



NDIS provider access to Queensland state schools

This factsheet provides important information for parents requesting that service providers (NDIS providers) provide supports under National Disability Insurance Scheme Participant Plans (NDIS Plans) at state schools, during school time.

Steps for access

Before an NDIS provider can access the school and provide your child with NDIS supports, the following important steps must be taken:

1. You make a request in writing.
2. The principal considers your request and may ask to talk to you about your child's needs including their educational needs.
3. The principal advises you of their decision.
4. You enter into an Access Agreement with the school and NDIS provider that sets out the arrangements for the NDIS support to be delivered at school, during school time.
5. The NDIS provider completes mandatory training, including any training required by the principal, and provides documentation.

Frequently asked questions

Making a request

Why do parents need to make a request?

Schools work with parents to ensure students can access and participate in education and achieve.

Schools need you to make a formal request to enable NDIS providers to deliver a support to your child at school, during school time, even if the NDIS Plan is being managed by another person, a NDIS Registered Plan Manager or the National Disability Insurance Agency (NDIA).

This is because schools need your consent to enable your child to take time out from their class and other school activities to receive the support – as this may affect their learning.

How do I make a request?

Your request needs to be in writing. It can be in an email sent to the principal.

What should I include in my request?

Your request should include the following information:

- the NDIS support your child will be receiving at school, during school time
- the business name of the NDIS provider and their ABN number

- whether the NDIS provider is registered with the NDIS
- the names of the NDIS provider's staff who will be providing the support at school, during school time
- when you would like the support to be provided, including the days of the week and times the NDIS support is to be provided
- how often the NDIS support will be provided and for how long
- why the NDIS support needs to be provided at school, during school time
- whether you know if the NDIS provider's access to the school or another school has been terminated and why.

You may wish to include more information about the NDIS support or other issues you believe are important.

You might need to talk to your NDIS provider to obtain this information before making your request. The school will not pay any costs associated with the NDIS provider providing information for your request.

An [access request form](#) to help you make your request is available at the department's [policy](#) and [procedure](#) site.

Does a request need to be made even if the NDIS provider is already going to the school?

The school principal will make a separate decision about each request.

This means that a request will need to be made even if the NDIS provider is already going to the school and providing NDIS supports or other services.

The principal's decision

What will the principal take into account?

The school principal needs to consider the needs of your child, other students at the school and their staff.

They are responsible for ensuring that all students are safe and need to make checks on any person who accesses the school.

The principal also needs to consider the impact of the NDIS provider accessing the school and providing supports during school time on student learning. This is the main role for schools and one that is very important for all students.

School principals will consider parent requests for NDIS providers to deliver supports included in NDIS Plans, at school, during school time, on a case-by-case basis taking into account:

- the principal's non-delegable duty of care to the safety and wellbeing of all students and privacy
- the impact on the student's learning of providing the support at school, during school time
- the benefit to the student receiving the NDIS support at school, during school time
- the impact on other students and their learning
- workplace health and safety
- the good management and running of the school.

Do I have to meet with the school?

The school will contact you if they need more information about your request. They might ask to meet with you face-to-face, telephone you or ask for further information by email.

What do I need when talking to the school about my request?

You could consider bringing any information you have about the support your child is receiving. This could include specialist reports or information from the NDIS provider about the supports that will be provided and what arrangements they will need to deliver the support at school.

Can the NDIS provider go to the meeting?

You can invite the provider to go to the meeting with the school. But the school cannot pay for the provider to attend the meeting including their travel costs.

When will the principal make their decision?

It is important that the principal makes the right decision for your child, other students and school staff. This means that it will take time to make a decision but every effort will be made to make the decision within reasonable timeframes.

You can help with the process by providing as much information as you can when you make your request.

Who will tell the NDIS provider about the decision?

You will need to let the NDIS provider know about the principal's decision.

What if I don't agree with the principal's decision?

