

## 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>United in Parenting Child Contact Service</b>
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<b>Service Type</b>		
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:
<b>Fee for Profit (Privately owned and operated)</b>	<b>Yes</b>	

<b>Contact Details</b>	
Physical address: 4C Pyke St Werribee	
Postal address: PO Box 111 Geelong North VIC 3215	
Phone:	Mobile: 0452 369 461
Email: <a href="mailto:jennifer@unitedinparentingccs.com.au">jennifer@unitedinparentingccs.com.au</a>	Website: <a href="http://www.unitedinparentingccs.com.au">www.unitedinparentingccs.com.au</a>

<b>Services Provided</b>			
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 If possible	Provide observational notes/Reports for Court	Yes
Off-site Changeovers	Yes	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

<b>Service Environment</b>			
Dedicated CCS Site	Yes	Public Areas e.g. parks, shopping centres	Yes
Commercial Play Centres	No	Clients Home	Yes
Enclosed Outdoor Play Area	Y/N	Non-enclosed Outdoor Play Area	Yes
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

<b>Service Environment (cont'd)</b> – complete as appropriate	<b>For dedicated CCS site</b>	<b>Off-site / Public areas</b>
Number of supervised visits occurring at any one time	1	Unlimited
Number of changeovers occurring at any one time	1	Unlimited
Ratio of staff to families for supported visits	1:3 children	1:3 children
Number of staff per facilitated changeover	1:3 children	1:3 children
Number of staff per supervised visit	1:3 children	1:3 children

<b>Service Staff</b>	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			Yes
Have undertaken CCS induction training			Yes
Have pre-tertiary behavioural science qualifications			
Have behavioural science tertiary qualifications			
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: Diploma of Youth Work Identifying and responding to Child Sexual Abuse Training Cert IV Child Youth and Family Intervention Caring Dads Facilitator Program Effective Conflict Management Foster Care Training and Accreditation First Aid Level 2 CPR, Asthma and Anaphylaxis Management Currently Studying Diploma of Counselling			

<b>Service Process</b>	
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
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?	Can be arranged at clients expense
Are interpreters available when required for changeovers/supervised visits?	Can be arranged at clients expense
Are supervised visits facilitated where sexual abuse allegations are flagged?	If suitable and approved
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>
<i>M: 9.00am – 8.00pm  T: 9.00am – 8.00pm  W: 9.00am – 8.00pm  T: 9.00am – 8.00pm  F: 9.00am – 8.00pm  S: 9.00am – 1.00pm  S: Closed</i>	<i>W: 11.00am – 8.00pm  T: 11.00am – 8.00pm  F: 11.00am – 8.00pm  S: 10.00am – 1.00pm   Other times available  by request</i>	<i>W: 08.00am – 8.00pm  T: 08.00am – 8.00pm  F: 08.00am – 8.00pm  S: 08.00am – 8.00pm  S: 08:00am – 8.00pm   Other times available  by request</i>	<i>W: 10.00am – 8.00pm  T: 10.00am – 8.00pm  F: 10.00am – 8.00pm  S: 08.00am – 8.00pm  S: 08:00am – 8.00pm   Other times available  by request</i>

## **Service Documents**

1. [Intake Form](#)
2. [Service Agreement](#)
3. [Trifold Brochure](#)

## **Additional Information/Comments:**