



Thirlmere Public School Policies and Procedures

Managing Externally Funded Service Providers Policy

Rationale

Managing externally funded service providers within NSW Department of Education schools is essential for aligning their services with educational goals and ensuring high-quality support for students. This structured approach fosters accountability and transparency, optimises resource allocation and facilitates the integration of external services within existing school programs. By engaging stakeholders and ensuring compliance with relevant regulations, the school can enhance collaboration and maintain the integrity of the education system. Furthermore, a focus on continuous improvement allows for ongoing evaluation of service effectiveness, ultimately ensuring that external support positively impacts student learning and well-being.

Purpose

The purpose of this policy is to ensure:

- the management of externally funded service providers within NSW Department of Education schools is conducted in a manner that aligns with the Department's educational goals and standards
- this policy aims to establish clear guidelines for the selection, monitoring and evaluation of service providers to ensure the quality and effectiveness of their services
- it is designed to foster accountability, transparency, resource use and facilitate the integration of external services within existing school programs
- by engaging stakeholders and ensuring compliance with relevant regulations, this policy supports the continuous improvement of services, ultimately enhancing student learning and well-being in NSW schools.

Parents Responsibility

Any request for access to a student by an external provider funded by the NDIS (or other scheme that provides funding to individuals) must come from the student's parent or guardian in writing.



Thirlmere Public School Policies and Procedures

Parents or guardians must:

- complete the [Parent Request Form](#) if you wish for your child to be seen by an external service provider
- ensure that no more than two providers are working with your child during school hours
- use the External_Providers_Checklist_for_Providers.docx to liaise with the external provider and present all relevant documentation to the front office
- notify the provider if their child is absent from school on a day on which the provider is supposed to go to the school
- communicate with the classroom teacher once the provider has been approved by the Principal to confirm a scheduled visit time, then inform the school office
- notify the provider if other activities at school means that therapy cannot take place e.g. sports carnivals, excursions or other special events
- inform the school in writing if they stop using the service or plan to change providers.

Schools Responsibilities

The principal has discretion to decide whether or not an external service provider can enter the school and how arrangements will be managed for the provider's activity with students, where access is agreed.

Schools must:

- review the documents and determine whether the external provider meets the necessary criteria for approval
- complete an induction process with approved providers to familiarise them with the school's policies and procedures. During this induction, they will be informed about privacy requirements concerning the handling of student information, ensuring that confidentiality is maintained at all times. Additionally, providers will receive guidance on the protocols for addressing any complaints or disputes that may arise, which helps to promote a positive working relationship with the school and ensures that any concerns are managed effectively and in a timely manner.

External Provider Responsibility

Before a provider can deliver a service to students in a school, the provider must demonstrate that it has the necessary checks, protections and training in place. These include completing the department's Mandatory Child Protection Training or a suitable alternative training program delivered by the provider for its staff.



Thirlmere Public School Policies and Procedures

External Providers must:

[External Provider Checklist](#)

- provide a Working with Children Check clearance
- have their WWCC status screened by the school before they can deliver services
- completed an online digital declaration
- proof of identity
- not be on the Department of Education's (DoE) Not to be Employed database
- submit evidence of having completed the Department of Education's (DoE) Mandatory Child Protection Training or a suitable alternative training program developed by the provider for its staff, within the last year
- have submitted evidence of relevant health care training required for the specific circumstance or where the school determines that the provider should undertake specific health care training
- submit evidence of currency of the following insurances:
 - Workers Compensation, or, if the provider is an individual or sole trader performing the work themselves, evidence of personal insurance cover in the event they have an injury
 - Professional Indemnity (no less than \$2 million)
 - Public Liability (no less than \$20 million).
- complete the engagement [External Provider Engagement Agreement](#)
- submit a consent form signed by parents and carers to allow the provider to share information with the school
- **complete a Therapy Update Form weekly which can be found in the External Provider Engagement Agreement. This form is to be completed and submitted to the front office within two (2) weeks of each session provided to the student.**



Thirlmere Public School Policies and Procedures

Withdrawal of Access

Schools may withdraw external provider access to a school where it has been determined that the service being delivered is no longer in the student's educational interest. Schools should discuss the matter with the student's parents or carers prior to a decision to withdraw provider access.

Possible reasons for Principals to consider withdrawing provider access approvals include:

- the service is no longer compatible with the student's educational needs
- unintended adverse consequences for other students, staff and the general running of the school
- high turnover of external providers or their staff delivering a service to a student
- unreliable service provision
- significant concerns about the quality of service provision
- services not being delivered according to the External Provider Engagement Agreement
- inappropriate conduct by the provider.

External Providers are subject to the same code of conduct and complaints process and requirements as school staff when they are at the school.

[Code of Conduct](#)
[handling complaints and disputes.](#)