

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 or verifiable.

Name of CCS:	FAMILY KONNECT
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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: 1/764 Pacific Hwy, Gordon NSW 2072	
Postal address:	
Phone:	Mobile: 0413 174 628
Email: contact@familykonnnect.com.au	Website: www.familykonnnect.com.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 and Off site Child Familiarisations if agency has assessed as required and/or service is requested by client.	If agency has assessed as required and/or service is requested by client.	Provide observational notes/Reports for Court	Yes
Off-site Changeovers	Yes	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 (Available M-F at our Gordon address)

Service Environment			
Dedicated CCS Site (M-F only)	Yes	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	
One Area for Car parking		Two Separate Car Parking Areas	Yes
One Entrance		Two Separate Entrances	Yes
CCTV	Yes	Close to Public Transport	Yes
Portable Duress Alarms (worn by staff)		Fixed Duress Alarms (attached to fixtures)	

Service Environment (cont'd)	For dedicated CCS site	Off-site / Public areas
Number of supervised visits occurring at any one time	2	2
Number of changeovers occurring at any one time	3	1
Ratio of staff to families for supported visits:	1 for a maximum of 3 children. 2 for over 3 children. <small>Depending on the age of the children and the children's needs.</small>	1 for a maximum of 3 children. 2 for over 3 children. <small>Depending on the age of the children and the children's needs.</small>
Number of staff per facilitated changeover	1 to 2	1 to 2
Number of staff per supervised visit	1 for a maximum of 3 children. 2 for over 3 children. <small>Depending on the age of the children and the children's needs.</small>	1 for a maximum of 3 children. 2 for over 3 children. <small>Depending on the age of the children and the children's needs.</small>

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: Staff holds a Bachelor Degree in Social, membership of the AASW; several years experience in Child Protection and OOHC. (<i>ACCSA Notes - Please seek specific information on training and qualifications in regard to family violence and sexual abuse allegations prior to any engagement.</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?	Yes
Are interpreters available when required for intake assessments?	Yes At client's expense
Are interpreters available when required for changeovers/supervised visits?	Yes At client's expense
Are supervised visits facilitated where sexual abuse allegations are flagged?	No
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 -FRIDAY 9AM-5PM	<i>MONDAY - FRIDAY 9AM -5PM</i>	<i>MONDAY -SUNDAY (INCLUDING PUBLIC HOLIDAYS) 9AM -7PM</i>	<i>MONDAY -SUNDAY (INCLUDING PUBLIC HOLIDAYS) 9AM -7PM</i>

Service Documents

Nil

Additional Information/Comments:

**We are a new agency offering professional and quality services.
Please contact us on 0413 174 628/ contact@familykonnnect.com.au. Thanks**