

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: Cherished Connections

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	Cherished Connections

Contact Details	
Physical address:	
Postal address: PO Boc 270, Castle Hill, NSW 1765	
Phone: 02 9191 9770	Mobile: 0431 999 610
Email: info@cconnections.au	Website: cconnections.au

Services Provided – delete or circle as appropriate			
Face to Face Intake/Risk Assessment of parent the child spends time with	No	Phone Intake/Risk Assessment of parent the child spends time with	Always
Face to Face Intake/Risk Assessment of parent the child lives with	No	Phone Intake/Risk Assessment of parent the child lives with	Always
On-site Child Familiarisations	Always available	Provide observational notes/Reports for Court	Yes
Off-site Changeovers	Y/N	On-site Changeovers	No
Off-site Supervised Visits	Y/N	On-site Supervised Visits	No
Telephone/Internet Supervised Visits	Y/N	Supported On-site Visits (Using Centre without supervisor being in room at all times)	No

- Onsite = at a dedicated CCS site

Service Environment – delete or circle as appropriate			
Dedicated CCS Site	No	Public Areas e.g. parks, shopping centres	Yes
Commercial Play Centres	Yes (with conditions and based on family circumstances)	Clients Home	Yes
Enclosed Outdoor Play Area	Y	Non-enclosed Outdoor Play Area	Y
One Area for Car parking	Depends on venue	Two Separate Car Parking Areas	Depends on venue
One Entrance	Depends on venue	Two Separate Entrances	Depends on venue

CCTV	Depends on venue	Close to Public Transport	Depends on venue
Portable Duress Alarms (worn by staff)	No	Fixed Duress Alarms (attached to fixtures)	Depends on venue

Service Environment (cont'd) – complete as appropriate	For dedicated CCS site	Off-site / Public areas
Number of supervised visits occurring at any one time		Varies
Number of changeovers occurring at any one time		Varies
Ratio of staff to families for supported visits		Dependent on number of children/ reason for referral/ circumstances of referral
Number of staff per facilitated changeover		Dependent on number of children/ reason for referral/ circumstances of referral
Number of staff per supervised visit		Dependent on number of children/ reason for referral/ circumstances of referral

Service Staff	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			✓
Have undertaken CCS induction training			✓
Have pre-tertiary behavioural science qualifications		✓	
Have behavioural science tertiary qualifications		✓	
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			✓
* Family Time Coaches/Supervisors have varying qualifications, all have minimum degree or diploma in a child/family related field. Varying qualifications therefore contain training in different fields.			

Service Process – delete or circle as appropriate and provide additional information on following page

Is a written complaints policy provided to clients prior to service provision?	Available on request
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use?	Dependent on the family matter/court orders
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	Dependent on the family matter/court orders
Are interpreters available when required for intake assessments?	Yes , Referring clients can engage external service
Are interpreters available when required for changeovers/supervised visits?	Yes , Referring clients can engage external service
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>Dependent on Client and Intake Team availability</i>	<i>Mon-Sun 7am – 7pm</i>	<i>Mon-Sun 7am- 7pm</i>

Waiting List

No waiting list. Services are scheduled as soon as intake assessment process is completed and service is approved by the agency manager

Service Documents

Forms are available to download from website: cconnections.au

Additional Information/Comments:

Cherished Connections (CC) is a professional, community-based Children's Contact Service. CC family time visits are run by caring, professional, and qualified Supervised Contact Workers, commonly called Family Time Coach.

At CC we provide provide wide range of services. We ensure to remain child focused in every aspect of our service delivery. We believe that every child deserves a loving, meaningful and positive relationship with both parents and family members.

CC is here to make it happen fast in a safe and supportive way for everyone involved. We commit to delivering reliable and impartial supervised family time visits focused on the well-being of the children. We support families and children by providing stress-free, child focused family time visits and changeovers. We will guide through these challenging times and ensure that children's needs and safety come first during supervised family time visits.