

# Request for external providers to deliver services during school hours

You can request the delivery of services on a school site during school hours by following the steps outlined below.

You are encouraged to meet with your school to discuss engaging the services of a provider. This will help understand the needs of your child and determine the most appropriate arrangement for delivering support.

## 1 Make a request



## 2 Discuss the request



## 3 Develop a service schedule



## 4 Review progress



### 1. Make a request

Make a request to the school principal by completing the parent request form. Schools may also have their own form. This request should include information about the proposed service and be linked to the student's educational goals.

Providers can only make a direct request with consent from the parent or carer and is at the discretion of the school principal. Before starting work in a school, the service provider will be asked to show that they comply with certain legal requirements. The school will give providers information about these requirements.

### 2. Discuss the request

Schools understand that working in partnership with parents and families, sharing goals and conducting meaningful consultations is critical to improving student outcomes. All decisions for parent-initiated requests for service providers access to students is at the discretion of the school principal. The principal will consider the:

- wellbeing and educational needs of the child
- child's access to education
- goals set in the documented student plan
- impact on other students and staff
- timing and duration of the access needed
- ability of your child to access the service outside school hours or through existing Department programs
- provider's use of school facilities and resources
- duty of care to all students and staff.

**A service provider's role when working in a school is to contribute to positive educational outcomes for your child.**

### 3. Develop a service schedule

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To ensure providers, schools and families have a clear understanding of their roles, the delivery of services in schools must be planned and documented. The service schedule will include:

- who will be providing services;
- what services the provider will deliver;
- where and when the provider will provide services to your child;
- the frequency and duration of sessions;
- when access to your child can be withdrawn;
- when school staff can supervise the provider with your child; and
- when and how the school and the provider will share relevant confidential information.

### 4. Review progress

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Regular communication between all parties will ensure an ongoing commitment to achieving a student's goals. The school may ask for updated reports from the provider to ensure the service continues to enhance the student's educational outcomes.

Schools are required to report on your child's goals outlined in their Document Plan and are not required to report on goals or outcomes from service providers.

As parents and schools work in partnership to develop a student's educational goals, it is important schools are kept informed of any changes. This includes any cancellations, changes to services or if a student is unable to attend a planned session.

In considering the school's duty of care towards all staff and students, principals can reconsider access to a provider if:

- the service no longer supports the student's educational needs
- the service is impacting other students, staff or school operations
- the service is unreliable or breaches the Service Schedule or
- they have concerns for the provider's conduct or service quality.

The principal will contact you to discuss concerns before they take this step.