

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:	Clan Connect Pty Ltd
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Service Type		
Government Funded		
Fee for Service - Not-For-Profit		
Fee for Profit (Privately owned and operated)	YES	

Contact Details	
Physical address: 3 Dawson Street , Cooma ,2630,NSW	
Postal address: As Above	
Phone: 02 64523630	Mobile:
Email: info@clanconnect.com.au	Website: www.clanconnect.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	Never
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Never
On-site Child Familiarisations	Always	Provide observational notes/Reports for Court	Yes
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 <small>but only if risk assessment indicates no risk and legally is viable.</small>

- Onsite = at a dedicated CCS site

Service Environment			
Dedicated CCS Site	Yes	Public Areas e.g. parks, shopping centres	No
Commercial Play Centres	No	Clients Home	No
Enclosed Outdoor Play Area	No	Non-enclosed Outdoor Play Area	No
One Area for Car parking	No	Two Separate Car Parking Areas	Street parking
One Entrance	No	Two Separate Entrances	Yes
CCTV	No	Close to Public Transport	Yes
Portable Duress Alarms (worn by staff)	No We are located next to police station	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	1	0
Number of changeovers occurring at any one time	1	0
Ratio of staff to families for supported visits	1 or 2 if risk.	0
Number of staff per facilitated changeover (please note there is ALWAYS a minimum of 2 staff on site at all times.)	1 or 2 if needed.	0
Number of staff per supervised visit	1 or 2 if needed.	0

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			√
<ul style="list-style-type: none"> • Please provide details on training: • Note – no specific details on sexual abuse and family violence specific training provided 			

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
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 <i>we can organise telephone interpretation</i>
Are interpreters available when required for changeovers/supervised visits?	Yes <i>we can organise telephone interpretation</i>
Are supervised visits facilitated where sexual abuse allegations are flagged?	<i>All court orders are adhered to and supervision is maintained when service is being provided.</i>
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 to Friday 9:00am -4:30pm	Via appointment Monday to Friday 9:30am – 3:30pm	Via appointment Monday to Sunday Mon-Fri 9:30am- 3:30pm Sat – Sun Fri 9:30am-3:30pm (Weekend rates apply)	Via appointment Monday to Sunday. Mon-Fri 9:30am- 3:30pm Sat – Sun Fri 9:30am-3:30pm (Weekend rates apply)

Service Documents

Nil

Additional Information/Comments: