

Children's Contact Services Online Directory Information Collection Sheet

ACCSA requires that all information is up to date and accurate and asks services to advise of any changes.
ACCSA reserves the right to not publish or delete information that is not accurate.

Name of CCS:	Family Relationships Services UMFC
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Service Type		
Government Funded	YES	Name of funded organisation: Upper Murray Family Care
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)		
Fee for Profit (Privately owned and operated)		

Contact Details	
Physical address: 681 Young Street Albury 2640	
Postal address: PO Box 72 Albury 2640	
Phone: (02) 60 57 53 99	Mobile:
Email:	Website: www.umfc.com.au

Services Provided			
Face to Face Intake/Risk Assessment of parent the child spends time with	Always	Phone Intake/Risk Assessment of parent the child spends time with	Sometimes (in exceptional circumstances)
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Sometimes (in exceptional circumstances)
On-site Child Familiarisations	Always	Provide observational notes/Reports for Court	Yes
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	Yes	On-site Supervised Visits	Yes
Telephone/Internet Supervised Visits	Yes	Supported On-site Visits (Using Centre without supervisor being in room at all times)	Yes

- Onsite = at a dedicated CCS site

Service Environment			
Dedicated CCS Site	Yes	Public Areas e.g. parks, shopping centres	Yes
Commercial Play Centres	No	Clients Home	No
Enclosed Outdoor Play Area	Yes	Non-enclosed Outdoor Play Area	No
One Area for Car parking	No	Two Separate Car Parking Areas	Yes
One Entrance	No	Two Separate Entrances	Yes
CCTV	Yes	Close to Public Transport	Yes
Portable Duress Alarms (worn by staff)	Yes	Fixed Duress Alarms (attached to fixtures)	Yes

Service Environment (cont'd)	For dedicated CCS site	Off-site / Public areas
Number of supervised visits occurring at any one time	2	1
Number of changeovers occurring at any one time	4	
Ratio of staff to families for supported visits	1 (2 onsite at all times)	
Number of staff per facilitated changeover	1 (2 onsite at all times)	
Number of staff per supervised visit	1 (2 onsite at all times)	1

Service Staff	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			✓
Have undertaken CCS induction training			✓
Have pre-tertiary behavioural science qualifications			✓
Have behavioural science tertiary qualifications			✓
Have training in a Family Violence field *			✓
Have training in a Sexual Abuse field *			✓
Have training in Observational Notetaking & record keeping			✓
Qualified supervision and debriefing provided to staff			✓
Staff trained in all statutory reporting requirements			✓
Staff have signed Oath of Confidentiality/Code of Conduct			✓
* Please provide details on training: <i>No specific details provided on FV and Sexual Abuse training</i>			

Service Process	
Is a written complaints policy provided to clients prior to service provision?	Yes
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use?	Yes
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	No
Are interpreters available when required for intake assessments?	Yes
Are interpreters available when required for changeovers/supervised visits?	Yes
Are supervised visits facilitated where sexual abuse allegations are flagged?	Yes
Are written client privacy and confidentiality policies and procedures available to all staff?	Yes
Is there a Critical Incident Management Plan established and understood by all staff?	Yes

Operating Hours

Office/Administration	Intake Interviews Conducted	Changeovers	Supervised Visits
Monday 10:30am – 5:00pm	Monday 10:30am – 5:00pm	Monday 10:30am – 5:00pm	Monday 10:30am – 5:00pm
Wednesday 10:30am – 5:00pm	Wednesday 10:30am – 5:00pm	Wednesday 10:30am – 5:00pm	Wednesday 10:30am – 5:00pm
Friday 10:00am – 5:30pm	Friday 10:00am – 5:30pm	Friday 10:00am – 5:30pm	Friday 10:00am – 5:30pm
		Saturday 9:30am – 5:00pm	Saturday 9:30am – 5:00pm
		Sunday 11:30 – 5:30pm	Sunday 11:30 – 5:30pm

Waiting List

Intake Interviews	Changeovers	Supervised Visits
6 weeks	2 months	3 months

Service Documents

1. [Fee Schedule](#)

Additional Information/Comments: