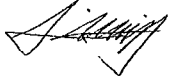
 <b>YMCA</b> We build strong <b>PEOPLE</b> strong <b>FAMILIES</b> strong <b>COMMUNITIES</b>	<b>Management Area:</b> CHILDRENS SERVICES	Pages: [03] Version No: [02] Date: [01/12/2009]
	<b>Sub section (if applicable):</b>	Signed: 
<b>Policy Title: PARTICIPATION AND ACCESS</b>		<b>Author: CHILDCARE TASKFORCE</b>

## 1. Scope

- 1.1. Staff, management, families & children.

## 2. Policy Statement

- 2.1. Participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents in activities will be actively sought and open communication constantly maintained.

## 3. Related Policies & Procedures/Guidance Notes

- 3.1. Confidentiality Policy
- 3.2. Administration Policy
- 3.3. Duty of Care Policy
- 3.4. Safeguarding Children and Young People Policy
- 3.5. Multicultural Policy
- 3.6. Gender Equity Policy
- 3.7. Philosophy

## 4. Responsibilities & Delegations


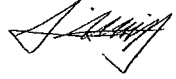
- 4.1. The Childcare Taskforce is responsible for the review of this policy.
- 4.2. The childcare staff & management are responsible for the implementation of this policy.
- 4.3. The families and children are responsible for the support of this policy.

## 5. Considerations

- 5.1. Q& A Principles.
- 5.2. National Standards.
- 5.3. Family Law Act.

## 6. Records Maintenance

- 6.1. This policy is to be reviewed annually.


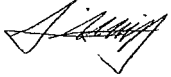
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## PROCEDURES

- Staff will greet and farewell parents on arrival and departure and communicate with parents in a positive and supportive manner, making the parents feel welcome and valued.
- Staff will establish a pattern of exchange of information, communicating to parents about their child or what they did on that day that may be of interest to them.
- Staff will accept individual differences in the way parents bring up their children.
- Parents will be informed of all relevant issues in the centre through direct contact, notice boards, or letters home.
- Parents are welcome in the centre at all times and staff will happily explain activities or answer any questions about the centre to them.
- Parents need to be aware however of the staff's requirement to supervise the children during the activity sessions. If parents wish to discuss or exchange detailed information about their child or the centre with the Coordinator or another staff member, an appointed time suitable to both will be organised.
- Parents are encouraged to become involved in the centre's activities.
- We will actively seek this involvement by:
  - Keeping them informed and updated on current issues in the centre.
  - Asking for their assistance and participation in particular events such as assisting in the program or excursions, working bees and other special events.
  - Informing them of our participation policy through the Parent Handbook.
  - Inform them of the management structure and how they can be involved.
  - Invite them to attend or to read a report of the AGM displayed on the notice board.
  - Inform them of relevant management decisions.
  - Encourage feedback and input from parents in relation to the program, policies or other issues relating to the centre. This information will be formally documented and passed onto the review team and CEO. All centres should also keep a copy of the feedback filed for evidence purposes.
  - Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the centre.

## ACCESS BY NON-CUSTODIAL PARENT

- If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court.
- Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.
- When a non-custodial parent attempts to collect a child from the centre the staff will:
  - Be polite, firm and clear and remember your primary duty is to the children in your care.

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- o Clarify the legal position with the non-custodial parent. For example staff may say, "I'm sorry but I'm not legally able to allow the child to leave with you without the permission of the custodial parent."
- o Ask the person politely to leave.
- o If they refuse to leave, call the Police.
- o In all cases staff should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible. In the case of a person becoming violent or making threats:
  1. Remove the children from the area and make sure they are in a safe area.
  2. Staff are not to get into a struggle if the parent grabs the child/ren.
  3. Duty of Care is to make sure the whole group is not in danger or put at risk.

#### 7. Version History

Version	Description of changes	Author	Effective Date
2	Review and update. New format	M. Rupnik	December 2009

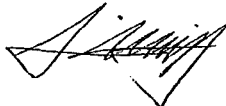
I endorse the Participation and Access Policy.

Name: *Maryann Rupnik*  
 Childrens Services Program Manager

Signature: 

Date: 7 December 2009

Name: *Liam Whitley*  
 Group Manager

Signature: 

Date: 7 December 2009