

Welcome to Spencer Park Primary School's case management process.

## What is case management?

At Spencer Park Primary School, case management is a collaborative process whereby the Student Services team engages in an intensive cycle of monitoring, reviewing and planning to assist in meeting the needs of your child.

### Who is the Student Services Team?

Our Student Services team comprises the Principal, the Student Services Coordinator (Deputy Principal), the School Psychologist, our Chaplain and the School Nurse.

*"The team is approachable, understanding and committed to seeing our children achieve their best."*

## Who is case management for?

The Student Services team monitors closely students who experience difficulties in engaging the learning process. Difficulties include:

- poor attendance,
- diagnosed disabilities,
- undiagnosed learning difficulties,
- social/emotional difficulties,
- behaviour difficulties.



## How is Case Management conducted?

The Student Services team meets weekly and reviews the progress of learning and engagement of your child. On a regular basis, case managers monitor and action support objectives to ensure your child's needs are being met. Additional to the weekly review, case conferences are conducted at regular intervals.

*"We feel more connected to the school and the Student Services team."*

## How are students referred to the Student Services Team?

At Spencer Park Primary School, extensive monitoring is conducted regarding the progress of our students. As a result, teachers and parents may refer to the Student Services team in instances where there is a concern regarding a child and how he or she is progressing. This may take place at any time in the year or upon a student's enrolment at the school.

## What is a Case Conference?

A case conference is an opportunity for all participants to talk about the wellbeing of your child and discuss any support needed, any issues or achievements, and work collaboratively to develop a support plan based on his or her individual profile.

Participants will include you, your child's case manager and teacher. The school psychologist, as well as any other service providers, such as speech, physio- and occupational therapists, counsellors, Department of Communities case workers and coordinators may also be invited to attend, with your consent. The school psychologist will gain your informed consent to become involved in this process.

Planning effectively takes a coordinated effort and involves knowing your child as well as possible. For this reason, a number of topics are discussed at a case conference, including:

- his or her strengths, interests and needs,
- achievements or issues,
- how things are going both at school and at home,
- assessment information,
- types of supports needed by your child to be successful,
- involvement of service providers that are already working with him or her.

Notes are taken and kept as minutes of the meeting. Following everyone's input, plans are put in place and a follow-up meeting is set. All people at the meeting receive a copy of the notes. At the next meeting, comments will also be made on what has and hasn't been achieved since the last meeting.

*"A case conference may sound daunting but it's a positive and supportive experience."*



### When does a case conference take place?

Case conferences are typically held during the school day, when your child's classroom teacher is released from teaching through our Specialist Teaching program and the school psychologist is available. Under extenuating circumstances, all efforts will be made to accommodate difficulties in attending meetings on a working day.

Notices of meetings are given weeks in advance and two reminders issued, one week and one day before meetings, to give you and other participants the best opportunity to plan for attending.

### Do I have to attend a case conference?

You are invited to attend case conferences as you know your child best and have information crucial to ensuring the success of your child. If you are unable to attend at a given time, please let us know as soon as is practicable, so another meeting time can be arranged. In the rare situation where you cannot attend, a meeting may still be held and a copy of the meeting minutes will be sent home or the meeting re-scheduled.

### How can I prepare for a case conference?

The first step in preparing for a case conference is to remember that you know your child best. Attending a case conference is a new experience for most parents. Here are a few suggestions to help you prepare:

- Gather and organise reports and other documents so you can quickly refer to them during the case conference.
- Jot down your goals for your child as well as any other concerns or questions you have.
- List the supports you believe your child will need in school to help him or her be as successful as possible.
- Be open to the advice and feedback of the case management team. Ask questions; we have many years of experience in working with students in an educational environment.

*"It has given us a voice or the confidence to share information, raise concerns, celebrate achievements and discuss practical strategies and ideas to make home and school life easier."*  
- Perdita Beebe

### Spencer Park Primary School

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### working with you through Case Management

