



No waiting list

First visit in as little as 2 days after both intakes, subject to availability



Reports in 3 business days

Time-stamped, with photographs, to both parents



Open every day

8:30 am to 7 pm, every day of the year; no admin fees



Fourteen areas

Sydney, the Central Coast, Newcastle and the Illawarra

WHAT FAMILY KONNECT DOES

Founded by a social worker with over 20 years' experience, Family Konnect is a child-focused, trauma-informed contact service facilitating contact for separated families and out-of-home-care agencies across Sydney, Newcastle, the Central Coast and Wollongong, and is affiliated with the Australian Children's Contact Services Association.

Every report is a comprehensive, time-stamped account, written as the visit happens, from arrival to the final handover. Reports go to both parents within 3 business days.

Supervised visits run for three hours at a minimum and longer by the hour; the report and its photographs are included in the fee.

HOW TO REFER

- 1 Call 1800 842 048 or email contact@familykonnect.com.au with the family name, the orders or the proposed arrangement, and the area.
- 2 Both parents complete the intake form at www.familykonnect.com.au/intake-form. Once we have the other parent's email address we contact them as well; your client telling them too speeds things up.
- 3 A phone intake interview with each parent, separately, then a service agreement signed by each parent.
- 4 The first visit is booked straight away. The report reaches both parents within 3 business days.

FEES, GST INCLUDED

SERVICE	WEEKDAY	SATURDAY	SUNDAY	PUBLIC HOLIDAY
Supervised visit, first 3 hours The minimum visit; longer by the hour	\$430	\$495	\$540	\$630
Each additional hour	\$110	\$130	\$150	\$180
Supervised changeover package, both directions, with two reports	\$290	\$330	\$370	\$450
Single changeover	\$180	\$200	\$220	\$270
Online contact, one hour	\$190	\$210	\$230	\$270

Before the first visit: an intake interview with each parent is required, \$150 per parent (by phone, each parent separately). Optional additional services, booked only when a child or a venue needs them: child familiarisation session \$220 weekday, \$280 weekend; home safety check \$180 weekday, \$240 weekend; meet and greet \$60 weekday, \$80 weekend. Subpoenas, produced within 5 business days: \$320 where Family Konnect has worked with the family for up to 6 months, \$440 for 6 to 12 months, \$580 for more than 12 months; Legal Aid requests are quoted on request. Travel beyond our usual area is quoted before anything is booked. Fees are payable in advance of each session; where an order splits the cost, each parent is invoiced their share.

WHERE SUPERVISION HAPPENS



In the community. Parks, libraries, play centres and indoor activity venues across the fourteen areas; most families choose these.



In a contact room. Where an order requires a contact centre, in our room at the Pyrmont Community Centre.



In the parent's home. In the supervised parent's home, once a home safety check has confirmed it is suitable.



Online. Video contact on Zoom for one hour, hosted by a supervisor, with a full written report to both parents.

Supervised changeovers are a separate service from supervised visits: a staggered handover at a neutral venue, so the child moves between parents without the parents meeting, booked on its own, with a report of each changeover.