The principal will let you know the reasons for their decision, if they decide not to allow access. You can ask to meet with the principal to discuss their reasons if you are not happy with the decision.

Before access can occur

What will I need to do?

You will need to sign an Access Agreement with the school and NDIS provider. The Access Agreement sets out the conditions for the NDIS provider's access to the school and their delivery of the NDIS support during school time.

It will also set out your responsibilities and what you will need to do to enable the NDIS provider to deliver the NDIS support at school, during school time.

What will the provider need to do?

The NDIS provider will be asked to show that the staff who are providing the NDIS support at school, during school time have:

- a current working with Children Check (Blue Card)
- current photo identification, such as a Driver Licence or Adult proof of age card
- completed training as required by the principal.

The NDIS provider will need to also show that they have a sufficient level of insurance.

While the support is delivered at school, during school time

What will I need to do?

The school's main role is to support your child's education. Your involvement in how the NDIS support is delivered at school is important.

You can help this process by liaising between the school and the NDIS provider about the support by:

- informing the NDIS provider as soon as possible if your child is absent from school on a day on which the provider is scheduled to go to the school
- telling the provider if other activities at school mean that support cannot be delivered. For example, when sports carnivals, excursions, or special events or assemblies are scheduled
- informing the school if you stop using the support or change NDIS providers
- sharing any information with the school including any progress information from the provider that you think may be relevant to your child's learning and support needs, and/or providing consent to the provider to share the information on your behalf.

Will the school provide equipment and materials?

Principals are responsible for the proper use of public assets including school equipment and materials. In general, school equipment and materials should not be used by the NDIS provider.

In rare circumstances, the principal may consider reasonable requests to use school equipment and materials by the NDIS provider. Any such arrangement should be discussed with the school and be included in the Access Agreement.

What about the NDIS provider's costs?

The school will not cover the NDIS provider's costs related to your request, attending training or providing documents to the school. You will need to talk to the NDIS provider about these costs.

Can the principal stop the provider accessing the school?

The principal is responsible for the safety and wellbeing of students and staff and the good management of the school. The principal can stop access if:

- you or the NDIS provider do not comply with the Access Agreement
- providing the NDIS support at school, during school time is having an adverse impact on the learning, safety and wellbeing of the student receiving the support and/or other students and staff
- unforeseen disruption to the delivery of the education program to other students, or impact on staff and the general running of the school
- high turnover of NDIS providers or their staff delivering a support to a student resulting in unreliable service provision or administrative burden on the school
- significant concerns about the safety and wellbeing of the student receiving the support or other students at the school
- inappropriate conduct by the NDIS provider or their staff including a breach of the Code of Conduct, child protection concerns, privacy concerns or workplace health and safety issues
- any other circumstances that the principal considers appropriate for terminating the access arrangements.

The school will advise you of any concerns before they decide to stop access.

The school will not assess the quality of the NDIS support being provided and is not responsible for monitoring the support. However, they will talk to you if they have concerns and may raise them with the National Disability Insurance Agency or another appropriate organisation.

What if I am unhappy with a decision or action of the school?

As a parent you have the right to make a complaint or raise any concerns at any time about the decision or actions of a school.

The first step is to contact the school principal to discuss to discuss your concerns. The principal can advise you of the school's complaints management process.

Where can I get more information?

Please refer to [NDIS provider access to state schools policy](#) and [NDIS provider access to state schools procedure](#).

NDIS Provider Access to Queensland State Schools – Access Request Form:

<https://ppr.qed.qld.gov.au/attachment/ndis-access-request-form.docx>

NDIS Provider Access to State Schools – Policy:

<https://ppr.qed.qld.gov.au/pp/national-disability-insurance-scheme-ndis-provider-access-to-state-schools-policy>

NDIS Provider Access to State Schools – Procedure:

<https://ppr.qed.qld.gov.au/pp/national-disability-insurance-scheme-ndis-provider-access-to-state-schools-procedure>