

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: CRE84U Child & Family Contact Centre
--

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	

Contact Details	
Physical address: Unit 3/5 Sesame court, Slacks Creek 4127	
Postal address: as above	
Phone: NA	Mobile:
Email: admin@cre84u.com.au	Website: cre84u.com.au

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 – when required	Sometimes
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with – when required	Sometimes
On-site Child Familiarisations	Always	Provide observational notes/Reports for Court	Yes
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	Yes	On-site Supervised Visits	Yes
Telephone/Internet Supervised Visits	Yes	Supported On-site Visits (Using Centre without supervisor being in room at all times)	Yes

- Onsite = at a dedicated CCS site

Service Environment – delete or circle as appropriate			
Dedicated CCS Site	Yes	Public Areas e.g. parks, shopping centres	Yes
Commercial Play Centres	No	Clients Home	Yes
Enclosed Outdoor Play Area	No	Non-enclosed Outdoor Play Area	No
One Area for Car parking	Yes	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)	No

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

Service Staff	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			X
Have undertaken CCS induction training			X
Have pre-tertiary behavioural science qualifications			X
Have behavioural science tertiary qualifications	X		
Have training in a Family Violence field *			X
Have training in a Sexual Abuse field *		X	
Have training in Observational Notetaking & record keeping			X
Qualified supervision and debriefing provided to staff			X
Staff trained in all statutory reporting requirements			X
Staff have signed Oath of Confidentiality/Code of Conduct			X
<p>* Please provide details on training: One director has numerous certificates and diplomas in community, Family, Child and Youth relevant to this business. Other director has numerous certificates and diplomas within corp business sector and currently studying Bachelor of Social work.</p>			

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?	Yes
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use? – As per court ordered requirement	No
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified? – As per court ordered requirement	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

Operating Hours

Office/Administration	Intake Interviews Conducted	Changeovers	Supervised Visits
<i>Monday – Sunday 7am to 7pm</i>			

--	--	--	--

Waiting List – NO WAIT LIST AT THIS STAGE

Intake Interviews	Changeovers	Supervised Visits

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: