

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: The Canopy Inc Children's Contact Services

Service Type		
Government Funded		-
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	YES	The Canopy Inc: Approved service provider under NSW Dept of Communities and Justice Casework Support Scheme (fee for service)
Fee for Profit (Privately owned and operated)		

Contact Details	
Physical address: 107 Northlakes Drive CAMERON PARK NSW 2285	
Postal address: PO Box 4185 EDGEWORTH NSW 2285	
Phone: 02 4908 1140	Mobile: 0410 803 971
Email: paulp@thecanopy.org.au	Website: https://thecanopy.org.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	Sometimes
Face to Face Intake/Risk Assessment of parent the child lives with	Sometimes	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	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

Service Environment			
Dedicated CCS Site	Yes	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	No
One Area for Car parking	Yes	Two Separate Car Parking Areas	Yes
One Entrance	No	Two Separate Entrances	Yes
CCTV	No	Close to Public Transport	Yes
Portable Duress Alarms (worn by staff)	No	Fixed Duress Alarms (attached to fixtures)	Yes

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

Service Staff	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			<input type="checkbox"/>
Have undertaken CCS induction training			<input type="checkbox"/>
Have pre-tertiary behavioural science qualifications		<input type="checkbox"/>	
Have behavioural science tertiary qualifications		<input type="checkbox"/>	
Have training in a Family Violence field *		<input type="checkbox"/>	
Have training in a Sexual Abuse field *	<input type="checkbox"/>		
Have training in Observational Notetaking & record keeping			<input type="checkbox"/>
Qualified supervision and debriefing provided to staff			<input type="checkbox"/>
Staff trained in all statutory reporting requirements			<input type="checkbox"/>
Staff have signed Oath of Confidentiality/Code of Conduct			<input type="checkbox"/>
* Please provide details on training:			
Signs of Safety			

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?	No
Are interpreters available when required for changeovers/supervised visits?	Yes
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>Mon – Fri 9am-5pm</i>	<i>Mon-Fri 9am-5pm</i>	<i>Mon-Sun 7am-10pm</i>	<i>Mon-Sun 5am-12am</i>

Service Documents

Please email service documents and brochures your service wants available for downloading. These are required in Doc, Docx or PDF format. Examples include:

Additional Information/Comments:

Referrals received for:

- Family Court referrals
- Casework Support Scheme

Services provided:

- Supervised contact
- Supervised transport
- Supervised changeover
- Supervised mentoring
- Supervised daytime respite