

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:	TAMWORTH CHILDREN'S CONTACT SERVICE
---------------------	--

Service Type		
Government Funded	YES	Name of funded organisation: Tamworth Family Support Services
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:	65 Belmore St, Tamworth NSW 2340
Postal address:	PO Box 1088, Tamworth NSW 2340
Phone:	02 6763 2350
Mobile:	0427 262 906
Email:	ccs@tfss.com.au
Website:	www.tfss.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	Always
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Always
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	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	Yes	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	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	1	
Number of changeovers occurring at any one time	1	
Ratio of staff to families for supported visits	2:1	
Number of staff per facilitated changeover	2	
Number of staff per supervised visit	2	

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: <u>Family Violence and Sexual Abuse Specific Training</u>			
<ul style="list-style-type: none"> - <i>AVERT Family Violence</i> - <i>Managing Aggressive Behaviour and Personal Safety</i> - <i>Keep Them Safe Training</i> - <i>Informed Trauma & Developing Brain</i> - <i>Domestic Violence & Child Protection</i> - <i>Completion of Cert IV in Children Contact Services in 2017 (incorporating FV training modules)</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
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
<p>Mon, Fri & Sat 9am – 4.30pm</p> <p>Sunday <i>(Every 2nd week)</i> 9am – 5 pm</p>	<p>Anytime during office hours</p>	<p>Fri, Sat & Mon 9am to 5 pm</p> <p>Sunday <i>(Every 2nd week)</i> 9am – 5 pm</p>	<p>Fri, Sat & Mon 9am to 5 pm</p> <p>Sunday <i>(Every 2nd week)</i> 9am – 5 pm</p>

Service Documents

1. [Complaints Procedure](#)
2. [Service Agreement](#)
3. [Service Brochure](#)
4. [Full Fee Paying Service Brochure](#)

Additional Information/Comments:

1. Supervised Contacts with allegations of sexual abuse are accepted on a case by case situation after discussions with all parties and legal
2. As an organisation we only do 'observational' reports no Court reports
3. Telephone/Internet Supervised Visits can be done but prior arrangements must be made to check availability
4. Support On-site visits can be done but prior arrangements must be made to check availability of staff and rooms
5. All referrals must come through our Intake Line : 1800 073 388