

Treffpunkt Kind – www.treffpunktkind.at

**1070 Wien, Neubaugasse 39/3/1/25
+43699 17239307, thau@treffpunktkind.at**

**1160 Wien, Redtenbachergasse 25/2/18
+43677 63141054, laimer@treffpunktkind.at**

ounselling?

It can happen that parents no longer trust each other after a separation or divorce (rightly or wrongly). Nevertheless, there are often joint children for whom it is extremely important to continue to have good contact with both parents.

In cases of insecure, interrupted or difficult relationships/visitation contacts, we try to ensure that the children have as stress-free a time as possible with the parent who is authorised to have contact with them by means of our professional presence and mediation.

This support is basically intended as a transitional solution and aims to enable the parents to organise the handover and visiting contact on their own responsibility.

All professionals who offer visitation support in our working group are committed to the child/children. They all have the necessary professional qualifications and training for this work.

The basis for visitation support is often a court order or a mutual agreement. In case the parents agree that visitation support can help to ease the situation, it is also possible to use our visitation support without a court order.

If you have any further questions, please contact us so that we can tell you more about our services.

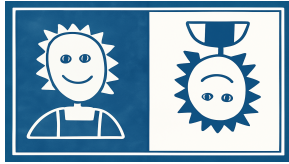
The respective visit counsellors work in their own name and on their own account. The working group 'Treffpunkt Kind' unites the visiting counsellors primarily through their common quality standards and their professional attitude.

Accompanied contact - rules and regulations

Dear parents,

The aim of accompanied visitation is to provide your children with strength, protection and help in exercising their right to contact with a parent, grandparent, sibling or other important person of trust.

It is extremely important for the development, identity formation and thus the later life of every child to be able to maintain or develop a sustainable relationship with important attachment figures, especially with both parents, even after a parental separation.



Treffpunkt Kind – www.treffpunktkind.at

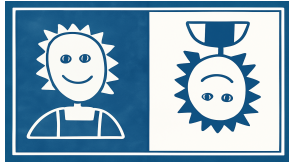
1070 Wien, Neubaugasse 39/3/1/25
+43699 17239307, thau@treffpunktkind.at

1160 Wien, Redtenbachergasse 25/2/18
+43677 63141054, laimer@treffpunktkind.at

The aim of our support is to help parents to organise their meetings independently and on their own responsibility and to support them in doing so. We work on the basis of mutual trust. We are neutral in our contact with both parents and always prioritise the child's well-being. We only make changes in the interests of the child.

In order to protect the interests of your child and based on our experience, we have anticipated many possible circumstances when exercising contact rights and have compiled the most important rules based on this:

1. the selection of the visiting companion is made by us. He/she is a professional. The visit supervisor (abbreviated to BBGL in the following) supervises your child's contact with the parent authorised to have contact. The aim of the BBGL is to make the meetings a positive experience for your child.
2. Before the start of the first meeting, the BBGL coordinator will hold separate initial meetings with both parents. Through play contact with your child, your child will get to know the responsible BBGL. In most cases, the court decides how long or how often the meetings take place.
3. After about 4 to 6 meetings, Treffpunkt Kind will organise a parent review meeting. This is usually attended by both parents and the visiting counsellor. In this joint discussion, the development to date and the next steps are discussed. If the reason for the BBGL is a restraining order issued by the court or similar, there may be changes to the procedure described.
4. By arrangement, usually after the review meeting, the BBGL can also take place outside our premises. However, it is not possible, for example, to travel by private car or to spend the time of the visit in a swimming pool.
5. In order to avoid interruptions in contact between the child/children and the parent with contact rights as far as possible, our working group also offers the option of replacement by another member of the working group in the event that the visitation supervisor is unable to attend. This substitute will get to know both parents and the child/children before the substitution takes place, if possible, in order to avoid abrupt changes.

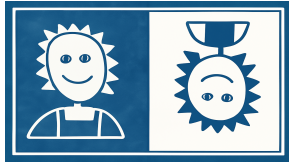


Treffpunkt Kind – www.treffpunktkind.at

1070 Wien, Neubaugasse 39/3/1/25
+43699 17239307, thau@treffpunktkind.at

1160 Wien, Redtenbachergasse 25/2/18
+43677 63141054, laimer@treffpunktkind.at

6. We ask all parents to discuss any questions and/or concerns with the visitation supervisor immediately. If necessary, another visit supervisor may also be called in for such a discussion in order to jointly decide on the advisability of changing the visit supervisor within the working group.
7. The visit supervisor may revoke their consent to visit supervision for good cause.
8. Any costs incurred (admission fee, etc.) for museums etc. must also be borne by the parent authorised to make contact for the visiting companion. If the BBGL has an annual pass for the relevant institution (museum, etc.), the admission fee - irrespective of the actual number of admissions - is only payable once for the BBGL.
9. If the parent with contact authorisation consumes food or drink in a café, for example, during contact with their child - for example in a museum - the parent with contact authorisation must pay the cost of a drink for the BBGL.
10. Appointments must be kept punctually and only cancelled in exceptional cases for valid reasons. In this way, unnecessary conflicts can be avoided. If an appointment cannot be made, it must be cancelled as early as possible - up to 24 hours before the planned appointment. If your child is ill, we recommend submitting a doctor's note. If possible, cancelled appointments will be made up in such a way that they are added at the end.
11. Visiting supervision means time exclusively for your children. For this reason, arguments between the parents and/or the exchange of household items, documents etc. should be avoided during the meetings.
12. The visitation accompaniment refers to the parent authorised to have contact. The presence of other persons, e.g. siblings, grandparents, partners, etc. must be agreed in advance with the BBGL and both parents.
13. When younger children are not yet able to go to the toilet independently, the BBGL will take over this task or will be present - just as with nappy changing for toddlers. For older children, we assume that the presence of adults is not necessary.
14. The parent with contact authorisation is responsible for the safety of their child and is generally responsible for the organisation of the meeting. The BBGL stays in the background as much as possible. It only mediates if necessary and supports the contact between parent and child.

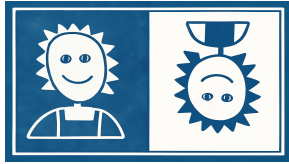


Treffpunkt Kind – www.treffpunktkind.at

1070 Wien, Neubaugasse 39/3/1/25
+43699 17239307, thau@treffpunktkind.at

1160 Wien, Redtenbachergasse 25/2/18
+43677 63141054, laimer@treffpunktkind.at

15. The child may refuse contact with the parent authorised to have contact. In this case, the BBGL will ask the parent authorised to have contact to move to another room until the next steps have been clarified.
16. The parents do not question their child about the other parent or judge the other parent in relation to their child.
17. We are in favour of a welcome gift as well as gifts on the usual occasions. The parent with contact authorisation is also responsible for keeping their child occupied during the time together (with age-appropriate play activities) and providing food and drink (snack, drink). The health aspect should also be taken into account.
18. Image and/or sound recordings of the child may only be made after consultation with the BBGL, but any photos or videos may not be published on the Internet or via WhatsApp and other social channels. No recordings (photos, videos, sound) may be made of the visiting carers.
19. Contact will not take place or will be cancelled if there is any suspicion of alcohol and/or drug use. Violence or threats of violence will also lead to the meeting being cancelled. Further meetings can only be arranged after a personal discussion with the visiting counsellor.
20. In principle, the handover and collection of the child is best carried out by the non-visiting parent in person. If this is to be done by another person, the BBGL must be informed in advance.
21. The caring parent must leave the premises during the contact time. However, the age and developmental psychological needs of the child are always taken into account, which is why the presence/availability of the parent in the anteroom for a certain period of time may be useful if necessary. If the parent bringing the child to the contact is unable to leave our premises despite the BBGL's suggestion, the visit will not be continued. The court will be informed accordingly.
22. Parents do not meet each other during 'staggered comings and goings'. This is mandatory if there is an interim injunction (EV) or if there are other special reasons.



Treffpunkt Kind – www.treffpunktkind.at

1070 Wien, Neubaugasse 39/3/1/25
+43699 17239307, thau@treffpunktkind.at

1160 Wien, Redtenbachergasse 25/2/18
+43677 63141054, laimer@treffpunktkind.at

23. The parents give their consent for the BBGL to provide the competent court with all relevant information on the accompanied contacts. This relates to both personal data and observation reports.

