

Children's Contact Services Online Directory Information Collection Sheet

ACCESA requires that all information is up to date and accurate and asks services to advise of any changes.
ACCESA reserves the right to not publish or delete information that is not accurate.

Name of CCS:	Angels Family Contact Services P/L
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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	Angels Family Contact Services P/L

Contact Details	
Physical address: 23 Mosedale Loop, Waikiki	
Postal address: 23 Mosedale Loop, Waikiki. WA 6169	
Phone: 08 9466 4700	Mobile: 0401 048 494
Email: Info@angelsfamilycontactservices.com.au	Website: http://www.angelsfamilycontactservices.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	NO
Face to Face Intake/Risk Assessment of parent the child lives with	ALWAYS	Phone Intake/Risk Assessment of parent the child lives with	NO
NOOn-site Child Familiarisations	ALWAYS	Provide observational notes/Reports for Court	YES
Off-site Changeovers	YES	On-site Changeovers	NO
Off-site Supervised Visits	YES	On-site Supervised Visits	NO
Telephone/Internet Supervised Visits	NO	Supported On-site Visits (Using Centre without supervisor being in room at all times)	NO

- Onsite = at a dedicated CCS site

Service Environment			
Dedicated CCS Site	NO	Public Areas e.g. parks, shopping centres	YES
Commercial Play Centres	NO	Clients Home	YES
Enclosed Outdoor Play Area	NO	Non-enclosed Outdoor Play Area	YES
One Area for Car parking	NO	Two Separate Car Parking Areas	OCCASSIONALLY
One Entrance	NO	Two Separate Entrances	OCCASSIONALLY
CCTV	NO	Close to Public Transport	USUALLY
Portable Duress Alarms (worn by staff)	NO	Fixed Duress Alarms (attached to fixtures)	YES All

Service Environment (cont'd)	For dedicated CCS site	Off-site / Public areas
Number of supervised visits occurring at any one time		1 - 7
Number of changeovers occurring at any one time		1
Ratio of staff to families for supported visits		1
Number of staff per facilitated changeover		1
Number of staff per supervised visit		1

	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			√
Have undertaken CCS induction training			yes
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			yes
Qualified supervision and debriefing provided to staff			yes
Staff trained in all statutory reporting requirements			yes
Staff have signed Oath of Confidentiality/Code of Conduct			yes
* Please provide details on training:			

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?	NO
Are interpreters available when required for changeovers/supervised visits?	NO
Are supervised visits facilitated where sexual abuse allegations are flagged?	NO
Are written client privacy and confidentiality policies and procedures available to all staff?	NO
Is there a Critical Incident Management Plan established and understood by all staff?	YES

Operating Hours

Office/Administration	Intake Interviews Conducted	Changeovers	Supervised Visits
<i>8.00am – 5.30pm</i>	<i>9.00am – 6.00pm</i>	<i>7 days a week</i>	<i>7 days a week</i>

Service Documents

1. [Authority Release](#)
2. [Complaints Document](#)
3. [Contact Plan Information](#)
4. [Critical Incidents](#)
5. [Intake Agreement](#)
6. [Intake Contract](#)
7. [Intake Information](#)
8. [Pay Fees Agreement](#)
9. [Brochure 1](#)
10. [Brochure 2](#)

Additional Information/Comments:

Angels Family Contact Services have Professional, Reliable, Child Focused Supervisors which are available 7 days a week. All our staff have Police Clearances and a Working with Children Card.

We are Flexible and offer 40 plus years in the Industry of working with children.

NO WAITING TIME All Intake Interviews are face to face meetings.

Observational reports are provided for the Courts and we offer an affordable, user-pay alternative for parents seeking Supervised Contacts and Changeovers.

The safety of all participants is a precondition of using Angels Family Contact Services.