

## 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.

<b>Name of CCS:</b>	<b>Holding Hands</b>
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<b>Service Type</b>		
Government Funded		
Fee for Service - Not-For-Profit <small>(Operated by a community organisation: full fee recovery)</small>		
Fee for Profit <small>(Privately owned and operated)</small>	<b>YES</b>	

<b>Contact Details</b>	
Physical address: N/A	
Postal address: <b>PO BOX Q265 QVB, NSW 1230</b>	
Phone: <b>(02) 9031 9637</b>	Mobile: <b>0435 873 442</b>
Email: <a href="mailto:contact@holding-hands.com.au">contact@holding-hands.com.au</a>	Website: <a href="http://www.holding-hands.com.au">www.holding-hands.com.au</a>

<b>Services Provided</b>			
Face to Face Intake/Risk Assessment of parent the child spends time with	<b>Sometimes</b>	Phone Intake/Risk Assessment of parent the child spends time with	<b>Always</b>
Face to Face Intake/Risk Assessment of parent the child lives with	<b>Sometimes</b>	Phone Intake/Risk Assessment of parent the child lives with	<b>Always</b>
On-site Child Familiarisations	<b>Yes In the community</b>	Provide observational notes/Reports for Court	<b>Yes</b>
Off-site Changeovers	<b>Yes</b>	On-site Changeovers	<b>No</b>
Off-site Supervised Visits	<b>Yes</b>	On-site Supervised Visits	<b>No</b>
Telephone/Internet Supervised Visits	<b>No</b>	Supported On-site Visits (Using Centre without supervisor being in room at all times)	<b>No</b>

- Onsite = at a dedicated CCS site

<b>Service Environment</b>			
Dedicated CCS Site	<b>No</b>	Public Areas e.g. parks, shopping centres	<b>Yes</b>
Commercial Play Centres	<b>Yes</b>	Clients Home	<b>Yes</b>
Enclosed Outdoor Play Area	<b>Yes</b>	Non-enclosed Outdoor Play Area	<b>Yes</b>
One Area for Car parking	<b>N/A</b>	Two Separate Car Parking Areas	<b>N/A</b>
One Entrance	<b>N/A</b>	Two Separate Entrances	<b>N/A</b>
CCTV	<b>N/A</b>	Close to Public Transport	<b>Yes</b>
Portable Duress Alarms (worn by staff)	<b>No</b>	Fixed Duress Alarms (attached to fixtures)	<b>No</b>

<b>Service Environment (cont'd)</b>	<b>For dedicated CCS site</b>	<b>Off-site / Public areas</b>
Number of supervised visits occurring at any one time		<b>Up to 9</b>
Number of changeovers occurring at any one time		<b>Up to 9</b>
Ratio of staff to families for supported visits		<b>1:1</b>
Number of staff per facilitated changeover		<b>1</b>
Number of staff per supervised visit		<b>1 for 2 children 2 for 3+ children</b>

<b>Service Staff</b>	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:			
<ul style="list-style-type: none"> <li>• <i>Staff training includes AVERT Family Violence training, Trauma-informed Practice, Dealing with challenging behaviours and Child Protection.</i></li> </ul>			

<b>Service Process –</b>	
Is a written complaints policy provided to clients prior to service provision?	<b>Yes</b>
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use? * <i>No, but will be encouraged.</i>	<b>No*</b>
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified? * <i>No, but will be encouraged.</i>	<b>No*</b>
Are interpreters available when required for intake assessments? * <i>At client's expense</i>	<b>Yes*</b>
Are interpreters available when required for changeovers/supervised visits? * <i>As above</i>	<b>Yes*</b>
Are supervised visits facilitated where sexual abuse allegations are flagged? * <i>Holding Hands 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>	<b>No*</b>
Are written client privacy and confidentiality policies and procedures available to all staff?	<b>Yes</b>
Is there a Critical Incident Management Plan established and understood by all staff?	<b>Yes</b>

## **Operating Hours**

<b>Office/Administration</b>	<b>Intake Interviews Conducted</b>	<b>Changeovers</b>	<b>Supervised Visits</b>
Monday to Friday 9am to 5pm	Monday to Sunday 9am to 5pm	Monday to Sunday 8am to 8pm	Monday to Sunday 8am to 8pm

## **Waiting List**

<b>Intake Interviews</b>	<b>Changeovers</b>	<b>Supervised Visits</b>
No waiting time after all forms are completed.	No waiting time after all forms and intakes are completed.	No waiting time after all forms and intakes are completed.

## **Service Documents**

[Referral Form](#)

[Fee Schedule](#)

## **Additional Information/Comments:**

Holding Hands is a specialised children's contact service. The visits are not just 'supervised', they are 'facilitated' – the Supervisors provide in-the-moment support, role modelling on positive parenting behaviours, and assist in creating encouraging connections between children and their visiting parent. Holding Hands offers unique services, and can tailor additional services to meet your family's individual needs.