

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:	Safe Balance Child Contact Services
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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	YES

Contact Details	
Physical address: Safe Balance Contact Centre Mandurah - 107 Anstruther Road Mandurah WA 6210 Safe Balance Contact Centre Warwick - Warwick Stadium Cnr Warwick Rd and Wanneroo Rd WA	
Postal address: 107 Anstruther Road Mandurah WA 6210	
Phone: 08 6244 5814	Mobile: 0487332607 and 0439004201
Email: admin@safebalance.com.au	Website: www.safebalance.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	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	YES
Off-site Changeovers	YES	On-site Changeovers	YES
Off-site Supervised Visits	YES	On-site Supervised Visits	YES
Telephone/Internet Supervised Visits	NO	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	YES
Commercial Play Centres	YES	Clients Home	YES
Enclosed Outdoor Play Area	YES	Non-enclosed Outdoor Play Area	YES
One Area for Car Parking	YES	Two Separate Car Parking Areas	YES
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)	YES

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

Service Staff	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			Yes
Have undertaken CCS induction training			Yes
Have pre-tertiary behavioural science qualifications		Yes	
Have behavioural science tertiary qualifications		Yes	
Have training in a Family Violence field *			Yes
Have training in a Sexual Abuse field *			Yes
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:			
Triple P Online /Avert Family Violence/Basic Course			
Family Doors Online Training			
Avert Family Violence - Online Screening and Safety Planning			
Child Wise https://www.childwise.org.au/page/72/child-safety-training			
WALGA Accredited Child Car Restraints through WALGA			

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?	YES
Are interpreters available when required for intake assessments?	YES
Are interpreters available when required for changeovers/supervised visits?	YES
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
7am to 7pm	7am to 7pm	7am to 7pm	7am to 7pm

Service Documents

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| <ol style="list-style-type: none"> 1. Safe Balance Mandurah CCS Flyer 3. Safe Balance Client Form 5. Safe Balance Information Sheet 7. Safe Balance Service Agreement 2021 | <ol style="list-style-type: none"> 2. Safe Balance Warick CCS Flyer 4. Safe Balance Complaints Policy 6. Safe Balance Price List 2021 |
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Additional Information/Comments:

- All staff must provide an update Police Clearance every 6 months
- All staff must have a minimum qualification Certificate IV in Community Services with a plan to complete Diploma for Community Services

COVID – 19

Both onsite centres Warwick and Madurah have the Covid Safe Register at entry doors.

- Sign in with Covid Safe APP or register
- Abide by Government directions regarding wearing of mask.
- Try to ensure 4 square metres per person and 1.5 metres between people, wherever possible,
- Ensure you stay up to date with the latest advice and review your risk assessment regularly.
- Wash your hands or use the Hand Sanitiser
- If you are unwell, stay home provide medical certificate