

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: **Central Coast Children's Contact Service**

Service Type		
Government Funded	Yes	Name of funded organisation: Relationships Australia NSW
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	No	
Fee for Profit (Privately owned and operated)	No	

Contact Details	
Physical address: Lot 2, Old School Place (Via 78 Shannon Parade), Berkeley Vale NSW 2261	
Postal address: PO Box 5001, Chittaway Bay NSW 2261	
Phone: 02 4940 1500	Mobile: 0412 139 540
Email: centralcoastccs@ransw.org.au	Website: www.relationshipsnsw.org.au

Services Provided			
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	Provide observational notes/Reports for Court	Observational notes only
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	No	On-site Supervised Visits	Yes
Telephone/Internet Supervised Visits	No	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	No
Commercial Play Centres	No	Clients Home	No
Enclosed Outdoor Play Area	Yes	Non-enclosed Outdoor Play Area	No
One Area for Car parking	Yes	Two Separate Car Parking Areas	No
One Entrance	No	Two Separate Entrances	Yes
CCTV	Yes	Close to Public Transport	Some
Portable Duress Alarms (worn by staff)	Yes	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	1-3	NA
Number of changeovers occurring at any one time	1	NA
Ratio of staff to families for supported visits*	2:1	NA
Number of staff per facilitated changeover*	2	NA
Number of staff per supervised visit*	2	NA

*We have a minimum of 2 staff on site at all times. This includes 1 staff member directly supervising the visit or changeover, and one day supervisor providing support.

Service Staff	Tick as appropriate		
	Some	Most	All
Have Working With Children Checks			✓
Have undertaken CCS induction training			✓
Have pre-tertiary behavioural science qualifications			✓
Have behavioural science tertiary qualifications All staff either hold a tertiary qualification in a relevant field, such as social work, or are working toward a tertiary qualification in a relevant field.		✓	
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			✓
* Please provide details on training: Relationships Australia NSW (RANSW) requires all clinical staff to complete mandatory training on the Family Safety Practice Framework, which shapes how staff prevent and respond to family violence, Keeping Children and Vulnerable People Safe, and Ageing and Disability Abuse.			

Service Process	
Is a written complaints policy provided to clients prior to service provision? www.relationshipsnsw.org.au/wp-content/uploads/2022/03/Complaints-Brochure-digital.pdf	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?	Yes
Are interpreters available when required for changeovers/supervised visits?	No
Are supervised visits facilitated where sexual abuse allegations are flagged? All cases where sexual abuse allegations are flagged are individually assessed. Sexual abuse allegations may result in a service being refused.	Maybe
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

Operating hours vary.
By appointment only.

Additional Information/Comments:

Priority Client Group:

Separated families with an interim family court order that orders the family to attend supervised contact.

Other Client Groups:

In limited circumstances, service may be provided to other separated families including those who have:

- An interim parenting plan that includes supervised contact.
- A final court order or a final parenting plan, which includes a planned progression to self managed contact.

Service Period:

Six months is given for Supervised Contact. In limited circumstances further service may available where required, dependent on the outcome of a final review and dependent on the number of people on the waitlist.

Fees:

Fees are charged on a sliding scale according to reported income. Fees start at \$30 per visit. People experiencing financial distress may be eligible for further reduced fees.