

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:	Reconnect
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Service Type		
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:
Fee for Profit (Privately owned and operated)	YES	

Contact Details	
Physical address: Community Based – Servicing the Hunter and Central Coast.	
Postal address: PO Box 106, RAYMOND TERRACE NSW 2324	
Phone: 0432 057 044	Mobile: 0411 482 243
Email: admin@reconnect.com.au	Website: www.reconnect.com.au

Services Provided			
Face to Face Intake/Risk Assessment of parent the child spends time with	Sometimes	Phone Intake/Risk Assessment of parent the child spends time with	Always
Face to Face Intake/Risk Assessment of parent the child lives with	Sometimes	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	Yes	On-site Changeovers	No
Off-site Supervised Visits	Yes	On-site Supervised Visits	No
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	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	Yes	Two Separate Car Parking Areas	Yes
One Entrance	No	Two Separate Entrances	Yes
CCTV		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	Unlimited
Number of changeovers occurring at any one time	1	Unlimited
Ratio of staff to families for supported visits	1:4 children	1:4 children
Number of staff per facilitated changeover	1:4 children	1:4 children
Number of staff per supervised visit	1:4 children	1:4 children

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 *			
Have training in a Sexual Abuse field *			
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: <i>All staff undertake induction training and regular monthly feedback as well as courses throughout the year as available.</i>			

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?	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?	At client's expense
Are interpreters available when required for changeovers/supervised visits?	At client's expense
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
<i>Monday/Wednesday/Friday 9am-5pm</i>	<i>Phone Interviews – Mon-Fri 9am-6pm</i>	<i>By appointment, Offsite Tuesday- Sunday, anytime</i>	<i>By appointment Offsite Tuesday- Sunday, anytime</i>

Service Documents

[Reconnect Intake Form](#)

[Reconnect Service Agreement](#)

[Reconnect Fee Schedule](#)

Additional Information/Comments:

Documents are available on request