

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:	CatholicCare Wollongong (Gwynneville) CCS
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Service Type		
Government Funded	YES	CatholicCare Wollongong
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	YES	Weekdays ONLY
Fee for Profit		

Contact Details	
Physical address: 123 Gipps Rd, Gwynneville NSW 2500	
Postal address: PO Box 1174 Wollongong NSW 2500	
Phone: 02 4227 1122	Mobile:
Email: ContactISH@catholiccare.dow.org.au	Website: www.catholiccare.dow.org.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	Sometimes
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Sometimes
On-site Child Familiarisations	Always	Provide observational notes/Reports for Court	<i>By subpoena</i>
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	Yes <i>After a period of time o/site visits may be arranged for the middle hour subject to assessment.</i>	On-site Supervised Visits	Yes
Telephone/Internet Supervised Visits	Yes Assessment required	Supported On-site Visits (Using Centre without supervisor being in room at all times)	Yes <i>Only after ongoing service use/staff in room</i>

- Onsite = at a dedicated CCS site

Service Environment			
Dedicated CCS Site	Yes	Public Areas e.g. parks, shopping centres	Yes
Commercial Play Centres	No	Clients Home	No
Enclosed Outdoor Play Area	Yes	Non-enclosed Outdoor Play Area	No
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)	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	1-2	1
Number of changeovers occurring at any one time	1	0
Ratio of staff to families for supported visits	1:1 or 1:2	0
Number of staff per facilitated changeover	1	0
Number of staff per supervised visit	2	1:1 or 2:1

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			√
* Please provide details on training: <u>Family Violence & Sexual Abuse Training</u>			
<i>“ In house training “</i>			

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?	Yes
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?	Yes
Are interpreters available when required for changeovers/supervised visits?	No
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
Mon/ Tues/ Thurs & Fri 9am - 5pm	By appointment	Weekday By appointment ONLY Weekly Saturday (9am-5pm)	Weekday By appointment ONLY Weekly Saturday (9am-5pm)

Service Documents

1. [Fee Policy](#)
2. [Client Feedback](#)
3. [Waiting List](#)

Additional Information/Comments:

1. Clients need to register by calling CatholicCare Wollongong Intake on 02 4227 1122 (Monday to Friday)
2. For up to date information, clients are recommended to check the Website:

[CatholicCare Wollongong](#)

Family Services, Children's Contact Service