

Contact arrangements

While a child or young person is in our care, it's important for them to maintain contact with their families and communities.

Contact can take many different shapes, some of these might be:

- Face to face visits
- Phone calls
- Letters

Contact arrangements will be different for children and their family.

What is a contact determination?

The child contact determination will be provided by the caseworker and will explain:

- what sort of contact you will have
- how often you will have contact
- where your contact will take place
- if any other people will be there (eg someone supervising the visits).

In some cases, the department might assess that there should be no contact with certain people.

How does the department make a contact determination?

The caseworker will speak with a range of people involved in your case to make the best decision for the child or young person in care.

The caseworker will speak to you about the goals of contact, your responsibilities and expectations.

They will also speak with the child or young person and their current carer, to hear their views and take them into account.

I don't agree with the determination – what can I do?

If you don't agree with the contact determination you have a few options:

- Speak with the caseworker first. They will try and resolve your concerns with you.
- Raise your concerns with the DCP Office Manager.

If you are still unhappy with the arrangements, you have the right to apply to the Contact Arrangements Review Panel.



Contact Arrangements Review Panel

This panel provides an opportunity for your contact arrangements to be reviewed.

If you want your contact arrangements reviewed by the panel, you must make an application within 14 days of receiving your contact determination.

Who's on the panel?

The panel is made up of people who are not directly involved in your case. This might include people like:

- Psychologists
- Child protection professionals
- Other DCP caseworkers

An Aboriginal representative is also present for all reviews that involve Aboriginal and Torres Strait Islander children.

What happens when the panel reviews my contact arrangements?

The panel will do one of three things:

1. Agree with the current contact arrangements.
2. Change some parts of current arrangements.
3. Come up with a new determination and new contact arrangements.

You will be told once the panel makes a final decision. If a new determination is made, these changes will happen immediately.

What if I don't agree with the panel's decision?

The panel's decision is final, you can't apply about the same matter again.

I want to apply to the panel

- If you are seeking a review by the Contact Arrangements Review Panel phone **1800 003 305**