

## 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:	Adeona Child Contact Services
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Service Type		
Government Funded	No	
Fee for Service - Not-For-Profit	No	
Fee for Profit (Privately owned and operated)	Yes	Adeona Child Contact Services

Contact Details	
Physical address: NA	
Postal address: NA	
Phone: NA	Mobile: 0490 945 415
Email: <a href="mailto:abbey@adeonaccs.com">abbey@adeonaccs.com</a>	Website: adeonaccs.com

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	Only if necessary due to distance
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Only if necessary due to distance
Child Familiarisations	On request	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	Yes	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	Yes	Clients Home	Yes
Enclosed Outdoor Play Area	Yes	Non-enclosed Outdoor Play Area	Yes
One Area for Car parking	No	Two Separate Car Parking Areas	Yes
One Entrance	No	Two Separate Entrances	Yes
CCTV	No	Close to Public Transport	Yes
Portable Duress Alarms (worn by staff)	No	Fixed Duress Alarms (attached to fixtures)	No

<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		1
Number of changeovers occurring at any one time		1
Ratio of staff to families for supported visits		1/3
Number of staff per facilitated changeover		1
Number of staff per supervised visit		1/3

<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			✓
*Advert Courses – online: Family Violence – Basic Course; Family Violence – screening and safety planning; Family Violence – Responding to perpetrators Emerging Minds – online: Child aware practice; The impact of FDV on the child; FDV and child-aware practice; The impact of Trauma on the child; Keeping families and children in mind In-home group training: Providing an understanding of sexual assault; Recognising grooming			

<b>Service Process</b> – delete or circle as appropriate and provide additional information on following page	
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?	On request
Are interpreters available when required for changeovers/supervised visits?	On request
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

<b>Office/Administration</b>	<b>Intake Interviews Conducted</b>	<b>Changeovers</b>	<b>Supervised Visits</b>
<i>Monday to Friday 8am to 5pm Saturday 8am to 2pm Sunday Closed</i>	<i>Monday to Friday 8am to 7pm</i>	<i>All week 8am to 7pm</i>	<i>All week 8am to 7pm</i>