

## 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.

<b>Name of CCS:</b> Children in FOCUS
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Service Type		
Government Funded	N	Name of funded organisation:
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	N	Name of Not-For-Profit organisation:
Fee for Profit (Privately owned and operated)	Yes	Children in FOCUS is a private agency with clients paying for our fast and reliable service

Contact Details	
Physical address: Meadowbank station	
Postal address: PO Box Meadowbank, NSW 2114	
Phone:	Mobile: 04888 18865
Email: cif.helpme@gmail.com	Website: <a href="https://www.childreninfocus.com.au/">https://www.childreninfocus.com.au/</a>

Services Provided – delete or circle as appropriate			
Face to Face Intake/Risk Assessment of parent the child spends time with	Sometimes	Phone Intake/Risk Assessment of parent the child spends time with	Always For clients' convenience
Face to Face Intake/Risk Assessment of parent the child lives with	Sometimes	Phone Intake/Risk Assessment of parent the child lives with	Always For clients' convenience
On-site Child Familiarisations	Sometimes When required	Provide observational notes/Reports for Court	Yes
Off-site Changeovers	Yes	On-site Changeovers	Yes
Off-site Supervised Visits	Yes	On-site Supervised Visits	No
Telephone/Internet Supervised Visits	Yes	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	Clients Home	Yes
Enclosed Outdoor Play Area	Yes	Non-enclosed Outdoor Play Area	Yes
One Area for Car parking	No	Two Separate Car Parking Areas	Yes
One Entrance	N/A	Two Separate Entrances	N/A
CCTV	Yes	Close to Public Transport	Yes
Portable Duress Alarms (worn by staff)	N/A	Fixed Duress Alarms (attached to fixtures)	N/A

<b>Service Environment (cont'd)</b> – complete as appropriate	<b>For dedicated CCS site</b>	<b>Off-site / Public areas</b>
Number of supervised visits occurring at any one time		We have multiple visits taking place in public areas
Number of changeovers occurring at any one time		multiple
Ratio of staff to families for supported visits		One staff for up to 3 children; if more than 3 children 2 staff will be appointed
Number of staff per facilitated changeover		One
Number of staff per supervised visit		One

<b>Service Staff</b>	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			Yes
Have undertaken CCS induction training			Yes
Have pre-tertiary behavioural science qualifications			Yes
Have behavioural science tertiary qualifications			Yes
Have training in a Family Violence field *			Yes
Have training in a Sexual Abuse field *			Yes
Have training in Observational Notetaking & record keeping			Yes
Qualified supervision and debriefing provided to staff			Yes
Staff trained in all statutory reporting requirements			Yes
Staff have signed Oath of Confidentiality/Code of Conduct			Yes
* Please provide details on training: Our staff if trained in Domestic Violence, Child Sexual Abuse, Conflict De-escalation, Observational note taking, Supervising Contact Visist			

<b>Service Process</b> – delete or circle as appropriate and provide additional information on following page	
Is a written complaints policy provided to clients prior to service provision?	N
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use?	N
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	N
Are interpreters available when required for intake assessments?	Y
Are interpreters available when required for changeovers/supervised visits?	Y
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
<i>Our office open 9am-5pm Mon-Fr</i>	<i>Usually during business hours, however we can accommodate after hours intake interviews</i>	<i>Changeovers are done at Meadowbank or other areas of Sydney all year round</i>	<i>Supervised visits take place daily from 7am to 9pm all year round. Minimum booking is 3hr, but can take as many hours as required.</i>

### **Waiting List**

Intake Interviews	Changeovers	Supervised Visits
<b><u>No waiting list</u></b>	<b><u>No waiting list</u></b>	<b><u>No waiting list - visit will start within one week</u></b>

### **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:**

**Children in FOCUS** has served Australian Families for the past 8 years. We are trusted by many families from all walks of life, including celebrities.

**Children in FOCUS** is a private Supervised Contact Service which facilitates visitations between parents and children in a natural setting within the community. We help children maintain, rebuild &

reconnect with their parents in a safe, supported and natural environment, while the court determines the outcome of the case.

With us parents can take their children to the Zoo, movies, play centres, arcade games, shopping, escape rooms, parks and other fun activities.

Call us to find out how we can serve your family.

Follow us for tips on Instagram @childreninfocus