Schools and families work together to identify and meet students' personal care needs.

As with all personalised learning and support, school staff should consider personal care needs in consultation with students and their families. In some cases, school staff may also need to talk to other professionals (e.g. a treating health team or therapist) working with a student. The purpose of these discussions is to develop a shared understanding of a student's needs and how best to meet those needs at school.

If students and families have concerns with how personal care supports are being provided, they should first talk to their school. They can also contact their local School Services team or Disability, Learning and Support in state office.

What is personal care in school?

Under the law, all schools must make reasonable adjustments, when needed, so that students with disability can access and take part at school like other students. Reasonable adjustments may include supporting students with their personal care needs while at school, in areas like:

- toileting and personal hygiene
- eating and drinking
- mobility and positioning
- managing health conditions.

In the classroom, teachers and school learning support officers will often combine personal care supports with learning activities.

Personal care supports continue to be provided by schools

With the roll out of the NDIS, governments are considering how personal care supports in schools will be funded and delivered.

For now, schools will continue to support all students with all of their personal care needs, whether or not they are an NDIS participant.

If a student is an NDIS participant, their school will fund and provide their personal care supports during school time. Supports will be delivered by someone employed by the school. This person may also support other students. NDIS participants can’t choose their own provider or pay for personal care supports to be delivered at school through their NDIS plan.

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More information

Local School Services teams
Phone: 131 536

Disability, Learning & Support (state office)
Phone: (02) 7814 3879
Email: disability.support@det.nsw.edu.au

NDIS Coordinators for NSW Public Schools
Susanne Andrews - Campbelltown Education Office
Wendy English - Dubbo Education Office
Galiema Gool - Warilla Education Office
Rachel Pregnell - Coffs Harbour Education Office
Fran Tinley - Nirimba Education Office

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