreciate its value for the children.
- Accepts parents' rights that there be no preferential treatment given to parents, based on gender or residential status, race, colour, culture, religion, socio-economic status, physical or intellectual disability or mental illness.
- Appreciates the needs for service provisions, which makes parents of all cultures, feel welcomed
- Accepts parents' rights to give feedback on the Service, to make complaints, and to offer suggestions for the future.



## Staff

- Have the right to have the importance and value of their work recognised.
- Have the right to be treated with courtesy and respect.
- Have the right to feel supported, safe and secure in their working environment.
- Have the right to be provided with opportunities to access development, education and training opportunities.
- Have the right to be involved in Service planning and development.
- Have the right to contribute to the development and ongoing review of the organisations value, purpose and code of ethics/conduct.

## Children

### **This Service:**

- Respects the rights of children to be treated as important human beings with their own feelings, thoughts and wishes.
- Believes children have a right to be treated with respect, warmth and friendliness and to be addressed by their given name.
- Believes children have the right to be given positive guidance to assist them to learn cooperation, and respect rules designed to keep everyone safe.
- Believes children have the right to feel accepted, regardless of presentation, race, colour, race, religion, culture, disability and behaviour.
- Respects children's rights to have a healthy, loving, relationship with both parents.
- Upholds children's rights to have regular, consistent contact with their other parent.
- Respects children needs to be protected from being involved in parental conflict.



- Upholds children’s rights to feel safe and secure, and to receive support and care during their contact visits and changeovers.
- Believes children are entitled to honest and age-appropriate explanations for what will happen during contact visits and changeover.
- Believes children should feel safe to enjoy themselves during contact visits and changeover.
- Respects children’s rights to proceed at their own level of readiness to build up a relationship with their separated parent.
- Believes children have a right to have supervision continue as long as is necessary for them to build up conditions and trust in their separated parent, and for their parents to gain the necessary skills and experience to provide them with adequate care on an unsupervised basis.
- Recognises that in a minority of cases contact should not proceed, and takes responsibility for refusing to take on cases, which would put the child, or their parent, at reasonable risk of abduction, injury or death.
- Appreciates that some children are so traumatised by contact, that contact should not be allowed to continue and takes responsibility for terminating such contact arrangement.
- Understands that children’s’ needs for appropriate future contact arrangements may require information to be provided to the Family Court in reports, and accepts this responsibility.
- Accepts the need to develop services, which enable the maintenance of meaningful relationships when supervision must continue long term.
- Believes that the Service has a responsibility to advocate for children’s needs by broader involvement in policy development around children’s contact issues.