

## 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>Family Relationships Services UMFC</b>
---------------------	---

<b>Service Type</b>		
Government Funded	<b>YES</b>	Name of funded organisation: <b>Upper Murray Family Care</b>
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)		
Fee for Profit (Privately owned and operated)		

<b>Contact Details</b>	
Physical address: <b>681 Young Street Albury 2640</b>	
Postal address: <b>PO Box 72 Albury 2640</b>	
Phone: <b>(02) 60 57 53 99</b>	Mobile:
Email: <b>frs@umfc.com.au</b>	Website: <b>www.umfc.com.au</b>

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

- Onsite = at a dedicated CCS site

<b>Service Environment</b>			
Dedicated CCS Site	<b>Yes</b>	Public Areas e.g. parks, shopping centres	<b>Yes</b>
Commercial Play Centres	<b>No</b>	Clients Home	<b>No</b>
Enclosed Outdoor Play Area	<b>Yes</b>	Non-enclosed Outdoor Play Area	<b>No</b>
One Area for Car parking	<b>No</b>	Two Separate Car Parking Areas	<b>Yes</b>
One Entrance	<b>No</b>	Two Separate Entrances	<b>Yes</b>
CCTV	<b>Yes</b>	Close to Public Transport	<b>Yes</b>
Portable Duress Alarms (worn by staff)	<b>Yes</b>	Fixed Duress Alarms (attached to fixtures)	<b>Yes</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>2</b>	<b>1</b>
Number of changeovers occurring at any one time	<b>4</b>	
Ratio of staff to families for supported visits	<b>1</b> (2 onsite at all times)	
Number of staff per facilitated changeover	<b>1</b> (2 onsite at all times)	
Number of staff per supervised visit	<b>1</b> (2 onsite at all times)	<b>1</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: <i>No specific details provided on FV and Sexual Abuse training</i>			

<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?	<b>Yes</b>
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	<b>No</b>
Are interpreters available when required for intake assessments?	<b>Yes</b>
Are interpreters available when required for changeovers/supervised visits?	<b>Yes</b>
Are supervised visits facilitated where sexual abuse allegations are flagged?	<b>Yes</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 10:30am – 5:00pm	Monday 10:30am – 5:00pm	Monday 10:30am – 5:00pm	Monday 10:30am – 5:00pm
Wednesday 10:30am – 5:00pm	Wednesday 10:30am – 5:00pm	Wednesday 10:30am – 5:00pm	Wednesday 10:30am – 5:00pm
Friday 10:00am – 5:30pm	Friday 10:00am – 5:30pm	Friday 10:00am – 5:30pm	Friday 10:00am – 5:30pm
		Saturday 9:30am – 5:00pm	Saturday 9:30am – 5:00pm
		Sunday 11:30 – 5:30pm	Sunday 11:30 – 5:30pm

**Service Documents**

[Fee Schedule](#)