

## 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.

<b>Name of CCS:</b>	Harmony House Maroochydore
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<b>Service Type</b>		
Government Funded	Yes	Name of funded organisation: Sunshine Coast Family Contact Centre Association Inc.
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	NFP	Name of Not-For-Profit organisation: Sunshine Coast Family Contact Centre Association Inc.
Fee for Profit (Privately owned and operated)		Nominal fees apply

<b>Contact Details</b>	
Physical address: 27 Beach Parade, Cotton Tree behind the Maroochy Neighbourhood Centre (please note that this is not a mailing address)	
Postal address: PO Box 571, Cotton Tree, Q 4558	
Phone: 54796971	Mobile:
Email: maroochydore@harmonyhouse.org.au	Website: www.harmonyhouse.org.au

<b>Services Provided</b>			
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	Always
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Always
On-site Child Familiarisations	Always	Provide observational notes/Reports for Court	Ob notes only
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	Yes (after 5 on-site visits)	On-site Supervised Visits	Yes
Telephone/Internet Supervised Visits	Y	Supported On-site Visits (Using Centre without supervisor being in room at all times)	No

- Onsite = at a dedicated CCS site

<b>Service Environment</b>			
Dedicated CCS Site	Yes	Public Areas e.g. parks, shopping centres	Y/N
Commercial Play Centres	Yes	Clients Home	Y/N
Enclosed Outdoor Play Area	Yes	Non-enclosed Outdoor Play Area	Y/N
One Area for Car parking	No	Two Separate Car Parking Areas	Yes
One Entrance	No	Two Separate Entrances	Yes
CCTV	Yes	Close to Public Transport	Yes
Portable Duress Alarms (worn by staff)	No	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	3 Maximum	2 Maximum
Number of changeovers occurring at any one time	1	N/A
Ratio of staff to families for supported visits	1 supervisor to 1 family or more with large families	1 to 1 or more with large families
Number of staff per facilitated changeover	1	N/A
Number of staff per supervised visit	At least 1	At least 1

<b>Service Staff</b>	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 *			Yes
Have training in a Sexual Abuse field *	No		
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: All Team Leaders have tertiary qualifications in Social Science, Social Work, Nursing or Psychology. All staff have DV Alert training.			

<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?	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?	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



Australian Children's Contact Service Association

*Advancing The CCS Sector*

**Operating Hours**

<b>Office/Administration</b>	<b>Intake Interviews Conducted</b>	<b>Changeovers</b>	<b>Supervised Visits</b>
<i>Thursdays through Sundays 9:00am to 4:30pm</i>			

**Additional Information/Comments:**