

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 Children's Contact Service (Redfern)**

Service Type		
Government Funded	Yes	Name of funded organisation: CatholicCare Sydney
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	-	Name of Not-For-Profit organisation:
Fee for Profit (Privately owned and operated)	-	

Contact Details	
Physical address: Level 8, 133 Liverpool St, Sydney 2000 <i>(contact visits occur in Redfern, address provided when clients are accepted to service)</i>	
Postal address: as above	
Phone: 13 18 19	Mobile: N/A
Email: ccs@catholiccare.org	Website: https://www.catholiccare.org/family-and-individual-services/post-separation/supervised-visits-and-change-overs/

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	Always - for changeovers Sometimes - for supervised visits <i>e.g. if face to face not possible because parent lives interstate</i>
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Always - for changeovers Sometimes - for supervised visits <i>e.g. if face to face not possible</i>
On-site Child Familiarisations	Always	Provide observational notes/Reports for Court	Yes (only by subpoena)
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	No	On-site Supervised Visits	Yes



Telephone/Internet Supervised Visits	Yes <i>If assessed by the service as appropriate for this mode of contact</i>	Supported On-site Visits (Using Centre without supervisor being in room at all times)	Yes <i>Only for families who have used Sydney CCS for supervised visits and where there have been no concerns documented for a number of visits, and following agreement with the ICL (if appointed) and both parents.</i>
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- Onsite = at a dedicated CCS site

Service Environment			
Dedicated CCS Site	Yes (childcare centre)	Public Areas e.g. parks, shopping centres	No
Commercial Play Centres	No	Client's 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	Up to 2 supervised visits at a time (in two separate play rooms)	
Number of changeovers occurring at any one time	One at a time Capacity for 4 changeovers per day	
Ratio of staff to families for supported visits	One contact worker to one family	
Number of staff per facilitated changeover	One contact worker per changeover	
Number of staff per supervised visit	One contact worker per visit, plus one senior contact worker onsite.	

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 * <i>service does not accept cases where there have been substantiated allegations of child sexual abuse, or if sexual abuse allegations are being investigated by the relevant authorities.</i>		√	
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			√
Details of Family Violence training: Family Violence & Sexual Abuse relevant training <i>Safe & Together (™) Model (all staff)</i> <i>Family Violence Safety Planning (case management staff)</i> <i>NSW ECAV: Skills in working with male family violence (case management staff)</i> <i>Aust Childhood Foundation: Understanding the neurobiology of complex trauma (all staff)</i> <i>Regular clinical supervision and internal professional development (all staff)</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?	No <i>However, all parents are expected to complete a post-separation parenting course whilst using the service</i>
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	Sometimes <i>At discretion of the service</i>
Are interpreters available when required for intake assessments?	Yes
Are interpreters available when required for changeovers/supervised visits?	No <i>(due to funding limitations)</i>
Are supervised visits facilitated where sexual abuse allegations are flagged? <i>NB: However, an assessment of the child is undertaken first, and service will not proceed if the child does not want to see the other parent, or if the child displays concerning behaviours which indicate distress. Likewise visits will cease if the 'spends time with' parent displays concerning behaviours during visits. Our service does not accept cases where there are substantiated allegations of child sexual abuse, or if sexual abuse allegations are being investigated by the relevant authorities (i.e. JCPR Program).</i>	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
<p>Tuesdays to Fridays</p> <p>9am – 5pm</p> <p><i>(unstaffed on Mondays)</i></p>	<p>Tuesdays Wednesdays Fridays</p> <p>During business hours</p>	<p>Saturdays 10am – 4pm</p> <p>Sundays 12pm – 4.30pm</p> <p>Changeovers are maximum <u>fortnightly</u></p>	<p>Saturdays: 10.30am-12.30pm 2.00pm-4.00pm</p> <p>Sundays: 12pm – 2pm 3pm – 5pm</p> <p>Visits are maximum <u>fortnightly</u> for <u>2 hours</u></p>

Service Documents

1. [Information fact sheet](#)
2. [Fees policy – subsidised visits](#)
2. [Fees policy – self-funded visits](#)

Additional Information/Comments:

- **Waiting list:** There is a waiting list for both supervised visits and changeovers – please make contact to confirm up-to-date waiting times.
- **Note on eligibility:** Parents must have Family Court parenting orders, or be in the process of applying for these, before being accepted. This is because our service has limited case-management capacity, and some matters have a degree of complexity or risk that requires us to work alongside the legal and decision-making role of the family court. Parents are encouraged join our waiting list before receiving court orders, to reduce the waiting time.

Our service is funded by the federal government to support family law matters, so we do not provide a service to families with NSW Children's Court orders.

- **Self-funded supervised visits:** The service has limited capacity to offer self-funded visits to commence visits earlier – see attached Self-Funded Visits Fees Policy.