

## 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.

<b>Name of CCS:</b>	<b>Bridging Families</b>
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<b>Service Type</b>		
Government Funded		
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)		
Fee for Profit (Privately owned and operated)	<b>Yes</b>	<b>Bridging Families</b>

<b>Contact Details</b>	
Physical address:	
Postal address:	
Phone:02 9882 1245	Mobile:
Email:helen@bridgingfamilies.com.au / services@bridgingfamilies.com.au	Website:www.bridgingfamilies.com.au

<b>Services Provided</b>			
Face to Face Intake/Risk Assessment of parent the child spends time with	<b>No</b>	Phone Intake/Risk Assessment of parent the child spends time with	<b>Always</b>
Face to Face Intake/Risk Assessment of parent the child lives with	<b>No</b>	Phone Intake/Risk Assessment of parent the child lives with	<b>Always</b>
On-site Child Familiarisations	<b>Available</b>	Provide observational notes/Reports for Court	<b>Yes Comprehensive Visit Reports</b>
Off-site Changeovers	<b>Yes</b>	On-site Changeovers	<b>No</b>
Off-site Supervised Visits	<b>Yes</b>	On-site Supervised Visits	<b>No</b>
Telephone/Internet Supervised Visits	<b>Yes if requested</b>	Supported On-site Visits (Using Centre without supervisor being in room at all times)	<b>No</b>

- Onsite = at a dedicated CCS site

<b>Service Environment</b>			
Dedicated CCS Site	No	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	Venue dependent	Two Separate Car Parking Areas	Venue dependent
One Entrance	Venue dependent	Two Separate Entrances	Venue dependent
CCTV	Venue dependent	Close to Public Transport	Venue dependent
Portable Duress Alarms (worn by staff)	No	Fixed Duress Alarms (attached to fixtures)	Venue dependent

<b>Service Environment (cont'd)</b>	<b>For dedicated CCS site</b>	<b>Off-site / Public areas</b>
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		Depends on case matter and no/age of children
Number of staff per facilitated changeover		2chn : 1 staff
Number of staff per supervised visit		2chn : 1 staff

<b>Service Staff</b>	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 *			
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			✓
<ul style="list-style-type: none"> <li>• Details of training</li> </ul> <p>Staff have degree/diploma varied qualifications with expertises/training in specific areas of which are matched with each family matter.</p>			

<b>Service Process</b>	
Is a written complaints policy provided to clients prior to service provision?	Available upon request
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use?	Dependent upon court order
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	Dependent upon court order
Are interpreters available when required for intake assessments?	External service can be engaged by parent
Are interpreters available when required for changeovers/supervised visits?	External service can be engaged by parent
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**

<b>Office/Administration</b>	<b>Intake Interviews Conducted</b>	<b>Changeovers</b>	<b>Supervised Visits</b>
Monday – Friday 8.30-5.00pm	Various times – subject to parent and Bridging Families availability	Monday – Sunday 7 days	Monday – Sunday 365 days 7.00am – 8.00pm

## **Service Documents**

Available upon request

## **Additional Information/Comments:**

Bridging Families is a well-established and highly regarded national organisation established since 2014. Bridging Families is well renowned for providing the highest standards possible for the safety and wellbeing of the child.

When appropriate and without bias we support the parents/significant others in this framework. Bridging Families fully understands the importance of a 2-parent relationship for the child. Working towards positive outcomes for the child/parent relationship with a positive service delivery.

From inception, Bridging Families has been operating in a regulatory/accreditation like framework consisting of high standard principles, safety, policy/procedures, child/staff ratio, qualified staff, ongoing training, risk assessment.

Bridging Families respects and supports diversity.