Access Request Process – Frequently Asked Questions

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1. How can I check the history of the Access Request in the Access Request Process?

With different priorities being directed to different Clearing Houses and Panels, an Access Request can be in multiple stages at any given time.

The History icon ⟲ will always show the history of a Priority or an Outcome. The *AR Summary* Report will summarise an Access Request, including the history of each of the Priorities and Outcomes. To create the *AR Summary* Report, select a student, select the action *Generate Report*, and then select *AR Summary*. Detailed instructions are in Section 4.11 of the Access Request Process User Guide.

The History icon will always show the history of a Priority or an Outcome.

2. How do I review a Priority status?

Clearing House Coordinator (AR/P1 Owner): Reviewed tick-box and finalising an Access Request

The CHC (AR/P1 Owner) must check the *Reviewed* tick box to indicate that they have reviewed the final determinations of the Priorities in the Access Request. If the *Reviewed* tick-box is not selected, the Access Request cannot be *Completed* or *Declined*.

ACTIONS

Under the *Clearing Houses >> My Clearing Houses* tab:
Use the search criteria.
Search for Priority/s with *Completed* Outcome. This is done by selecting *Completed Outcome* from the *Outcome* drop-down menu. Using further search fields is optional.

Select Search.

The search results will appear on the page below. This search has captured all Priorities with a *Completed* outcome. Select student name (tick box).
Select *Manage Priority Status* in the drop-down menu under *Actions*.
A screen similar to this will appear:

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IMPORTANT: Locating the Reviewed tick-box and Access Request Status

The *Reviewed tick box* and *Access Request Status* can be seen by scrolling to the far right of the pop-up window, using the scroll bar.

After scrolling to the far right, the *Reviewed* tick-box and *Access Request Status* will appear:

To run Reports following decisions in relation to Priority Status, it is critical that the *Reviewed* tick-box is selected. If it is not selected, the report will not include those priorities.

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3. Return to School. I have returned the Access Request to school but I can still see it in my Clearing House, what should I do?

1. If you can see the symbol for return to school in your Clearing House then the students Access Request has not yet been returned to school.
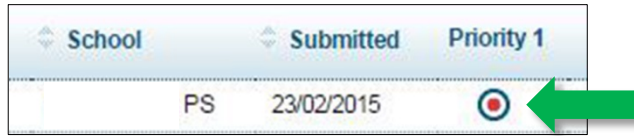
Red dot indicates Return to School

2. Select the student. Tick box.

3. Go to Actions select *Return to school*.

4. A pop up box will appear titled *Return to School*.
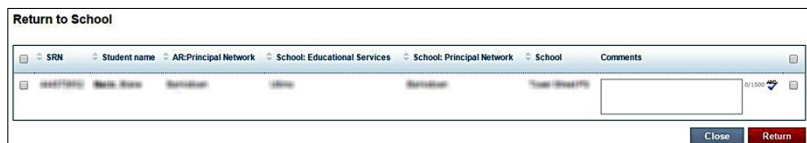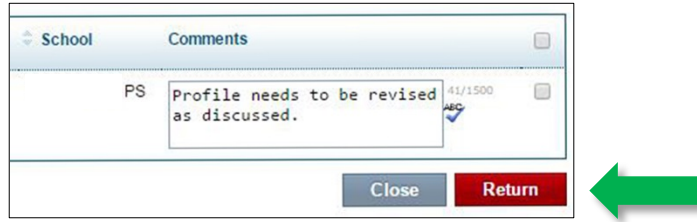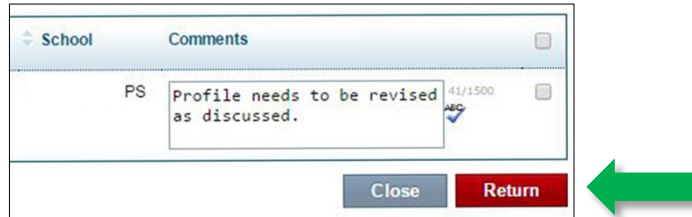
5. Add comments

6. Press return

7. A pop up box will appear asking if you want to return Access request to School.
Press return.

8. Access Request will leave Clearing House and return to school.

The status of the AR will show as VALIDATED on the school's MY ACCESS REQUESTS home page.

Once the Principal has declined the relevant sections, the status of the AR will be *VALIDATED OPEN*.

4. General information about Priorities.

An Access Request can have up to three Priorities – P1, P2, P3. There will always be one Priority (P1).

An Access Request may have up to three Priorities (P1, P2, P3), which may be separated by an *OR* or by an *AND*. An *AND* is only possible when provisions which include *Itinerant Hearing and/or Vision* are requested in the Access Request. See Section 10.5 of the Access Request User Guide for further information.

A Clearing House may assign P1 to the Panel and only explore P2 and P3 if P1 is not *Supported*; or it may assign all Priorities at once. This is decided by area processes.

The program will only allow you to reassign a *Deferred* Priority to a Panel at a future date. This is the only Status that can be reassigned to a Panel.

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To complete an Access Request with priorities that have an 'AND' or an 'OR'

OR Priorities

If any of the priorities are *SUPPORTED*, then only one priority can be supported. The other priorities can be *deferred no further action, supported no further action, to be assigned, assigned to CH, assign to Panel, withdrawn, return to school, return to CH.*

AND Priorities

At least one of the priorities must be *SUPPORTED, deferred no further action or supported no further action*. There can be multiple priorities with *supported, deferred no further action or supported no further action*.

5. Access Request applications where the request may be for IFS/SC:

- Integration Funding Support (IFS) now and a support class for the following year
- Integration Funding Support now for a student with significant support needs whilst awaiting a panel decision for support class placement.
- DO NOT complete the Access Request until preliminary advice for Integration Funding Support or acceptance for a support class offer has been received.

In the Clearing House, select the filter *completed outcome* and under Action select: *Manage Priority Status*

- If the priority related to support class is *supported* and the IFS is *supported* – change the priority related to support class to *supported on hold,* check the *reviewed* button and run the IFS report which is sent to state office automatically.
  Go back to Manage Priority Status screen, and change the status of IFS to *supported on hold* and the priority related to the support class placement back to *supported*. You can now progress that priority (parent letter, SCAS registration report).
  If you wish to complete the Access request, change the IFS status to *supported no further action.*
  You would need to advise state office when IFS is no longer required.

- If the priority related to support class is *deferred* and the IFS is *supported*, check the *reviewed* button and run the IFS report which is sent to state office automatically. Assign the *deferred* priority related to support class to another panel.

- If the priority related to support class is *assigned to panel* and IFS is *supported* – allow priority related to support class to progress panel, check the *reviewed* button and run the IFS report which is sent automatically to state office. When the priority related to support class is returned from panel and is *supported.*
  Go back to Manage Priority Status screen, and change the status of IFS to *supported on hold* and the priority related to support class placement back to *supported*. You can progress that priority (parent letter, SCAS registration report).
  If you wish to complete the Access Request, change the IFS status to *supported no further action.*
  You would need to advise state office when IFS is no longer required.