

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: Better Place Australia Children's Contact Service

Service Type		
Government Funded		
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	Yes	Better Place Australia
Fee for Profit (Privately owned and operated)		

Contact Details	
Physical address: 86-88 Victor Crescent, Narre Warren	
Postal address: 86-88 Victor Crescent, Narre Warren 3805	
Phone: (03) 9556-5333	Mobile: TBA
Email: ccs@betterplace.com.au	Website: www.betterplace.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	Available due to distance & COVID restrictions
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Available due to distance & COVID restrictions
Child Familiarisations	When appropriate	Provide observational notes/Reports for Court	Yes
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	No	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

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

Service Environment (cont'd)	For dedicated CCS site	Off-site / Public areas
Number of supervised visits occurring at any one time	2	N/A
Number of changeovers occurring at any one time	1	N/A
Ratio of staff to families for supported visits	1 per family	N/A
Number of staff per facilitated changeover	1 per family	N/A
Number of staff per supervised visit	1 per family	N/A

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			✓
<p>*Avert Courses – online: Family Violence – Basic Course; Family Violence – screening and safety planning; Family Violence – Responding to perpetrators</p> <p>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</p>			

Service Process – 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

Office/Administration	Intake Interviews Conducted	Changeovers	Supervised Visits
<i>Tuesday, Wednesday & Friday 9am-5pm</i>	<i>Tuesday, Wednesday & Friday 9am-5pm</i>	<i>Friday & Saturday 9am-5pm</i>	<i>Friday & Saturday 9am-5pm</i>