

# **NON SCHOOL ORGANISATIONS (NSO) PROGRAM**

## **PROTOCOLS FOR SCHOOL SUPPORT SERVICES**

These protocols have been developed in order to help NSO organisations establish and maintain professional working relations and clear communication processes with state and non-state schools.

All NSO organisations have a current service agreement with the Department of Education and receive grant funding to deliver services to schools and students with disability.

NSO organisations may approach a school to offer a service, however, NSO Program services are only delivered at the request of the school, based on the needs of the student to access and participate in the curriculum. The principal of the school decides if assistance is required and requests the services from NSO organisations.

These services operate as complementary services to those offered by the education sectors and are not a duplication of those services available in schools.

### ***Purpose of NSO Funds***

The NSO Program supports schools by providing funding to approved organisations to deliver services to improve access to and participation in curriculum and the educational outcomes for eligible school-aged students with a disability.

### **NSO Services may provide:**

- educational support at school e.g. therapy, orientation and mobility;
- specialised equipment for loan/trial for the student at school;
- resources to the school for loan; and/or
- workshops to a particular group e.g. school staff, education based therapists with relevance to specific students at the school.

### ***Responsibilities of NSO Organisations***

#### **NSO Organisations must:**

- a) consult and liaise with the referring school to determine service provision requirements at school. NSO services are to be provided in collaboration with these education professionals;
- b) have a current referral form signed by the principal or the principal's approved delegate. Referral forms are current for the calendar year and then must be renewed;
- c) obtain a copy of the current and informed parent consent form from the school. Informed consent is voluntary, current, provides sufficient information about the service that the person is consenting to and provides information in a way that the person can access and understand;
- d) provide advice and support for the development and implementation of the student's education program, as developed by the student's educational support team;
- e) provide services at school, or as negotiated and agreed to by the NSO organisation and the school;

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- f) provide written reports to the school in relation to service provision;
- g) liaise with the case manager/educational support team on a regular basis;
- h) liaise with the school to obtain copies of all relevant school policies and procedures, including policies and procedures about student safety and wellbeing and all mandatory reporting requirements;
- i) ensure each representative of a NSO organisation completes student protection training prior to a service being provided at the school;
- j) consult and liaise with other locally based NSO service providers in the region where relevant when delivering outreach services; and
- k) contact the appropriate Education Authority in writing, at least annually, regarding service provision to schools. Education Authority refers to:
  - Independent schools – The principal of the school
  - Catholic schools – Diocesan Office, Director e.g. Student Services
  - State schools – Regional Office, Principal Education Officer - Student Services (PEO SS).

### **At the school each representative of a NSO Organisation must:**

- l) follow all school policies, procedures and protocols for visitors, including reporting to administration on arrival and departure;
- m) wear a badge that identifies the NSO organisation that is providing the service and the name of the individual providing the service;
- n) exchange information with the identified staff at the school and, as appropriate, at the regional level to co-ordinate NSO visits;
- o) negotiate a schedule of proposed visits along with a list of the key personnel involved. The list should be provided to the case manager/school support team at least two weeks in advance and a copy for the class teacher must be included; and
- p) advise the school administration office as soon as possible if a change in the appointment is necessary and request that the information be conveyed as a matter of urgency to the teachers/staff involved.

### ***Responsibilities of Schools***

- a) Prior to requesting a NSO service, schools should consider the needs of students in conjunction with any services that are already available to the school e.g. check what supports and/or school based therapies are already available. Should it be established that a complementary service is needed to improve the student's access to and participation in the curriculum, then a NSO service can be requested.
 

**Note:** The NSO services are intended to be a complementary service and not a duplication of a service already available.
- b) The school ensures that the student's educational team, including therapists and advisory visiting teachers, are aware of the services being provided.
- c) Schools request a service based on the needs of the student to access and participate in the curriculum. The principal of the school decides if assistance is

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required and requests the services from NSO organisations by signing a referral form.

- d) Schools must liaise with NSO organisations to provide copies of all relevant school policies and procedures, including policies and procedures about student safety and wellbeing and all mandatory reporting requirements.
- e) The school provides a copy of the current and informed parent consent form to the NSO organisation;
- f) It is the principal's responsibility to ensure that the appropriate student protection training is completed by NSO organisations prior to services being provided at the school.
- g) Schools must liaise with NSO organisations regarding significant changes to a student's education program.

***Further information regarding the NSO Program can be found at:***

<http://education.qld.gov.au/schools/grants/other/non-schools/index.html>

Information regarding a request for school support can be found at:

<http://education.qld.gov.au/schools/grants/other/non-schools/pdfs/request-school-support.pdf>