

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: FAMILY KONNECT

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

Contact Details	
Physical address: 211/ 165 Frederick St BEXLEY NSW 2207	
Postal address: AA	
Phone:	Mobile: 0406 864 861
Email: CONTACT@FAMILYKONNECT.COM.AU	Website: www.familykonnnect.com.au

Services Provided – delete or circle as appropriate			
Face to Face Intake/Risk Assessment of parent the child spends time with	Always Sometimes Never	Phone Intake/Risk Assessment of parent the child spends time with	Always Sometimes Never
Face to Face Intake/Risk Assessment of parent the child lives with	Always Sometimes Never	Phone Intake/Risk Assessment of parent the child lives with	Always Sometimes Never
On-site Child Familiarisations Family Home Child Familiarisation Session	Always Sometimes Never	Provide observational notes/Reports for Court	Y/N
Off-site Changeovers	Y/N	On-site Changeovers	Y/N
Off-site Supervised Visits	Y/N	On-site Supervised Visits	Y/N
Telephone/Internet Supervised Visits	Y/N	Supported On-site Visits (Using Centre without supervisor being in room at all times)	Y/N

- Onsite = at a dedicated CCS site

Service Environment – delete or circle as appropriate			
Dedicated CCS Site	Y/N	Public Areas e.g. parks, shopping centres	Y/N
Commercial Play Centres	Y/N	Clients Home	Y/N
			Home Safety Assessment is completed

			before first supervision session.
Enclosed Outdoor Play Area	Y/N	Non-enclosed Outdoor Play Area	Y/N
One Area for Car parking	Y/N	Two Separate Car Parking Areas	Y/N
One Entrance	Y/N	Two Separate Entrances	Y/N
CCTV	Y/N	Close to Public Transport	Y/N
Portable Duress Alarms (worn by staff)	Y/N	Fixed Duress Alarms (attached to fixtures)	Y/N

Service Environment (cont'd) – complete as appropriate	For dedicated CCS site	Off-site / Public areas
Number of supervised visits occurring at any one time		3-4
Number of changeovers occurring at any one time		2-3
Ratio of staff to families for supported visits		1:3
Number of staff per facilitated changeover		1:2
Number of staff per supervised visit		1:2

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
* Please provide details on training: DCJ training modules and other external training. All staff undertake induction training, car seat training and regular monthly feedback.			

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?	Y/N
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use?	Y/N
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	Y/N
Are interpreters available when required for intake assessments?	Y/N At client's expense
Are interpreters available when required for changeovers/supervised visits?	Y/N At client's expense
Are supervised visits facilitated where sexual abuse allegations are flagged?	Y/N If the supervised parent or any approved participant is the alleged offender

Are written client privacy and confidentiality policies and procedures available to all staff?	Y/N
Is there a Critical Incident Management Plan established and understood by all staff?	Y/N

Operating Hours

Office/Administration	Intake Interviews Conducted	Changeovers	Supervised Visits
Mon-Fri 9am-5pm	Mon-Fri 9am-4pm	Mon-Sun 8am – 7pm	Mon-Sun 8am- 7pm

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

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

- | | |
|------------------------------|-----------------------------|
| Application for Service Form | Fee Schedule |
| Intake Assessment Form | Service Agreement |
| Child(ren) Information Form | Client Complaints Procedure |

Additional Information/Comments:

No CCS at present. Large Child Friendly Family Rooms available at Rockdale Library at client's expense.

Business Founder holds a Bachelor and Post Graduate Degrees in Social Work, extensive experience in Child Protection, OOHC-Out of Home Care, Mental Health and in OHC-Out of Hospital Care. She holds AASW-Australian Association of Social Workers and AUSIT-Institute of Interpreters and Translators membership.