

Access Worker

Department for Child Protection

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	CPW2	DIRECTORATE:	Multiple
REPORTS TO:	Business Manager/Contact Coordinator	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Access Worker is a role within the Department for Child Protection (DCP) and is accountable to the Business Manager/Contact Coordinator for a wide range of duties including supporting access arrangements for children and young people and their parents and carers, organising visits and interacting with children, young people, their parents and carers. The role is accountable for recording interactions for advice to Office Teams and other professionals.

YOU WILL BE ADDING VALUE BY:

1. Make arrangements for access to occur and facilitate access (after access plans are determined) including transporting children to and from access.
2. Supervise the safety of children and young people during access visits.
3. Facilitate the play/activities of children and young people during access visits.
4. Interact effectively with children and young people to maintain effective relationships.
5. Facilitate cooperative behaviour by monitoring, responding to challenging behaviours and using strategies to diffuse conflict.
6. Undertake arrangements to organise meetings and travel.
7. Maintain safe travel with children and young people at all times by driving in an appropriate manner.
8. Work autonomously and in work groups to contribute to achievement of organisational objectives.
9. Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds as well as engaging in learning about other cultures to better establish relationships and improve services
10. Gather and record information about children and young people through observation which contributes to program planning.
11. Be aware of Aboriginal cultural practices and/or differences and seek cultural consultation to promote inclusive practice.
12. Organise and maintain the access room (or venue), equipment, supplies and necessary funds for the provision of access and provide verbal and written reports on accesses and collect and report relevant client information.
13. Engage in practices that build and support a culturally competent workplace by utilising culturally relevant assessments, tools and resources, interventions and processes specific to the practice area
14. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
15. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.



WHO YOU WILL WORK WITH:

Internal

- Business Manager/Contact Coordinator (direct line manager)
- Management and staff within the office and across Department for Child Protection

External

- Other business units within the Department for Child Protection
- Other government and non-government organisations

QUALIFICATIONS

Essential:

- A current Australian driver’s licence (P2 or above) and a willingness to drive is essential

Desirable:

- Nil

YOUR CAPABILITIES:

- Ability to managed workloads, organise and plan work activities taking in to account the need to prioritise tasks and responsibilities.
- Demonstrated ability to communicate effectively both verbally and in writing.
- Apply experience in relating and dealing positively with children and vulnerable young people to understand current issues and achieve change and quality outcomes.
- Demonstrated ability to develop and maintain strong working relationships with people both within government, non-government sector and community.
- Demonstrate active listening skills.
- Ability to work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment

OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Line Manager.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required.
- Some intra/interstate travel (including in a small aircraft) including overnight stay may be required.
- Will be required to undertake physical aspects of child management including lifting and carrying babies or small children.
- A current Australian driver’s licence (P2 or above) and a willingness to drive is essential.



- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT: 01/04/2026



Government of South Australia
Department for Child Protection