

This guideline applies in situations where it is unclear if a parent has authorisation to receive access to, or information about, a child at an SDN service.

SDN does not get involved in legal matters between separated parents. If there is a parental disagreement about access to a child or the type of services that a child should receive, then this is a matter for the Family Court to resolve, and a parenting order should be made.

SDN is committed to maintaining the privacy of our all our clients. SDN’s *Privacy Policy* acknowledges this commitment. This generally means that if a person is not listed as an authorised contact we do not release information to that person or allow that person to access the child. In those situations, either explicit consent should be provided (in writing by an authorised parent) or a court order must be produced.

Providing access and/or information about a child to a parent at an SDN centre

The SDN enrolment form represents the basis on which we have engaged with a family and accepted a child into our centre. The enrolment form must list the details of each known parent of the child. A parent includes a guardian of a child or a person who has parental responsibility for a child under a decision or order of a court.

SDN may refuse a known parent’s right to access the service, or to receive information about a child if:

- it would pose a risk to the safety, health or wellbeing of any child or staff member¹
- it would conflict with any duty that SDN, the Nominated Supervisor or an Educator has under National Law
- it would contravene a court order, or
- a parent’s behaviour or state of mind, or pattern of behaviour or common state of mind, is such that it would be inappropriate for them to be at the service.

A record of when a decision to refuse access is made should be kept on the child’s file.

Providing access and/or information about a child to a parent at any other SDN service

The SDN service’s service agreement and/or consent form represents the basis on which we have engaged with a family in all other SDN services. If a person is not listed on the service agreement or consent form as an authorised contact, then explicit consent should be provided (in writing by the authorised parent) or an order from a court must be produced.

SDN may not provide information about a child receiving services to a parent if they are not listed as an authorised person to receive information or to access the child.

¹ Circumstances that pose a risk to health, safety and wellbeing of child must be reported to the regulatory authority

Related SDN Documents

Policy

- GI-HLP-1.09: Privacy Policy
- SD-OP-2.07: Enrolment, Orientation and Transition into SDN Services
- SD-OP-2.08: Acceptance and Refusal of Authorisations

Procedures

- SD-PRO-2.07-01: Enrolment, Orientation and Transition into SDN Services
- SD-PRO-2.08-01: Acceptance and Refusal of Authorisations

Relevant Legislation/Regulations

- *Education and Care Services National Law Act*, section 170 and 171
- *Education and Care Services National Regulations*, regulations 157 and 160

SEPARATED PARENTS – ACCESS TO SERVICES		GI-ADD-1.09-B	
Approved by Chief Executive Officer	Approval Date November 2018	Review Date November 2022	Page 2 of 2