

# SSS REFERRAL PROCESS

A simplified process diagram to assist schools to access Student Support Services.

## ACCESSING SSS SUPPORT

Through Learning Places, schools and SSS Key Contact Officers collaborate to identify student needs and consider support options.

The objective of these discussions is to make an informed assessment of the support that can be provided by the Area-based multi-disciplinary team to meet the needs of the school and its students.

This approach will ensure SSS are able to provide support to teachers and school leaders to address cohort or school wide issues and assist in high priority cases in line with SSS priorities in the SSS Handbook.

A simplified referral process diagram has been developed to clarify the referral process and ensure a consistent referral approach that supports schools and their local SSS team to work together.

The SSS referral process aligns with the SSS Handbook and contains just three key steps:

- **Pre-referral** – Schools and SSS collaborate to identify what supports the school has in place and what additional services might assist the school
- **Referral** – If support from SSS is needed, schools complete the relevant sections of the Student Information Form and obtain consent. These are uploaded to the Student Online Case System (SOCS) via the SOCS Case request form.
- **Service delivery** – The SSS team will allocate the request and work with the school to establish objectives and to provide the service.

The SSS referral process identifies children and young people with the greatest need, and matches student/school needs with the expertise of SSS team members.

## FREQUENTLY ASKED QUESTIONS

### *Why has the new process been developed?*

The referral process has not changed since implementation of the SSS Handbook in October 2017. However, it was recognised existing diagrams were overly complex leading to inconsistent outcomes.

The simplified referral process diagram assists schools and SSS to work together in a consistent way to support the health and wellbeing of students.

### *Is the process mandatory?*

Yes. All schools and SSS teams will use the SSS referral process to request SSS support.

### *Is the process complex?*

No. The SSS referral process aligns with the SSS Handbook and has just three key steps.

### *How much documentation is needed to support a referral?*

Schools should ensure they have:

- obtained parent/guardian consent
- completed the Student Information Form. Schools should work with their SSS Key Contact Officers to only complete the relevant sections of this form.

Both of these documents should be attached to the Student Online Case System (SOCS) Case request form.

### *Do schools need to use SOCS?*

Yes. Schools must use the SOCS to request SSS support.

## FURTHER SUPPORT

If you need further support or have questions about the SSS referral process you can:

- talk to your SSS Key Contact Officer
- discuss further concerns with your SSS Implementation Manager or SEIL
- provide feedback via your regional SSS Principal Advisory Group.

### Key Links:

- [SSS Key Contact Officers](#)
- [SSS Handbook](#)
- [Student Information Form.](#)
- [Consent forms.](#)

# STUDENT SUPPORT SERVICES (SSS) REFERRAL PROCESS

There are a range of resources and supports available to support the health and wellbeing of students. Schools should use the following process to engage with Student Support Services (SSS).

## PRE-REFERRAL PROCESS

### SCHOOL

- check Student Online Case System (SOCS) for previous referrals related to the student
- review previous recommendations or school based actions
- create a 'school case' on SOCS to document school actions if desired.

### SCHOOL AND SSS

SSS Key Contact and school work together to:

- discuss concerns and plans made to date – e.g. Individual Learning Plans (ILPs) or Behaviour Support Plans (BSPs)
- identify strategies to provide immediate support to the student
- identify whether referral is appropriate and the types of service required (including referral to SSS, visiting teacher or another DET/external service e.g. mental health)
- identify sections of the Student Information Form relevant to the student.

## REFERRAL TO SSS

### SCHOOL

- complete only the relevant sections of the Student Information Form (see SSS handbook for examples of use of the form)
- obtain informed consent from the student's parent or guardian
- submit referral and consent on SOCS.

### SSS

- hold SSS team intake meeting
- advise school of the intake outcome, assigned SSS and service delivery timeline.

Cases are prioritised against SSS statewide priorities, Area plans and discussion with schools. If the intake decision is that a service other than SSS is more appropriate, this will be discussed without delay with the school and advice on referral processes given.

## SERVICE DELIVERY

### SSS AND SCHOOL

- establish aims for the service delivery and support to the student
- provision and regular review of service with all stakeholders
- decide when aims are met and communicate with all stakeholders that service is concluding.

### KEY LINKS:

- [SSS Key Contacts](#)
- [SSS Handbook](#)