**communication and access protocol**

*This protocol must be prepared and provided to the parent/carer either as an attachment to the order that is given to the parent/carer or as soon as reasonably practicable after the order is given. All text in italics and in blue is for guidance and must be deleted before finalising this document.*

**When is this protocol needed?**

This document must be prepared and provided to the parent or carer who has been issued an order if they have a child enrolled at this school.

**Why is this protocol needed?**

This protocol has been prepared to mitigate any impact that a school community safety order may have on your ability to care for and be involved with your child or children’s education.

It ensures that your child or children can continue to access school and their education. For example, if part of your order means you cannot escort your child to or from school or school activities, the communications and access protocol will outline alternative arrangements. It may also outline the ways you can still communicate with the school about your child’s education.

The following measures are in place so that the education and engagement of [List name/s of student/s in care of this person at school] is not affected by an order being in place.

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| **School access and attendance**  *The authorised person should consider alternative arrangements to ensure the child's continued attendance at, and safe access to, the school and school activities, if because of the order the parent/carer cannot escort the child to or from school or school activities. The authorised person should also consider if the order allows an exception for the parent/carer to continue school related activities if the child is not able to safely access school and school activities.*  *For further guidance, including supports and subsidies may assist the student to travel to and from school, see chapter ‘Minimising impacts on students’ in the* [*School Community Safety Orders Policy*](https://www2.education.vic.gov.au/pal/school-community-safety-orders/policy) *on the Policy and Advisory Library.*  *Tailor as appropriate or delete:*  The person subject to this order is allowed to:   * be outside the school gates to conduct school drop off and pick up between [specify time] * conduct drop off and pick up at [school-related place e.g. swimming carnival] on [date] where there is no other person or means available to ensure [student’s name]’s safe access to and from the event * nominate in writing to me the name and contact details of a trusted person to conduct drop off and pick up from [location] on your behalf. This should be actioned by [specify time/date]. |
| **Communicating with the school**  *The authorised person can prohibit communication or communication methods with certain staff members in the order. You can identify other staff members who can be communicated with, or specify the frequency and methods of communications that will be allowed to give updates on the student’s progress or provide feedback on school related matters.*  *For example:*   * *exploring alternative meeting arrangements for parent teacher interviews like video conferencing* * *asking a family member of the student to attend meetings or communicate with the school* * *replacing the staff member(s) affected by the parent’s behaviour with another staff member or if this is not possible, limiting the parent’s interactions to receiving and giving updates on the student’s progress via email.*   *Tailor as appropriate or delete:*  The following form and method of contact will be allowed:   * email communications to [specify name of staff member(s)] * one email per [specify frequency] to [specify name of staff member(s)] if it is in relation to [topic e.g. your child’s progress at school] * attending [specify meeting e.g. parent teacher interviews] via [specify acceptable platform e.g. video conferencing] |
| **Support for students from diverse backgrounds**  *For further guidance, including supports and programs for students from diverse backgrounds, see chapter ‘Minimising impacts on students’ in the* [*School Community Safety Orders Policy*](https://www2.education.vic.gov.au/pal/school-community-safety-orders/policy) *on the Policy and Advisory Library. The authorised person must complete this section to confirm that appropriate supports have been or will be arranged.*  *Tailor as appropriate or delete:*  As [student’s name] is [specify diverse background e.g. Aboriginal and Torres Strait Islander] background, I have contacted the [specify position or program area within the Department] who will arrange for appropriate [specify type of support] support. |
| **Health and wellbeing support**  *The authorised person is required to consider and minimise any wellbeing, educational, or accessibility impacts an order may have on the child. This includes making reasonable adjustments to accommodate students with disability and additional needs if applicable. This section should outline the processes that ensure that mental health and wellbeing support are considered and in place for the student.*  *For further guidance on providing wellbeing support to students, see chapter ‘Minimising impacts on students’ in the* [*School Community Safety Orders Policy*](https://www2.education.vic.gov.au/pal/school-community-safety-orders/policy) *on the Policy and Advisory Library.*  *Tailor as appropriate or delete:*  The wellbeing of [student’s name] continues to be important to us. [Student’s name] will be able to access the following wellbeing supports at the school:  [list wellbeing supports available].  If you have concerns about [student’s name]’s wellbeing, please reach out to [name of staff member(s)], who can also assist you with referrals to relevant external support agencies.  You can choose to inform [student’s name] about the order issued to you but we can understand if you do not wish to. Regardless, I will ensure that support is provided discreetly in a way that does not disclose to [student’s name] that an order is in place. [tailor or delete sentence if necessary] |