

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: Blacktown Children's Contact Service

Service Type		
Government Funded	Y	Name of funded organisation: Partially funded by the Department of Social Services
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	Y	Name of Not-For-Profit organisation: Relationships Australia NSW
Fee for Profit (Privately owned and operated)	N	

Contact Details	
Physical address: Level 2, Relationships Australia NSW Reception, 2 Warrick Lane, Blacktown, NSW, 2148	
Postal address: Relationships Australia NSW, 2 Warrick Lane, Blacktown, NSW, 2148	
Phone: Blacktown Office: 02 8811 0000 General RANSW Office: 1300 364 277	Mobile: N/A
Email: enquiries@ransw.org.au	Website: www.relationshipsnsw.org.au/ccs

Services Provided – delete or circle as appropriate			
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	Y
Off-site Changeovers	N	On-site Changeovers	Y
Off-site Supervised Visits	N	On-site Supervised Visits	Y
Telephone/Internet Supervised Visits	N	Supported On-site Visits (Using Centre without supervisor being in room at all times)	N

- Onsite = at a dedicated CCS site

Service Environment – delete or circle as appropriate			
Dedicated CCS Site	Y	Public Areas e.g. parks, shopping centres	Y
Commercial Play Centres	Y	Clients Home	N
Enclosed Outdoor Play Area	N	Non-enclosed Outdoor Play Area	N
One Area for Car parking	N	Two Separate Car Parking Areas	Y
One Entrance	Y	Two Separate Entrances	N
CCTV	Y	Close to Public Transport	Y
Portable Duress Alarms (worn by staff)	Y	Fixed Duress Alarms (attached to fixtures)	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	Only 2 visits occurring per timeslot allocated	nil
Number of changeovers occurring at any one time	2-3	nil
Ratio of staff to families for supported visits	nil	nil
Number of staff per facilitated changeover	1-2 staff	nil
Number of staff per supervised visit	1-2 staff	nil

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: Ongoing training both internally and externally in fields of Domestic Family Violence, Children's Contact Servicing training/upskilling, Sexual Abuse of children and adults, Mental health of children and adults, Drug and/or Alcohol, Conflict resolution/ de-escalation/ dealing with aggressive clients, parental alienation etc.			

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
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use?	N – unless court ordered
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	N – unless court ordered
Are interpreters available when required for intake assessments?	Y
Are interpreters available when required for changeovers/supervised visits?	N
Are supervised visits facilitated where sexual abuse allegations are flagged?	Y
Are written client privacy and confidentiality policies and procedures available to all staff?	Y
Is there a Critical Incident Management Plan established and understood by all staff?	Y

Operating Hours

Office/Administration	Intake Interviews Conducted	Changeovers	Supervised Visits
<p><i>General Administration:</i> Monday-Friday 9am-5pm</p> <p><i>Blacktown Children's Contact Service Hours of operation:</i> Tuesday-Saturday (hours advised in next columns)</p>	<p><i>-Tuesdays:</i> phone appointments only 9am-7pm</p> <p><i>-Wednesdays:</i> face-to-face or via phone appointments 9am-7pm</p> <p><i>-Thursdays:</i> face-to-face or via phone appointments 9am-7pm</p> <p><i>-Fridays:</i> phone appointments only 9am-7pm</p>	<p><i>Saturdays only (weekly):</i> 9am-5pm</p>	<p><i>Wednesdays:</i> 9am-7pm <i>Thursdays:</i> 9am-7pm <i>Saturdays:</i> 9am-5pm</p>

Waiting List

Intake Interviews	Changeovers	Supervised Visits
Under 3 months	Under 3 months	Under 3 months

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:

-We offer supervised visits to Court Ordered families and families with Parenting Agreement Orders only.

-We offer Supervised Changeovers to all families.



Australian Children's Contact Service Association

Advancing The CCS Sector