

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: Brisbane Children's Contact Centre Pty Ltd
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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: Royal Brisbane Place, Suite 11, 17 Bowen Bridge Road, Bowen Hills Qld 4005	
Postal address: PO Box 2656 New Farm Qld 4005	
Phone:	Mobile: 0476 988 770
Email: info@brisbanechildrenscontactcentre.com.au	Website: http://www.brisbanechildrenscontactcentre.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	Sometimes (Interstate)
Face to Face Intake/Risk Assessment of parent the child lives with	Always	Phone Intake/Risk Assessment of parent the child lives with	Sometimes (Interstate)
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)	No (Not Court Ordered)

- 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	No
Enclosed Outdoor Play Area	No	Non-enclosed Outdoor Play Area	No
One Area for Car parking	No	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	1	1
Number of changeovers occurring at any one time	1	N/A
Ratio of staff to families for supported visits	N/A	N/A
Number of staff per facilitated changeover	1-2	N/A
Number of staff per supervised visit	1-2	1-2

Service Staff	Tick as appropriate		
	None	Most	All
Have Working With Children Checks			Yes
Have undertaken CCS induction training			Yes
Have pre-tertiary behavioural science qualifications	No		
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:			

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?	(Court Ordered)
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	(Court Ordered)
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
Monday – Friday 9am until 5pm	By appointment only	By appointment only	Available 7 Days A Week Including Public Holidays (Hours Can Vary)

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Waiting List

Intake Interviews	Changeovers	Supervised Visits
Subject to availability	Subject to availability	Subject to availability

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:

A Children's Contact Service encompasses not only the services it offers but also the dedicated staff responsible for delivering these services. Be confident in knowing that our team undergoes thorough background checks to ensure they have no prior history of domestic violence perpetration or substantiated child protection history.