

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:	Phoenix Rising For Children (PRFC)
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Service Type		
Government Funded		
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)		
Fee for Profit (Privately owned and operated)	YES	

Contact Details	
Physical address: Main Office based in Northern Sydney however field staff located throughout Sydney and Greater Metro areas/ <i>No contact centre as such, all supervision based in community and approved venues, including private homes.</i>	
Postal address: PO Box 71 Oatlands NSW 2117	
Phone: 02 9873 3992	Mobile:
Email: scheduler@phoenixrising.org.au	Website: www.phoenixrising.org.au

Services Provided			
Face to Face Intake/Risk Assessment of parent the child spends time with	Sometimes	Phone Intake/Risk Assessment of parent the child spends time with	Always
Face to Face Intake/Risk Assessment of parent the child lives with	Sometimes	Phone Intake/Risk Assessment of parent the child lives with	Always
On-site Child Familiarisations	<i>Additional pre contact sessions booked for familiarisation of staff with children</i>	Provide observational notes/Reports for Court	Yes
Off-site Changeovers	Yes	On-site Changeovers	
Off-site Supervised Visits	Yes	On-site Supervised Visits	
Telephone/Internet Supervised Visits	Yes	Supported On-site Visits (Using Centre without supervisor being in room at all times)	

- Onsite = at a dedicated CCS site

Service Environment –			
Dedicated CCS Site	No	Public Areas e.g. parks, shopping centres	Yes
Commercial Play Centres	Yes	Clients Home	Yes
Enclosed Outdoor Play Area	Yes	Non-enclosed Outdoor Play Area	Yes
One Area for Car parking	<i>Not provided</i>	Two Separate Car Parking Areas	<i>Not provided</i>
One Entrance	<i>Not provided</i>	Two Separate Entrances	No
CCTV	No	Close to Public Transport	<i>Not provided</i>
Portable Duress Alarms (worn by staff)	No	Fixed Duress Alarms (attached to fixtures)	No

Service Environment (cont'd) – complete as appropriate	For dedicated CCS site	Off-site / Public areas
Number of supervised visits occurring at any one time		12+ per day <i>We are currently supervising 100 plus contacts per week.</i>
Number of changeovers occurring at any one time		2+ per day
Ratio of staff to families for supported visits		NA
Number of staff per facilitated changeover		Number not provided <i>To meet client needs/ referral information & risk concerns and staff to child ratio based on children's age, stage & behavioural needs.</i>
Number of staff per supervised visit		Number not provided <i>To meet client needs/ referral information & risk concerns and staff to child ratio based on children's age, stage & behavioural needs</i>

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: Family Violence and Sexual Abuse specific training not 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
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 to Friday 9am – 5pm	Monday to Friday 9am – 5pm	Monday - Sunday 7am-8pm	Monday - Sunday 7am-8pm

Service Documents

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|--|---|
| 1 – Service Agreement | 2 – Referral Form |
| 3 – Supervised Contact & Transport Pricelist | 4 – Supervised Changeover Pricelist |
| 5 – Payment Instructions | 6 – Testimonials |
| 7 – Venue Information | 8 – Introduction Letter |
| 9 – Supervision Report Example | |

Additional Information/Comments:

Phoenix Rising For Children (PRFC) is an Office Of The Children's Guardian accredited organisation providing contemporary, quality, family-based foster care and effective and specialist support services to children and young people in out-of-home care and the general community.

PRFC have provided children's contact services since its establishment in 2001. We focus on the well-being and safety of the child whilst ensuring that the child and parent are afforded a meaningful opportunity to maintain, improve or re-establish their relationship.



Advancing The CCS Sector

Contact visits are an opportunity for parents to demonstrate their relationship and parenting skills. Observation and monitoring is conducted in a supportive, positive environment - allowing parents and children to have a relaxed and enjoyable contact experience.

The location of the Contact Visit is determined by particular needs of each family and is subject to Court Orders, casework, safety and OHS issues and negotiations between parents. PRFC facilitates Contact Visits in the community and where appropriate, the homes of referring clients.

The comprehensive Contact Reports written by our supervisors are suitable for Court filing and provide a timely account of the visit and include interactions between the child, parent and other attendees.