Accompanied contacts – procedure

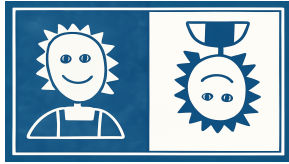
Staggered handover:

The parent authorised to make contact arrives at the visiting café, the parent caring for the child arrives approx. 15 minutes later, hands the child over to the visiting companion and leaves the visiting café.

At pick-up, the parent caring for the child comes to the visiting café at the agreed time, the visiting companion hands the child over to him/her and the parent caring for the child and the child leave the visiting café. The parent with contact authorisation then waits in the visiting café for a maximum of 20 minutes. This ensures that there are no unwanted encounters between the parents before and after the visiting contact.

Taking into account the aim of enabling a conflict-free handover of the child between the parents in the long term, the strict separation of the parents can be waived in individual cases if arguments are avoided and the child's welfare is therefore not jeopardised. The professional judgement in this regard is the responsibility of the visiting supervisor. If a direct handover is not possible and conflict-laden situations arise, the child should return to a staggered handover. The handover times are to be charged separately.

With the consent of both parents or by order of the court, handovers of the child can also take place exclusively accompanied by the BBGL. In this case, the parent authorised to have contact spends the visiting contact time outside the visiting café without the BBGL. Half an hour is normally charged for each handover of the child.



Treffpunkt Kind – www.treffpunktkind.at

1070 Wien, Neubaugasse 39/3/1/25
+43699 17239307, thau@treffpunktkind.at

1160 Wien, Redtenbachergasse 25/2/18
+43677 63141054, laimer@treffpunktkind.at

Costs of the visitation accompaniment

The hourly rate is 100 euros plus 20% VAT

This includes

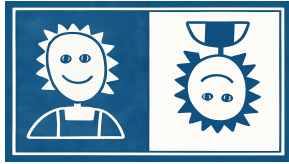
- the conversation(s) with the parents, the initial contact with the child and the contact time

In the case of accompanied contacts with staggered coming and going, a total of EUR 50 plus VAT is charged for the handover in addition to the visiting time for the staggered coming and going.

If the BBGL has to travel separately to a location other than that of the visiting café, a flat rate of EUR 50 per journey plus VAT will be charged for the separate journey to the location other than that of the visiting café within Vienna.

In the case of unaccompanied contacts with (only) accompanied handovers, at least half an hour is charged per accompanied handover, i.e. at least 1 hour per visit at EUR 100 plus VAT. If the accompanied handovers take more than 30 minutes each, an hourly rate of EUR 100 plus VAT will be applied based on the actual duration of the handovers.

Reporting on the course of the visit supervision: Reports on the course of the supervised contacts or supervised handover are provided in writing. The visit supervisors submit written reports on the course of the supervised visits or supervised handover, either at the request of the court or at the request of one or both parents or another person entitled to contact. These written reports often serve as additional basis for the court's decisions on future contact rights. These written reports are limited to a description of the course of the accompanied visits or accompanied handovers, they avoid judgements and do not make any recommendations. If the report is made at the request of the court, the visit supervisor sends the written report to the competent court, which forwards it to the parties or, in the case of legal representation, to their legal representatives. If the report is requested by a parent or other



Treffpunkt Kind – www.treffpunktkind.at

1070 Wien, Neubaugasse 39/3/1/25
+43699 17239307, thau@treffpunktkind.at

1160 Wien, Redtenbachergasse 25/2/18
+43677 63141054, laimer@treffpunktkind.at

person with contact rights, this written report is sent to that parent/person with contact rights or, in the case of legal representation, also to the other parent or other person with contact rights.

Costs of the report to the court: Unless the court or both parents have made a different arrangement, these costs are generally to be borne by the parent with contact rights. The cost of writing such a report is EUR 100 per page plus VAT.

Who bears the costs?

In case of doubt, the costs for the preliminary talks, for the contact with the child and the handover time are to be paid by the parent with the right of contact. However, it has proved best to share the costs.