

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: **Albury Wodonga Children's Contact Service**

Service Type		
Government Funded	YES	Attorney General's Department
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	No	
Fee for Profit (Privately owned and operated)	No	

Contact Details	
Physical address NSW 2640	681 Young Street, Albury NSW 2640
Postal address:	PO Box 72, Albury NSW 2640
Phone: (02) 6057 5399	Mobile:
Email: contactservice@umfc.com.au	Website: umfc.com.au

Services			
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	Sometimes
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Sometimes
On-site Child Familiarisations	Always	Provide observational notes/Reports for Court	Yes
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	No	On-site Supervised Visits	Yes
Telephone/Internet Supervised Visits	No	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	No
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)	Yes

Service Environment (cont'd)	For dedicated CCS site	Off-site / Public areas
Number of supervised visits occurring at any one time	1-2	
Number of changeovers occurring at any one time	3	
Ratio of staff to families for supported visits	1:1	
Number of staff per facilitated changeover	1-2	
Number of staff per supervised visit	2	

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: Auspice agency (UMFC) sources and provides ongoing FV training.			

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
Tues-Friday (9am-5pm)	Tues-Thur (10am-4pm)	Tues-Friday (10am-5pm) Every second Saturday (10am – 4pm)	Tues-Thurs (10am-5pm) Every second Saturday (10am – 4pm)

Service Documents

N/A

Additional Information/Comments:

Covid lockdowns/restrictions may impact service delivery – check with Centre.