



Procedure for Facilitating Access to External Service Providers

St Francis Xavier College procedures are designed to enable the College to enact the policies of the Diocese of Sale Catholic Education Limited (DOSCEL).

All College Procedures intentionally promote a child safe culture which prioritises the safety and wellbeing for all students.

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Purpose

The purpose of this procedure is to outline the parameters within which referral will be made to external services and access to students will be facilitated by the College on College grounds.

Some examples of access that is requested on College grounds include representatives from: Department of Health and Human Services Child Protection, Victoria Police, Youth Justice, Medical Practitioners, etc.

Scope

This procedure applies to all staff in their interactions with students and other members of the community in their work for the College.

Context

At times, it is not feasible for students to access support from an external service provider outside of school hours due to significant barriers. In these cases, consideration can be given to access to external service providers on site.

Definitions

Access

Access may refer to a face to face meeting with the person or to the release of personal information about the person.

External Service Provider

An organisation or business that provides a service that is not under the management of the College.

Referral

Facilitating contact with another group or external service provided for the purpose of professional consultation, review, or further action. A referral may include the exchange of information specific to the service and to the client (student) with the client's permission.

Procedure

Referring to external service providers

At times, students may benefit from accessing support from external service providers. While the names and nature of the work of these may be provided by any staff member for the student or family to pursue, a written referral can only be done by a College Counsellor or member of the Allied Health Team or by a member of the College Leadership teams. This referral will only be done with the written consent of the student and/or their parent and within the communicated boundaries of confidentiality.

Responding to a request from DFFH (Child Protection) to provide student information

At times, DFFH (Child Protection) will contact the College to seek further information about a student. Staff members are asked to assist with such requests only after they have received an identification authentication (eg: an email from a dhhs.gov address or calling back the DHHS Office landline). Following any communication with DFFH (Child Protection), staff are required to email notification of their interaction to the **dffhnotifications@** email address for record keeping.

Responding to a request from an external service provider to provide student information

At times, external service providers (including Youth Justice Workers) who support students may seek information about the student to assist their work. These requests must be made in line with the College's Child Information Sharing Scheme and Family Violence Information Sharing Scheme Policies and Procedures.

Responding to a request from DFFH (Child Protection) or the Victoria Police to interview a student at the College

At times, DFFH (Child Protection) or a member of Victoria Police will contact the College to advise they are required to interview a student at school. A member of the College Counselling team must be alerted to this request, so a counsellor can make themselves available. Only a member of the College Counselling team or a member of the College Executive team are authorised to accompany the student in these meetings. In circumstances which limit access to such people (eg: in a critical incident situation) a member of the College Executive team may delegate this responsibility to another staff member.

Where police interview may lead to arrest, staff will attempt to negotiate the following parameters with the Police:

- Deterrence of arrest on site to off site
- Use of a discreet area to maintain the privacy and dignity of the individual/s involved
- No handcuffs
- Arrangement of an appropriate time (eg: when less people are around)
- Allowing the person to have a support person on site to help explain what is happening at the time and what will happen next (including contact of guardians)

Students are not to be interviewed by DFFH (Child Protection) or the Police without a College representative present (Counsellor, member of the College Executive team or their delegate), unless explicit written permission is granted by the guardian.

All visitors to the College need to meet the Child Safety requirements of the College. See Child Protection Program documentation.

Notification of parents

Where parental contact can be made, parents will be informed of interviews or other contact with DFFH or the Police as soon as practical and supports for the family and student will be discussed.

Where parental contact is not feasible, such as the case of DFFH checking on family arrangements, this information will be provided and recorded confidentially on the student's file.

Responding to a request from the Family Courts

At times, the Family Courts will allocate a Family Consultant / Independent Children's Lawyer who may contact the College to seek further information about a student to help determine what is in the child's best interests. Staff members are asked to assist with such requests only after they have received an identification authentication (eg: an email from a .gov address or calling back the office landline).

Only the following staff are authorised to provide information to the Family Courts:

- Deputy Principal – Head of Campus
- Deputy Principal Wellbeing
- Director of Counselling

Following any communication with Family Courts, staff are required to email notification of their interaction to the dffhnotifications@ email address for record keeping.

Responding to a request from other external service providers to interview or work with a student at school

Students are not to be interviewed or provided with any service on site by an external service provider without a College representative present (a member of the College Executive team or their delegate) unless explicit written permission is granted by the guardian and approved by a member of the College Executive. Consultation with a representative of the Diocese of Sale Catholic Education Limited (DOSCEL) will occur as needed.

Where permission is sought by parents for an external service provider to work with a student on site, the following parameters need to be met:

- The service needs to be provided on site to support the wellbeing of the student and cannot reasonably be provided off site, by College staff, or at another time.
- Written permission is sought by the parent with reasonable notice (in most cases this will be 1 or more weeks).
- A date, time and location on site is negotiated to allow for the regular activities of the College to continue.
- The representative of the external service provider must provide identification from that service provider (photo identification from the service provider or identification as well as an email authentication).

