

STUDENT ADVOCACY PROJECT

CLIENT SERVICE MODEL

INFORMATION, ADVICE AND REFERRAL ACTIVITIES:

- Telephone call-back service
- Information, advice, referral
- Factsheets and publications

Tier 1: Self-Advocacy

- Resources and information for families to work with schools independently
- No advocacy case open
- Service does not engage with schools and stakeholders with or on behalf of the child / client family

FORMAL ADVOCACY CASE ACTIVITIES:

- Client/school/stakeholder engagement and co-ordination
- Advocacy case planning
- Inclusion outcome meeting, plan and review
- Advocacy case review, action and evaluation

Tier 2: Individual Advocacy

- Where resolution has not been achieved between family and principal at a school level

SYSTEMIC ADVOCACY AND COMPLEX CASE ESCALATION ACTIVITIES:

- Tracking and identifying systemic advocacy
- Complex case escalation
- Complex case support
- Complex case service referral

Tier 3: Systemic Advocacy

- Tracking of barriers to inclusive education
- Support to escalate outstanding advocacy cases where there is merit that the standards have been breached