

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: **Sydney Children's Contact Service (Redfern)**

Service Type		
Government Funded	Yes	Name of funded organisation: Catholiccare Sydney
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)		Name of Not-For-Profit organisation:
Fee for Profit (Privately owned and operated)		

Contact Details	
Physical address: Level 13, 133 Liverpool St, Sydney 2000 (contact visits occur in Redfern, address provided when clients are accepted to service)	
Postal address: as above	
Phone: (02) 9307 8200	Mobile: N/A
Email: ccs@catholiccare.org	Website: https://www.catholiccare.org/family-and-individual-services/post-separation/supervised-visits-and-change-overs/

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	Always - for changeovers Sometimes - for supervised visits <i>e.g. if not possible because parent lives overseas.</i>
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Always - for changeovers Sometimes - for supervised visits <i>e.g. if face to face appointment not possible</i>
On-site Child Familiarisations	Always	Provide observational notes/Reports for Court	Yes <i>(only by subpoena)</i>
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	No	On-site Supervised Visits	Yes
Telephone/Internet Supervised Visits	No	Supported On-site Visits (Using Centre without supervisor being in room at all times)	Yes <i>Only for families who have used</i>

		<i>Sydney CCS for supervised visits and where there have been no concerns documented for a number of visits, and following agreement with the ICL (if appointed) and both parents.</i>
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- Onsite = at a dedicated CCS site

Service Environment			
Dedicated CCS Site	Yes (childcare centre)	Public Areas e.g. parks, shopping centres	No
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	No	Close to Public Transport	Yes
Portable Duress Alarms (worn by staff)	Yes	Fixed Duress Alarms (attached to fixtures)	No

Service Environment (cont'd)	For dedicated CCS site	Off-site / Public areas
Number of supervised visits occurring at any one time	Up to 2 supervised visits (in two separate play rooms).	
Number of changeovers occurring at any one time	One at a time capacity to do 4 to 6 changeovers a day.	
Ratio of staff to families for supported visits	One senior contact worker to one family.	
Number of staff per facilitated changeover	One senior contact worker per changeover.	
Number of staff per supervised visit	One contact worker supervising the visit plus one senior contact worker on site.	

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 * <i>service does not accept cases where there have been substantiated allegations of child sexual abuse, or if sexual abuse allegations are being investigated by the relevant authorities.</i>		√	
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			√
Details of Family Violence training: Family Violence & Sexual Abuse relevant training <i>AVERT family violence training program</i> <i>Safety Planning training</i> <i>Response Based Practice training with Dr Allan Wade</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?	No <i>However, all parents are expected to complete a post-separation parenting course whilst using the service</i>
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	Yes <i>At discretion of the service</i>
Are interpreters available when required for intake assessments?	Yes
Are interpreters available when required for changeovers/supervised visits?	No <i>(due to funding limitations)</i>
Are supervised visits facilitated where sexual abuse allegations are flagged? <i>NB: However, an assessment of the child is undertaken first; and service will not proceed if the child does not want to see the other parent, or if the child displays concerning behaviours which indicate distress. Likewise visits will cease if the spends time with parent displays concerning behaviours during visits. Our service does not accept cases where there are substantiated allegations of child sexual abuse, or if sexual abuse allegations are being investigated by the relevant authorities (i.e. JIRT).</i>	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
<p style="text-align: center;">Mondays Tuesdays Wednesdays Fridays</p> <p style="text-align: center;">9am – 5pm</p> <p style="text-align: center;"><i>(unstaffed on Thursdays)</i></p>	<p style="text-align: center;">Mondays Tuesdays Wednesdays Fridays</p> <p style="text-align: center;"><i>Last appointments 3:30pm</i></p>	<p style="text-align: center;">Saturdays 10.00am – 4.40pm</p> <p style="text-align: center;">Sundays 12pm – 4.30pm</p>	<p style="text-align: center;">Saturdays: 10.30am-12.30pm 2.00pm-4.00pm</p> <p style="text-align: center;">Sundays: 12pm – 2pm 3pm – 5pm</p> <p style="text-align: center;"><i>Visits are <u>fortnightly</u>.</i></p>

Service Documents

1. [Information fact sheet](#)
2. [Fees policy – subsidised visits](#)
2. [Fees policy – self-funded visits](#)

Additional Information/Comments: