Evaluation of the Children's Contact Service Activity
Project Information Sheet

Survey of Service Provider Organisations
Children's Contact Service Staff
Family Law System Professionals

An Overview of the Evaluation

The Australian Institute of Family Studies has been commissioned by the Australian Government Attorney-General's Department to undertake an Evaluation of the Children's Contact Service Activity. This evaluation will examine the operation of Children's Contact Services funded under the Family Relationships Services Program and administered by the Australian Government.

The evaluation will make an assessment of the extent to which:

1. Children's Contact Services are:

- operating in accordance with and achieving the objectives in the relevant guiding documents (including the Grant Opportunity Guidelines and the Guiding Principles Framework for Good Practice)

- providing services that are culturally appropriate and supporting families experiencing domestic and family violence

2. the current number and locational positioning of Children's Contact Services meet existing demand for services.

How to participate

If you are a:

- Program manager, Coordinator or Supervisor at a Children's Contact Service

- Executive or staff member of a service provider organisation that operates a Children's Contact Service

- Family Law System Professional (including Judicial Officers and Registrars, Legal Practitioners, Family Dispute Resolution Practitioners, Family Relationships Centre employees and Domestic and family violence practitioners)

you are invited to participate in this online survey to share your views and experiences of Children's Contact Services.

About this survey

This survey is one part of the evaluation. The evaluation also includes the collection and analysis of administrative and program data as well as the collection of qualitative data from families using Children's Contact Services.

The aim of this survey is to collect information about the operation of Children's Contact Services from the perspective of the professionals involved in managing, operating and providing supervision services, as well as the family law system professionals referring clients to these services.

Most questions in this survey will ask you to select a response from the options provided. There are a small number of questions that allow you to provide a comment. We need as many responses as possible to ensure that the survey findings are representative and reliable.

Completing the survey questions will take approximately 30 minutes.

Your privacy and safety

We take your privacy and personal security seriously and safeguards are in place to protect it.

Participation in this survey is confidential and completely voluntary. Your decision to participate is confidential and will not affect your professional relationships or entitlement to services in any way. You are free to stop the survey at any time, to not answer any questions and to delete your answers prior to submitting your responses.

Data collected in this research will be held securely in accordance with the *Privacy Act 1988* (Cth) and the information you provide will not be used in any way that may identify you. You may access our privacy policy at AIFS Privacy Policy | Australian Institute of Family Studies.

The survey will not collect any information identifying you. The anonymous survey data collected will be securely stored and retained indefinitely by AIFS on the AIFS cloud services, with access only permitted for authorised researchers and required AIFS staff.

Take the survey

If you would like to participate, please open the online survey: AIFS Evaluation of Children's Contact Service activity: Online survey of professionals

The survey will close on 20 March 2023.

Contacts

The research is being led by the Institute's Family Law and Family Violence Research Team. Our research partners are Professor Belinda Fehlberg and Dr Grania Sheehan together with Clinical Educational Child Psychologist Dr Jacqui Harvey and advisors on trauma informed practitioners and Aboriginal and Torres Strait Islander advisors. The AIFS Human Research Ethics Committee has reviewed this research. Concerns relating to the project ethics may be directed to the AIFS Ethics Committee Secretariat via ethics-secretariat@aifs.gov.au or (03) 9214 7888.

About the Australian Institute of Family Studies

The Australian Institute of Family Studies is based in Melbourne. It is an independent statutory agency, established by the Commonwealth Government in 1980 and aims to help in the development of better policies for the future of Australian families.

More detailed information can be obtained from our website: www.aifs.gov.au.

Getting help

We are unable to provide advice or assist with specific concerns in relation to individual matters.

The **Family Relationship Advice Line** provides information about family relationship issues and parenting arrangements after separation. Phone 1800 050 321 or www.familyrelationships.gov.au.

Please contact the **National Sexual Assault Domestic Family Violence Counselling Service** for 24/7 information or support about domestic and family violence. Phone 1800 737 732 (1800 Respect) or www.1800respect.org.au.

Call **000** if you are worried about your safety, or the safety of another person.