

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: **Sydney Supervised Contact Worker**

Service Type		
Fee for Profit (Privately owned and operated)	Yes	

Contact Details	
Physical address: PO BOX 330 Lane Cove NSW 2066	
Postal address: PO BOX 330 Lane Cove NSW 2066	
Phone: 0413 337 647	Mobile: 0413 337 647
Email: sydneysew@gmail.com	Website: www.sydneysew.com.au

Services Provided			
Face to Face Intake/Risk Assessment of parent the child spends time with	Sometimes	Phone Intake/Risk Assessment of parent the child spends time with	Sometimes
Face to Face Intake/Risk Assessment of parent the child lives with	Sometimes	Phone Intake/Risk Assessment of parent the child lives with	Sometimes
On-site Child Familiarisations	Sometimes	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 - No Dedicated CCS Site- This is a Mobile Business

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:			
- Bachelor of Social Science – Major Criminology			

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?	No
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?	Y-Spanish
Are interpreters available when required for changeovers/supervised visits?	Y-Spanish
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>M: 08.00 am- 08.00 pm</i>	<i>M: 08.00 am- 08.00 pm</i>	<i>M: 08.00 am- 08.00 pm</i>	<i>M: 08.00 am- 08.00 pm</i>
<i>T: 08.00 am- 08.00 pm</i>	<i>T: 08.00 am- 08.00 pm</i>	<i>T: 08.00 am- 08.00 pm</i>	<i>T: 08.00 am- 08.00 pm</i>
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Service Documents

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|---|---------------------------------------|
| 1. Fee Schedule | 2. Service Agreement |
| 3. Service Request Form | 4. Tips For Visit LWP |
| 5. Tips For Visit STWP | 6. Staff Profile |