



Aboriginal Family Support Services

Together with the community

Child Protection Reform – Aboriginal Community Engagement Project

Fact Sheet 4 - Child Contact Arrangements

Contact arrangements - also known as access

Contact - also known as access - is a way the Department for Child Protection maintains and builds connection between your child and you, your family and community.

Contact and access comes in many forms:

- Face to face visits
- Phone calls
- Letters/photos.

Previously contact decisions were made through the Youth Court. Now contact will be decided by your child's case worker (normally a DCP Social Worker).

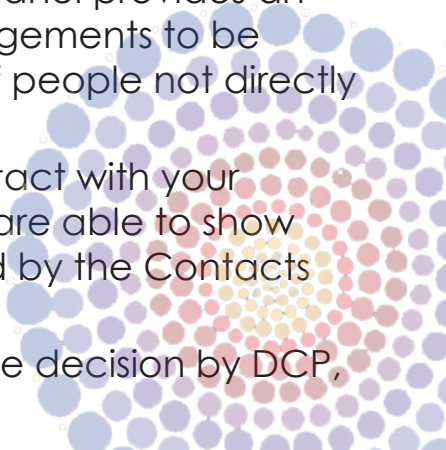
Your child's caseworker will talk to you, your child, your child's carer, the DCP Psychologist and a Principal Aboriginal Consultant to get everyone's thoughts on contact and then make a decision about how much contact, for how long, who will be at contact and where it should be held.

What happens if you are not happy with the contact arrangements?

1. If you have a support person, contact them and get some help with emotional support and reassurance.
2. Talk to your child's case worker and speak to them about how you are feeling.
3. Ask to speak with the DCP Office Manager
4. If you are still unhappy, you can go to the Contact Arrangements Review Panel. This panel provides an opportunity for your contact arrangements to be reviewed. The panel is made up of people not directly related to your matter.

If you feel that the decisions around contact with your child or children are unfair and that you are able to show how it is unfair, then this can be reviewed by the Contacts Arrangement Review Panel.

This has to be lodged within 14 days of the decision by DCP, phone 1800 003 305.



What can you do?

- Talk to AFSS and get involved with our Aboriginal Community Engagement Project. You can also think about becoming an AFSS foster carer, ensuring we have a large pool of Aboriginal foster carers to care for children who are removed from their families. The more carers we have, the better the options of Aboriginal children being placed with Aboriginal families.
- Contact AFSS in your local area and speak with an AFSS worker.
- You can also contact the AFSS Child Protection Reform – Aboriginal Community Engagement Project:

Brigitte Goepfert (Project Officer – Child Protection Reform)

Address: 134 Waymouth Street Adelaide SA 5000

Phone: 8205 1500

Mobile: 0499 889 720

Email: brigitte.goepfert@afss.com.au

Other useful contacts:

Aboriginal Legal Rights Movement (ALRM)

Phone: 1800 643 222 Website: www.alrm.org.au

Commissioner for Aboriginal Children and Young People

Phone: 8226 3355 Email: CommissionerCYP@sa.gov.au

Commissioner for Aboriginal Engagement

Phone: 8226 3500 Email: DPC.CommissionerforAboriginalEngagement@sa.gov.au

Commissioner for Children and Young People

Phone: 8226 3355 Email: CommissionerCYP@sa.gov.au

DPC Central Complaints Unit

Phone: 1800 003 305 Website: www.childprotection.sa.gov.au/department/contact-department/making-complaint

Family Matters

Phone: 8305 4213 Email: joanne@childandfamily-sa.org.au

Office of the Guardian for Children and Young People

Phone: 8226 8570 Email: GCYP@GCYP.sa.gov.au Website: www.gcyp.sa.gov.au

SA Ombudsman

Phone: 1800 182 150 Email: ombudsman@ombudsman.sa.gov.au



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