Supervised Contact & Changeover Services

Information for parents and carers referred by a family lawyer or other professional

A practical first step towards arranging child-focused supervised contact.

About SVN

Supervised Visitation Network (SVN) provides supervised contact visits and changeovers. The service is intended to support child-focused contact in a neutral, structured setting, with a supervisor observing and recording relevant interactions. The service and location are considered in light of the family's circumstances and the needs of the child.

How the process usually works

- **1. Initial enquiry:** Contact SVN to discuss the proposed arrangement, relevant orders or agreements, the child's needs, location and availability.
- **2. Intake and assessment:** SVN arranges intake discussions and a risk assessment. This generally involves interviewing both parents before service delivery is considered.
- **3. Child familiarisation:** A child familiarisation or orientation step may be arranged before visits commence, based on the service process and the child's needs.
- **4. Suitability and availability:** SVN considers whether the proposed service can proceed safely, whether staffing and capacity are available, and whether the proposed venue is suitable.
- **5. Arrangements and service agreement:** If the matter can proceed, the practical arrangements, fees and applicable service terms are confirmed before the visit.

What to have ready for your enquiry

- Any current parenting orders, court orders or written arrangements relevant to supervised contact or changeovers.
- The names and contact details of the adults involved and the child's age(s).
- Your preferred dates, times and general location, plus any practical accessibility needs.
- Relevant information about safety concerns, communication arrangements or the child's support needs that SVN should consider during intake.

Important: A referral or enquiry does not guarantee that SVN can accept a matter or that a particular visit can proceed. Service commencement depends on assessment, suitability, staffing capacity, availability and completion of required arrangements.

Fees, locations & next steps

Indicative published fees

The following fees are listed on SVN's website at the time this guide was prepared. Please confirm the current fee and any applicable service terms with SVN before making arrangements.

Service	Fee	Notes
Intake assessment	**$120 per parent**	Per parent
Supervised contact / changeover — weekday	**$90**	2-hour minimum
Supervised contact / changeover — Saturday	**$100**	2-hour minimum
Supervised contact / changeover — Sunday	**$120**	2-hour minimum
Supervised contact / changeover — public holiday	**$150**	2-hour minimum
Written comprehensive report	**$90 per visit**	Confirm report requirements with SVN
Travel	**First 20 km free**	$1.50/km thereafter from Frenchs Forest
Court attendance — weekday	**$200**	Confirm availability and scope

All prices exclude GST. Supervised contact, changeovers and court attendance have a 2-hour minimum where stated on the website. Additional terms may apply; please check directly with SVN.

Service locations

SVN's published service information includes the Northern Beaches and North Shore, with community-based venues considered according to the child's needs, the proposed arrangements and suitability. Other locations may be discussed on enquiry and are subject to availability and assessment.

Contact SVN to discuss the referral

PHONE	EMAIL	WEBSITE
+61 414 328 424	**directors@svn.net.au**	**www.svn.net.au**

This guide provides general service information only. It is not legal advice and does not replace the terms of any court order, legal advice, or SVN's intake and service documentation. Parents and referring professionals should contact SVN to confirm suitability, availability, fees and the steps required for a particular matter.