



TFSS Ltd Children's Contact Service

PO Box 1088 TAMWORTH NSW 2340

Ph: 02 6763 2350 Fax: 02 6763 2379 CCS@tfss.com.au



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Currently, the Tamworth Children's Contact Service (CCS) is operating with the below variations to our Service Delivery in response to the current and ongoing Covid-19 Pandemic (until further notice):

- **DO NOT ATTEND CCS if any flu-like symptoms are present.** This includes child/ren, parent/s or anyone in same household. A Clearance Certificate will be required to resume.
- **The 1.5-meter social distancing** will be strictly enforced and needed to be followed by parents, child/ren and CCS staff.
- **Supervised Contacts will be reduced to 1.5-hour bookings.**
- **All current approved 'Extra attendees' will be unable to attend Supervised Contacts.**
- **All time buffers for arrival and departure for Supervised Contacts and Change Overs are cancelled.**
- **Both reception doors will be closed:**
 - Lives with Parents (LWP) at Bridge Street entrance will be asked to remain outside and use the outside intercom (left hand side) to announce their arrival. A CCS staff member will come out and take child/ren only directly to Contact Room.
 - Spends Time with Parents (STWP) at Belmore Street entrance will be asked to remain outside. A CCS staff member will come out and bring them directly to Contact Room.
- **All people who present at CCS will be asked to follow strict hygiene practices** including using hand sanitiser provided by CCS (arrival and departure) and hand washing for 20 seconds with soap and water for STWP and child/ren before and after using Contact Room.
- **CCS staff are adhering strictly to the recommended cleaning guidelines and hygiene practices.**
- All clients who are in the application process will expect delays.
- Anyone living outside of NSW will have their service suspended until further notice.
- All Supported Contacts will be suspended until further notice.
- CCS can offer Supervised Skype/Facetime Contacts that run for 30 minutes. Child/ren are required to attend the center for these to occur.
- Eftpos payments are preferable.
- If client families are able to self-manage/ make alternative arrangements please do so.

We understand these new variations can seem overwhelming, but our priority is on client and staff health and safety. The staff at CCS will keep everyone up-to-date during these unprecedented times. Please recognise that there are changes occurring often.

We wish to thank the Legal Representatives and our Client Families for your understanding during these times.

Kind regards, The Tamworth CCS team.