

## 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 – Centacare Family Services**

Service Type		
Government Funded	YES	Name of funded organisation: Centacare Family Services
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	YES	Name of Not-For-Profit organisation: Centacare Family Services is not-for-profit but fully funded to provide this service.
Fee for Profit (Privately owned and operated)	NO	

Contact Details	
Physical address: <b>3 Maitland Street, Geraldton WA 6530</b>	
Postal address: <b>PO Box 2717, Geraldton WA 6531</b>	
Phone: <b>08 9921 1433</b>	Mobile:
Email: <b>ccsc@centacaregeraldton.org.au</b>	Website: <b>centacaregeraldton.org.au</b>

Services Provided			
Face to Face Intake/Risk Assessment of parent the child spends time with	Always where possible or by phone if remote client	Phone Intake/Risk Assessment of parent the child spends time with	By phone if remote client but face to face where possible.
Face to Face Intake/Risk Assessment of parent the child lives with	Always where possible or by phone if remote client	Phone Intake/Risk Assessment of parent the child lives with	Always where possible or by phone if remote client
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	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	YES	Public Areas e.g. parks, shopping centres	YES – we use school playground next door
Commercial Play Centres	NO	Clients Home	NO
Enclosed Outdoor Play Area	YES	Non-enclosed Outdoor Play Area	YES – school playground
One Area for Car parking	NO	Two Separate Car Parking Areas	YES
One Entrance	NO	Two Separate Entrances	YES

CCTV	Y/N	Close to Public Transport	YES
Portable Duress Alarms (worn by staff)	YES	Fixed Duress Alarms (attached to fixtures)	YES

<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	1	1
Number of changeovers occurring at any one time	1	
Ratio of staff to families for supported visits	N/A	
Number of staff per facilitated changeover	2	
Number of staff per supervised visit	2	

<b>Service Staff</b>	<b>None</b>	<b>Most</b>	<b>All</b>
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			✓
<p><b>* Please provide details on training:</b>  <i>2 staff members are Family Dispute Resolution Practitioners and so have extensive training in the area of Family Violence</i>  <i>Each staff member has undertaken different training including:</i></p> <ul style="list-style-type: none"> <li>• <i>Tafe Units in Certificate IV Youth work – Identify and respond to children and Young People at risk which includes training in sexual abuse.</i></li> <li>• <i>Domestic and Family Violence response training – run by Lifeline Australia.</i></li> <li>• <i>Various training in Cert IV of Community Services</i></li> <li>• <i>Mental Health Academy training including:</i> <ul style="list-style-type: none"> <li>○ <i>Domestic Violence and Dating</i></li> <li>○ <i>Elephant Journal – Gaslighting – The mind games everyone should know about</i></li> <li>○ <i>Famiy Violence and the Perinatal Period</i></li> </ul> </li> <li>• <i>Trauma informed Understanding and Responses to Children affected by Family Violence – 1800 Respect Webinar</i></li> <li>• <i>Family and Domestic Violence and the Link to Complex Trauma – Dr Carolyn Johnson</i></li> <li>• <i>Mandatory Reporting – online</i></li> </ul> <p><i>We also have a Family Violence Framework developed by Centacare that is accessible to all staff.</i></p>			

<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?	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?	YES
Are supervised visits facilitated where sexual abuse allegations are flagged?	Maybe depending on assessment
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>8.50am-5pm weekdays</i>	<i>8.30am – 5pm weekdays</i>	<i>8.30am-4.45pm weekdays</i>  <i>9.15am-4.15pm weekends.</i>	<i>9am-4.30pm weekends</i>

### **Service Documents**

[Geraldton CCS Brochure](#)

### **Additional Information/Comments:**