



# CHILDREN'S SERVICES

## Access to Children Policy

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### 1. Introduction

Coast Services Group Limited - Children's Services recognises the diversity of family types within the community: two parent, sole parent, blended and extended families. Staff and Educators of Children's Services have significant contact with children and other family members and can often be confronted with difficult situations. It is therefore important to have a basic understanding of how the relationships between parents/guardians and children can be affected by the Family Law Act 1975 (Commonwealth) and other legislation. People caring for children need to be clear about who has the legal responsibility to make decisions concerning the children in their care.

### 2. Scope

This Policy applies to all Children's Services operated by Coast Services Group Limited (a wholly owned subsidiary of CCCL) and our employees. This applies to Early Childhood Programs, Occasional Care, Out Of School Hours Care and to Vacation Care programs and services.

### 3. Policy

Children's Services will ensure that only authorised people have access to the children that care is provided for.

### 4. Procedures and Implementation

#### 4.1 It is the responsibility of parents/guardians using Children's Services to ensure that they:

- 4.1.1 Provide copies of any current court orders to the Nominated Supervisor of the program via our online enrolment system.
- 4.1.2 Provide written copies of any changes to court orders to the program. Only court orders that are on file at the service can be used.

#### 4.2 Children's Services will:

- 4.2.1 Ensure that the custodial parent/person can contact the child at any time during the hours the child is at the service.
- 4.2.2 If a parent poses a risk to the safety of children, our Educators and staff may deny them entry into our service.
- 4.2.3 Provide the opportunity to exchange information about the child with Educators at a mutually convenient time on an ongoing basis
- 4.2.4 Provide information about the programs that children are provided with to families.
- 4.2.5 Strive to develop and maintain effective relationships with families to ensure that children receive high quality education and care.
- 4.2.6 Prevent a person who has been forbidden by court order from having contact with a child attending the service as well as:

- Not providing any information concerning the child to the restricted person.
  - Preventing the person, where possible, from entering the premises of the children's service while the child is attending the service.
  - Preventing the person, where possible, from collecting the child from the service.
  - Call 000 if this occurs and places children in danger.
- 4.2.7 Provide opportunities to discuss all relevant issues with the legal custodian concerning the situation.
- 4.2.8 Seek independent legal advice for clarification, if required and this is the advice that will be followed.
- 4.2.9 Seek a Restraining Order/AVO if required to ensure the safety of children, Educators, staff and other families.
- 4.2.10 Reserve the right to have parents / guardians who are physically or verbally aggressive and intimidating removed by the police. This is to ensure the safety of all children, Educators, staff and visitors to the service.
- 4.2.11 Contact the residential parent/guardian and advise them of the situation.

## **Other related policies and procedures**

Enrolment and Orientation Policy

## **Forms and Records**

Enrolment forms