

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:	iSupervise
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Service Type		
Government Funded		Name of funded organisation:
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)		Name of Not-For-Profit organisation:
Fee for Profit (Privately owned and operated)	Yes	

Contact Details	
Physical address: Offsite private organisation. Sydney based and operating nationally.	
Postal address: PO Box 90 Belmore NSW 2192	
Phone: 0424 966 051	Mobile: 0424 966 051
Email: info@isupervise.com.au	Website: isupervise.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	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)	N/A

- 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	No	Non-enclosed Outdoor Play Area	Yes
One Area for Car parking	N/A We arrange separate parking areas	Two Separate Car Parking Areas	Yes
One Entrance	N/A We arrange separate entrances	Two Separate Entrances	Yes
CCTV	No	Close to Public Transport	
Portable Duress Alarms (worn by staff)	No	Fixed Duress Alarms (attached to fixtures)	

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

Service Staff	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			Y
Have undertaken CCS induction training			Y
Have pre-tertiary behavioural science qualifications		Y	
Have behavioural science tertiary qualifications	Y		
Have training in a Family Violence field *			Y
Have training in a Sexual Abuse field *	Y		
Have training in Observational Notetaking & record keeping			Y
Qualified supervision and debriefing provided to staff			Y
Staff trained in all statutory reporting requirements			Y
Staff have signed Oath of Confidentiality/Code of Conduct			Y
<p>* Please provide details on training: Note: All staff take training following the "A Training Manual for Florida's Supervised Visitation Programs" by the Institute for Family Violence Studies Florida State University. We do not supervise visits where the child or parent has been involved in a conviction of sexual abuse.</p>			

Service Process	
Is a written complaints policy provided to clients prior to service provision?	
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use?	
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	
Are interpreters available when required for intake assessments?	
Are interpreters available when required for changeovers/supervised visits?	
Are supervised visits facilitated where sexual abuse allegations are flagged?	
Are written client privacy and confidentiality policies and procedures available to all staff?	
Is there a Critical Incident Management Plan established and understood by all staff?	

Operating Hours

Office/Administration	Intake Interviews Conducted	Changeovers	Supervised Visits
<i>Everyday 9:00am to 6:00pm</i>	<i>Agreed times, which may include after hours if requested.</i>	<i>8:00am to 7:30 (or sunset, whichever comes earlier)</i>	<i>8:00am to 7:30 (or sunset, whichever comes earlier)</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:

[ISupervise Fee Schedule](#)

[ISupervise Service Agreement](#)

Additional Information/Comments: