

STUDENT CONCERNS PROCEDURE

LEARNING / ACADEMIC

1. ES and teaching staff – email concerns to Hub Leader (*CC: De, Narelle and Justine*).

2. Discuss concerns at Team Meeting.

CONTACT: DE HEENAN

3. Follow RTI flowchart (Hub Leader to oversee process and collection of information).

1. ES and teaching staff - email concerns to Hub Leader (*CC: Justine and De*).
*****If it is an urgent concern, please immediately discuss in person with Hub Leader, De, Justine, Reece or Narelle.**

2. Discuss concerns at Team Meeting.

3. Hub Leader to email concerns and any relevant information to:
Medical/Continenence/Attention: Nicole (*CC De and Justine*)
Wellbeing: Mel (*CC De and Justine*)

WELFARE / MEDICAL / CONTINENCE / ATTENTION

4. Student concern will be discussed during Wellbeing Team meeting and decision made regarding most appropriate next step (Milo, Wellbeing catch up, external services, therapy, etc.).

5. Relevant Wellbeing Team member will reply (**ALL**) to Hub Leader's email to share next steps and any actions required, or to request further information (*CC: De and Justine*).

CONTACT: DE HEENAN

6. If follow up or actions are required by teacher or Hub Leader, reply (**ALL**) to relevant Wellbeing email to advise of completion and outcome, and to share any relevant information.

7. Relevant Wellbeing Team member will contact parents/guardians if any follow up is required (referrals, consent, etc.).

8. Wellbeing Team member will create new case note on uEducateUs by copying and pasting entire email trail (*following instructions on next page*).

ARTICULATION / SPEECH

1. ES and teaching staff - email concerns to Hub Leader.

2. Email concerns to De (*CC: Justine and Tarai*).

CONTACT: DE HEENAN

3. Concerns will be discussed with Tarai and Tracy and decision made regarding most appropriate next step.

4. De will reply to Hub Leader's email to share next steps and any actions required, then create new case note on uEducateUs by copying and pasting entire email trail (*following instructions on next page*).