

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 CS:	Phoenix Rising For Children
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Service Type		
Government Funded	No	Name of funded organisation:
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	No	Name of Not-For-Profit organisation:
Fee for Profit (Privately owned and operated)	Yes	Phoenix Rising For Children

Contact Details	
Physical address:	
Postal address: PO Box 71 Oatlands NSW 2117	
Phone: 02 9873 3992	Mobile:
Email: admin@phoenixrising.org.au	Website: www.phoenixrising.org.au

Services Provided			
Face to Face Intake/Risk Assessment of parent the child spends time with	No	Phone Intake/Risk Assessment of parent the child spends time with	Always
Face to Face Intake/Risk Assessment of parent the child lives with	No	Phone Intake/Risk Assessment of parent the child lives with	Always
On-site Child Familiarisations	Always available	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			
Dedicated CCS Site	No	Public Areas e.g. parks, shopping centres	Yes
Commercial Play Centres	Yes (with conditions and based on family circumstances)	Clients Home	Yes
Enclosed Outdoor Play Area	Yes	Non-enclosed Outdoor Play Area	Yes
One Area for Car parking	Depends on venue	Two Separate Car Parking Areas	Depends on venue
One Entrance	Depends on venue	Two Separate Entrances	Depends on venue
CCTV	Depends on venue	Close to Public Transport	Depends on venue
Portable Duress Alarms (worn by staff)	N	Fixed Duress Alarms (attached to fixtures)	Depends on venue

Service Environment (cont'd)	For dedicated CCS site	Off-site / Public areas
Number of supervised visits occurring at any one time		Varies
Number of changeovers occurring at any one time		Varies
Ratio of staff to families for supported visits		Dependent on number of children/ reason for referral/ circumstances of referral
Number of staff per facilitated changeover		Dependent on number of children/ reason for referral/ circumstances of referral
Number of staff per supervised visit		Dependent on number of children/ reason for referral/ circumstances of referral

Service Staff	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			✓
Have undertaken CS 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			✓
Supervisors have varying qualifications, all have minimum degree or diploma in a child/family related field. Varying qualifications therefore contain training in different fields. Some families do not refer to PRFC due to sexual abuse or family violence issues, they may require assistance as children refamiliarise with a family member.			

Service Process	
Is a written complaints policy provided to clients prior to service provision?	Available on request
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use?	Dependent on the family matter/court orders
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	Dependent on the family matter/court orders
Are interpreters available when required for intake assessments?	Y/ Referring clients can engage external service
Are interpreters available when required for changeovers/supervised visits?	Y/ Referring clients can engage external service
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
Monday to Friday 9-5pm	Dependent on Client and Intake Team availability	Monday to Sunday 7am-7pm	Monday to Sunday 7am-7pm

Service Documents

Forms are available to download from website: www.phoenixrising.org.au



Additional Information/Comments:

Phoenix Rising For Children (PRFC) was established to provide a safe and supportive environment for children to spend time with significant people in their lives with whom they may not be residing. Our compassionate and dedicated team of qualified personnel hold the care and wellbeing of children above all else as they observe and gather crucial information that will assist in decision making about their future care arrangements.

PRFC provide supervision services to Department of Communities and Justice and to the private sector, through individual enquiries and family law court referrals.