

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:	Children's Contact Service (Wollongong)
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Service Type		
Government Funded	YES	
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	YES	

Contact Details	
Physical address: 123 Gipps Rd Gwynneville NSW 2500	
Postal address: PO Box 1174 Wollongong NSW 2500	
Phone: 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	Always
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Always
On-site Child Familiarisations	Always	Provide observational notes/Reports for Court	Yes
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	Yes	On-site Supervised Visits	Yes
Telephone/Internet Supervised Visits	Yes	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	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	Yes	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	1
Number of changeovers occurring at any one time	1	N/A
Ratio of staff to families for supported visits	1:1	1:1
Number of staff per facilitated changeover	1	N/A
Number of staff per supervised visit	1:1	1:1

Service Staff	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			x
Have undertaken CCS induction training			x
Have pre-tertiary behavioural science qualifications		x	
Have behavioural science tertiary qualifications		x	
Have training in a Family Violence field *		x	
Have training in a Sexual Abuse field *	x		
Have training in Observational Notetaking & record keeping		x	
Qualified supervision and debriefing provided to staff			x
Staff trained in all statutory reporting requirements			x
Staff have signed Oath of Confidentiality/Code of Conduct			x
* Please provide details on training: Most staff have undertaken some kind of FV training prior to joining the program. AVERT family violence is the preferred resource for staff looking to complete training on FV			

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
9:00-5:00 (Mon, Tues, Thur & Fri)	By appt only	Mon, Tues, Thur, Fri & Sat (9-5) By appt only	Mon, Tues, Thur, Fri & Sat (9-5) By appt only



Australian Children's Contact Service Association

Advancing The CCS Sector

Service Documents

1. [Fee Schedule Govt Funded](#)
2. [Fee Schedule Fee Paying](#)
3. [Fees Policy](#)
4. [Service Agreement Supervised Visits](#)
5. [Service Agreement Changeovers](#)

Additional Information/Comments: