

OurFamilyWizard[®]

RESOURCE KIT



What's inside

- OFW overview and pricing
- Practitioner tools on OFW
- Inclusive pricing programmes
- Fee waiver & military discount applications
- Model order language

OurFamilyWizard is here to support your essential work with families.

Our tools—including our Family Law Practitioner platform—are all built with the ultimate goal of helping your clients feel confident in their co-parenting.

So as you use OFW in your practice, use this kit for quick and easy access to our most frequently requested resources.

The OFW Toolset

Accountability is vital for healthy co-parenting, and each tool on OFW has a built-in framework for concrete documentation. From first-viewed

time stamps to GPS-verified Check-ins, OFW provides peace of mind for families and absolute clarity for family law professionals.



Calendar

See documented histories of schedules, events, holidays and time swap requests.



Expenses

Precise expense tracking with receipt files, payment histories, and reporting.



Messaging

Documented communication with records that cannot be edited or deleted.



Info Bank

Organised sections for medical information, legal documents and more.



Journal

Clients can verify their arrival at changeovers and other locations with **Check-ins**.



Professional Access

Ensure you are always working with accurate information with Client Viewing.

Plans & Pricing



Each parent activates their own subscription, giving them **equal access** to OFW's suite of features and storage space for uploads.

- Fee waivers and military discounts available
- Free child and third-party accounts

PACKAGE A

£99*

*Annual Subscription

5 GB Secure Storage

ToneMeter™ included

BASIC

£79*

*Annual Subscription

1 GB Secure Storage

+£8/year for ToneMeter™

OFW Practitioner Accounts

Containing communication to OFW doesn't just simplify life for families. It also provides family law practitioners—from judges and solicitors to

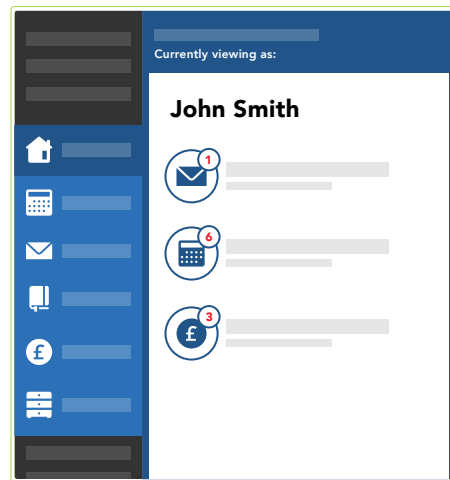
mediators and family therapists—a simpler and more reliable way to assist clients, review activity, and access comprehensive reporting.

Client Viewing

When granted professional access to a client, family law and mental health practitioners can review activity within their account, send them messages, and upload private files.

For neutral professionals, such as mediators or CAFCASS officers, professional access to both parents in a family grants them additional permissions, including the ability to:

- Create parenting schedules
- Suggest a Swap in parenting time
- Upload shared files
- Create custom expense categories



Reporting

With access to a family, practitioners can generate reports for all activity across the OFW website, including:

- Time Swap requests
- Login histories
- Expense and payment activity
- Messaging

Sign-in Time	IP Address
08/09/2020 07:26 AM	000.000.00.000
07/08/2020 12:18 PM	11.11.11.11

Practitioner Accounts are free

Learn more at ourfamilywizard.co.uk/pro

Inclusive Pricing Programmes

Our financial programmes ensure that **every family** that could benefit from OurFamilyWizard is able to do so.

Fee Waivers



Parents who qualify are granted a 1-year, basic subscription to OFW for free or at a greatly reduced rate. Parents can re-apply for a fee waiver in subsequent years.

Eligibility requirements

Must meet **one** of the following:

- Approved for help with court fees
- Receives certain types of benefits, such as Universal Credit or Housing Benefit
- Approved for Legal Services Commission/Legal Aid Agency funding based on means
- Letter from a legal professional verifying they are working *pro bono* or at a reduced rate

14+

fee waivers
granted daily
in 2019

totaling over

£419k*

in waived fees

Military Family Discount



The military family discount works on a buy one, get one free basis. When one parent purchases their subscription, their co-parent will then receive a subscription at no additional cost.

Eligibility requirements

The co-parent applying for the discount must be an active or retired member of the armed forces.

4+

military families
helped daily in
2019

totaling over

£150k*

in complimentary accounts

* Worldwide programme numbers converted from USD to GBP

Fee waiver request form



Print clearly or fill electronically and email the form with required documentation to: info@ourfamilywizard.co.uk

* denotes a required field

Applicant information

First and last name*

Address*

City/Postcode/Country*

Email*

Phone w/country code*

Co-parent information

First and last name*

Address

City/Postcode/Country

Email*

Phone w/country code*

Documentation *(One of the following **must be included** with the application)*

If you've been approved for help with court fees within the past 12 months, provide documentation of that approval

If you're receiving certain benefits (such as, but not limited to, Jobseeker's Allowance, Housing Benefit, or Universal Credit) provide documentary proof of receipt of those benefits from within the past 90 days

Documentary evidence of entitlement to Legal Services Commission / Legal Aid Agency funding based on means from within the last 12 months

Signed, letterheaded letter from a legal professional verifying that they are representing you on a pro bono or reduced rate basis

Practitioner information

Practitioners must complete this section if they are submitting the application on behalf of a parent

First and last name

Organisation and title

Address

City/Postcode/Country

Email

Phone

For practitioners, please choose one of the following and sign below

I am a CAFCASS officer/court official requesting a fee waiver due to financial need for:

I am a solicitor/other professional providing legal services pro bono due to financial need. Please grant my client a complimentary one year OFW® subscription.

I am a solicitor/other professional providing my services at _____ % due to financial need. Please grant my client a one-year OFW® subscription at the same percentage of the standard £79.00 annual subscription fee.

Signature _____ **Date** _____

Military family discount application



Print clearly or fill electronically and email the form with required military service verification to: info@ourfamilywizard.co.uk

* denotes a required field

Applicant information (military parent)

First and last name*

Address*

City/Postcode/Country*

Email*

Phone*

Co-parent information

First and last name*

Address

City/Postcode/Country

Email*

Phone*

Children's names*

Referred by*

Subscription details

If you, the applicant, are purchasing the subscription for the military family discount, please provide payment information below. If your co-parent has already purchased a subscription, you do not need to fill out subscription and billing details. **You must sign the bottom of the form whether or not you are providing billing information.**

Subscription : 1-year (£99)

- Includes
- 5 GB of storage space per parent
 - ToneMeter™

Billing information

Credit card number

Expiration date

Name on card

Billing address

CVV code

Authorised signature* _____ Date* _____

Draft Order Language

The order language on the next page was developed by His Honour Judge Martin Dancey specifically for cases that use OurFamilyWizard.

If you are stipulating to or ordering the use of OurFamilyWizard, consider using the following language as a reference.



In the Family Court
sitting at [Court name]

Case no: [Case number]

The Children Act 1989

The child[ren]

[Name of child][Girl] / [Boy]

[dob dd/mm/yy]

[Name of child][Girl] / [Boy]

[dob dd/mm/yy]

[FINAL] ORDER MADE BY [NAME OF JUDGE] SITTING IN PRIVATE AT A [FIRST HEARING DISPUTE RESOLUTION HEARING] / [DISPUTE RESOLUTION APPOINTMENT] / [FINAL HEARING] ON [DATE]

The parties and representation:

1. The applicant is.. [name], the [relationship to child], [in person], represented by [barrister/solicitor name] [instructed by [solicitor firm name]] whose contact details are [chambers/firm name], [phone number], [email]
2. The first respondent is [name], the [relationship to child], [in person], represented by [barrister/solicitor name] [instructed by [solicitor firm name]] whose contact details are [chambers/firm name], [phone number], [email]

The names of the children and the parties are not to be publicly disclosed without the court's permission.

IT IS ORDERED THAT:

3. Pursuant to section 11(7) of the Children Act 1989, it is a condition of the child arrangements order that the parties shall communicate regarding their children via www.ourfamilywizard.co.uk. The parties are to enrol in the programme within 10 days of this order. The parties shall thereafter conduct all communications regarding child arrangements and other matters relating to the children using the programme.
4. **The parties shall:**
 - (i) not communicate by telephone or text messaging except regarding matters of an emergency nature regarding a child that must be acted upon in less than 48 hours. In the case of such an emergency the subject and general content of any such communication shall be recorded by a Journal entry in the Calendar feature;
 - (ii) use the Info Bank feature to share all key documentary matters regarding the children, including school reports;
 - (iii) use the Calendar feature to arrange any agreed variations to the order;
 - (iv) use the Expense feature to record any child related expenditure that relates to the order.
 - (v) use the Messaging feature when information cannot be conveyed in the Calendar, Expense, and Info Bank features.
5. All parents' entries shall be viewable via a Professional Account to both parties' solicitors and the CAFCASS Officer/Independent Social Worker/Guardian involved in the case.

Questions?

Whether you need help creating your free Practitioner Account or would like to schedule a one-on-one tutorial, our Professional Liaisons and Customer Support team are ready to help.

YOUR REGIONAL PROFESSIONAL LIAISON



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OURFAMILYWIZARD CUSTOMER SUPPORT TEAM

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