All visitors to the College need to also meet the Child Safety requirements of the College. See Child Protection Program documentation.

Note: In order to maintain the privacy of all students, external staff are not to observe or interact with students in class or other group settings.

Compliance

Key Responsibilities

All staff are responsible for being aware of and following this procedure.

Implementation and monitoring

Training will be provided to relevant staff teams such as: Counselling, Pastoral, Wellbeing, Inclusion Support, Campus Leadership Teams. Training may take the form of written communications, face to face sessions, online training, scenario-based training, etc.

Related DOSCEL policies, procedures and resources

- Protection of Children – Reporting Obligations Procedure
- Protection of Children – Anti-Grooming Policy
- Protection of Children – Failure to Disclose Policy
- Protection of Children – Failure to Protect Policy
- Child Safety Code of Conduct
- Mandatory Reporting Policy
- Guide to Reporting Conduct under the Reportable Conduct Scheme
- Child and Family Violence Information Sharing Schemes Policy and Procedure
- Visitors Policy
- Volunteers Policy
- Records Management Policy
- Child Safe Standards – Recordkeeping Policy
- On-Site Supervision of Students Policy
- Privacy Policy
- Whole School Approach to Positive Behaviour Support

Other related documents

- Ministerial Order No. 1359, Child Safe Standards – Managing the Risk of Child Abuse in Schools and School Boarding Facilities

Further Information

Further information can be obtained from: Deputy Principal Wellbeing

Status of Procedure	
College Leader Responsible	Deputy Principal Wellbeing
Implementation Date / Last Reviewed	March 2024
Review Date [Commonly 1 – 2 Years]	2 years – March 2026
Local Governing Authority Approval	College Leadership Team

Review

Details of Amendments	By Whom	Date
Procedure implemented	Deputy Principal Wellbeing	Oct 2019
Review <ul style="list-style-type: none"> - Minor changes to terminology and for clarity - Minor additions for clarity - Addition – no external staff in group settings 	Deputy Principal Wellbeing	March 2024

Facilitating Access to External Service Providers Form

This form is to be used when facilitating access to external service providers (not College representatives) who will be responsible for services provided to a student on site and not under the direct supervision of a staff member.

Note: In order to maintain the privacy of all students, external staff are not to observe or interact with students in class or other group settings.

STUDENT DETAILS:

Student Name:		DOB:
Campus:	Year level:	House:

SERVICE PROVIDER REQUIRED TO WORK ON SITE:

Name of Service Provider:	
Address of Service Provider:	
Name of relevant representative:	
Position in organisation:	
Phone Contact (organisation's land line):	Email Contact (organisational email):

DETAILS OF VISIT (to be negotiated with the College):

Date/s:	Time/s:
Reason:	

It is College practice that students are not to be interviewed or provided with any service on site by an external service provider without a College representative present (a member of the College Executive team or their delegate) unless explicit written permission is granted by the parent/guardian and approved by a member of the College Executive.

Where permission is sought by parents for an external service provider to work with a student on site, the following parameters need to be met:

- The service needs to be provided on site to support the wellbeing of the student and cannot reasonably be provided off site, by College staff, or at another time.
- Written permission is sought by the parent with reasonable notice (in most cases this will be 1 or more weeks).
- A date, time and location on site is negotiated to allow for the regular activities of the College to continue.
- The representative of the external service provider must provide identification from that service provider (photo identification from the service provider or identification as well as an email authentication).
- The representative of the external service provider must provide a copy of the representative's Working With Children Check.
- The representative of the external service provider is responsible for the care of the student during the session and is responsible to hand over any relevant information to a College staff member (eg: if the student was distressed or upset at any time).
- The parent needs to sign and ascertain signature of service provider.
- Counsellor/Learning Inclusion Leader (or other relevant staff member) to check the person in the Teams Meeting is the person we are expecting and have a WWCC for (if an online meeting).
- Counsellor/Learning Inclusion Leader (or other relevant staff member) to check we have signed permission on file.
- Counsellor/Learning Inclusion Leader (or other relevant staff member) to keep a case note - student mood before and after.

All visitors to the College need to also meet the Child Safety requirements of the College (see Child Protection Program documentation) which requires them to:

- carry and present a Working With Children Check
- sign-in at reception upon arrival
- agree to the Child Safety Code of Conduct

PERMISSIONS:

The following people agree to access being granted (on College grounds) to an external service provider as outlined above. It is understood that there will **not** be a College representative present and that the supervision and service provided at this time is the responsibility of the external service provider named above.

	Name	Contact	Signature
College Executive Representative			
Parent/Guardian			
External Service Provider Representative			