

## 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:** Central West Contact Service

Service Type		
Government Funded	Yes	Partially Funded by Department of Social Services
Fee for Service - Not-For-Profit (Operated by a community organisation: full fee recovery)	Yes	Name of Not-For-Profit organisation: Western Sydney Community Legal Centre
Fee for Profit (Privately owned and operated)	No	

Contact Details	
Physical address: 62 Harris Street, Harris Park NSW 2150	
Postal address: PO Box 9157, Harris Park NSW 2150	
Phone: 9893 7949	Mobile:
Email: cwcs@wsclc.org.au	Website: <a href="https://www.wsclc.org.au/programs/central-west-contact-service-cwcs/">https://www.wsclc.org.au/programs/central-west-contact-service-cwcs/</a>

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	Yes
Off-site Changeovers	No	On-site Changeovers	Yes
Off-site Supervised Visits	No	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

- 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)	Yes	Fixed Duress Alarms (attached to fixtures)	Yes

<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	Upto 2	0
Number of changeovers occurring at any one time	Upto 2	0
Ratio of staff to families for supported visits	0	0
Number of staff per facilitated changeover	1	0
Number of staff per supervised visit	1-2	0

<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 *		Most	
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: On going training both internally and externally for areas listed above.			

<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?	Yes
Are clients required to attend a Parenting Orders Programme or Parent Education course prior to CCS use?	No unless court ordered
Are clients required to attend a Changing Abusive Behaviours course if family violence has been identified?	No unless court ordered
Are interpreters available when required for intake assessments?	Yes
Are interpreters available when required for changeovers/supervised visits?	No
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

<b>Office/Administration</b>	<b>Intake Interviews Conducted</b>	<b>Changeovers</b>	<b>Supervised Visits</b>
Monday 9-5  Tuesday - Centre Closed	Monday, Wednesday, Thursday, Friday – by appointment	Monday, Wednesday Thursday 9-4.30  Friday 9 – 7pm	Monday, Wednesday, Thursday 9-4  Friday 9-7

Wednesday – 9-5		Saturday 9-5	Saturday 9-5
Thursday 9 – 5		Sunday 9-2	Sunday 9-2
Friday 9-5			

### **Waiting List**

<b>Intake Interviews</b>	<b>Changeovers</b>	<b>Supervised Visits</b>
<u><i>No waitlist once both parties have registered</i></u>	<i>No waitlist</i>	<i>No waitlist weekdays Upto 1 month waitlist Sat - Sunday</i>

### **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:**