



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: Penguin Parent Education Network

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: 6 Railway St, Southport, Q 4215	
Postal address: PO Box 1116, Mudgeeraba, Q 4213	
Phone: 07-56213777	Mobile: 0473067601
Email: info@penguined.com.au	Website: www.penguined.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	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
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	1	1
Number of changeovers occurring at any one time	1	1
Ratio of staff to families for supported visits	2	1
Number of staff per facilitated changeover	2	1
Number of staff per supervised visit	2	1

Service Staff	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			<input checked="" type="checkbox"/>
Have undertaken CCS induction training			<input checked="" type="checkbox"/>
Have pre-tertiary behavioural science qualifications			<input checked="" type="checkbox"/>
Have behavioural science tertiary qualifications			<input checked="" type="checkbox"/>
Have training in a Family Violence field *			<input checked="" type="checkbox"/>
Have training in a Sexual Abuse field *			<input checked="" type="checkbox"/>
Have training in Observational Notetaking & record keeping			<input checked="" type="checkbox"/>
Qualified supervision and debriefing provided to staff			<input checked="" type="checkbox"/>
Staff trained in all statutory reporting requirements			<input checked="" type="checkbox"/>
Staff have signed Oath of Confidentiality/Code of Conduct			<input checked="" type="checkbox"/>

* Please provide details on training:

Owner and Operator - Multiple quals and workshops including: DOORS and AVERT programs, Masters Educational Studies, Bachelor App (HMS - Ed), Adv Dip Childrens Services, Dip and Cert 3 Childrens Services, studying Master Of Human Services currently, Child Protection Officer for previous school employment, Multisite Chilcare Centre Owner and Director responsible for creation and maintenance of Child Safety policies, training of 175 staff and annual reviews and training as mandatory reporters. Trained in Observational Notetaking and record keeping for both Dept of Education and subpoenaed on occasion for Family Law matters. In charge of Blue Card Organisation Register. I am also a Justice of the Peace, subject to documentation laws.

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
Are interpreters available when required for changeovers/supervised visits?	Y/N
Are supervised visits facilitated where sexual abuse allegations are flagged?	Y/N
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 9-6	Tues 9-6	Tues 9-6	Tues 9-6



Tues 9-6 Wed 9-6 Thurs 9-6 Fri 9-6 Sat 9-2	Wed 9-6 Thurs 9-6 Fri 9-6 Sat 9-2	Wed 9-6 Thurs 9-6 Fri 9-6 Sat 9-2	Wed 9-6 Thurs 9-6 Fri 9-6 Sat 9-2
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Waiting List

Intake Interviews	Changeovers	Supervised Visits
All available currently	All available currently	All available currently

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

***Our forms and information are provided and completed online, please feel free to contact us through our website www.penguined.com.au.

Additional Information/Comments:

Penguin Parent Education Network has:

- NEW fenced outdoor playground
- safe - 2 street access & cameras
- experienced and qualified staff teaching and early education background
- personalised and consistent care and support
- compassion and understanding