



Fact sheet

Role of regional case managers in supporting students on school disciplinary absence

A regional case manager is a Department of Education employee appointed by the Regional Director to assist students who are subject to charge-related suspension, suspension pending exclusion, exclusion, cancellation of enrolment or refusal to enrol from a Queensland state school.

Key information

A regional case manager can be any allocated officer that the region deems is appropriately qualified.

Responsibilities

Regional case managers play an integral role in supporting students, and have responsibility for:

- acting as a point of contact for the student and their family when the student is on charge-related suspension, suspension pending exclusion, exclusion, cancellation of enrolment or refusal to enrol from a Queensland state school;
- recording contact with the student and their family in OneSchool, including copies of correspondence;
- in partnership with the school principal at which the student is enrolled or was most recently enrolled, taking reasonable steps to arrange for the student to continue to access their educational program for the duration of their school disciplinary absence, ensuring that the learning program/resources provided by the school maintain a sequential approach to current learning and are related to the student's current curriculum;
- following exclusion or cancellation of enrolment of students in the **compulsory participation phase**, facilitating access to information about other educational or training options/alternatives available in the local area;
- providing assistance to parents and students with understanding of disciplinary consequences and appeal processes, including making arrangements to support submission of oral appeals. It is important to note that while regional case managers can assist in scribing appeal submissions, it is not their role to prepare or provide input into appeals, nor should they accept appeals on behalf of the Department of Education. Rather they provide details for where and how the appeal can be lodged;
- ensuring that a student's individual circumstances are taken into account, such as the student's behaviour history, disability, mental health and wellbeing, religious and cultural considerations, home environment and care arrangements, when considering support options;
- negotiating a student's enrolment with the principal of a new school, including assisting with the development of any necessary individual support plans in the new school and following up with students and their families to ensure continued educational engagement. This includes recording one and six month follow ups in OneSchool;
- in the case of charge-related suspension, negotiating the student's enrolment in a school of distance education for the duration of the suspension, noting that as per the *Education (General Provisions) Act 2006*:
 - the enrolment requires approval by the Director-General under section 329; and
 - the student can access distance education on a fee-free basis under section 53.

Definitions

Compulsory participation phase

A young person's compulsory participation phase—

- a. starts when the person stops being of compulsory school age; and
- b. ends when the person—
 - i. gains a certificate of achievement, senior statement, certificate III or certificate IV; or
 - ii. has participated in eligible options for 2 years after the person stopped being of compulsory school age; or
 - iii. turns 17 years.

