If you contact us

Telephonically, we will:

- Answer the call within five rings.
- Identify ourselves.
- If needed, direct your call to the relevant officer/staff/division/directorate for desired assistance.

In writing, we will:

- Reply to your queries within ten working days. If we cannot answer all your questions within that time, we will inform you when to expect a full reply.
- Treat faxes and e-mails as official correspondence.
- We will see you in the agreed time when you make an appointment.

Your views thus count:

- We need to know your views on the quality of the services we provide in comparison to what you expect from us.
- Feel free to offer constructive feedback, suggestions and remedies on how we could ameliorate the educational and psycho-social services rendered to children with special needs education.

When you communicate with us, please provide the following information:

- Your full name, postal address, e-mail, fax, telephone / or cellular number.
- Provide a clear description of your particular concern or requirement.
- Indicate what kind of response you would expect.
- Keep a record of the issue at stake, the person who deals with the issue, and the date of the communication.

If things go wrong:

We will:

- Address your complaints within two weeks
- Provide you with a reasonable explanation of any delay, offer an apology and avoid repeating such an oversight.

Any comment, suggestion or a request for information about the activities on Special Education Services, contact the below mentioned, protocol should be observed:

Your first contact must be your Regional School Counsellor

Second contact is the Head Office based

Directorate: Programmes and Quality Assurance (PQA)
Division: Special Programmes and Schools (DSPS)

and/or

Division: Diagnostic, Advisory and Training Services (DATS)

Ministry of Education (Head Office)
Private Bag 13186, Windhoek
Tel: +264-61-293 3210
+264-61-293 3278
Fax: +264-61-293 3924

Specific enquiries about special education services should be directed to the relevant head of division at the above given telephone numbers in person, in writing or telephonically or to Regional School Counsellors:

Chief Education Officer (DSPS) → Issues related to leadership, management, education offering, admission at special schools, hospital schools, and special education programmes in regular/special schools.

Chief School Counsellor (DATS) → Issues related to referral, assessment, counselling/psychological services, speech therapy and audiological services for school-going children.

Should you seek further solution/attention with your concern, please write to the Regional Director if your initial contact was with the Regional School Counsellor or Director:
Programme and Quality Assurance: PQA, Head Office.
The Director will address the issue with the Regional Counsellor or the head(s) of the division(s). If you are not satisfied with the response given by the Director, you have the right to contact the co-ordinator of complaints in the Office of the Permanent Secretary, Ministry of Education at the above given postal address or telephone number (061) 270 6303/4 (secretary). Once you have exhausted the mentioned channels and if you are still of the opinion that your concern was not properly addressed, you may seek audience with the responsible Minister and/or the Office of the Ombudsman.

This Charter was published September 2005 for annual review.
Our Commitment to you

In collaboration with you as partners, we strive at having the educational rights of children with special needs education realized. We are firmly convinced that together we can work towards offering quality education to our learners. We focus our services on the needs of those we provide services to. This approach builds on our key values of -

Customer Service Orientation
- Always considering the learners’ needs as a priority.
- Offering continuous training to teachers/school counsellors/officers charged with the education and psycho-social services of learners with special educational needs for quality education outcome.
- Conducting continuous educative/informative/awareness campaigns to communities/parents and stakeholders.
- Offering non-discriminating services to those in need and where possible.

Sensitivity
- Have empathy for the plight of others, i.e. parents/families of children with disabilities, learners and educators in the field.
- Respect and welcome different views, be supportive, collaborative and caring in our relationships with our clients.

Recognition
- Always to strive for optimal performance in our services delivery.
- Recognize and maximize the potential of our learners.
- Continuously assess and ameliorate our services to meet demands of the time.

What we ask from you

The quality of services we can provide to you depends on various issues. This includes the input and the co-operation we as divisions within a Directorate responsible for educational and psycho-social services for learners with special needs will receive from you. We therefore request you to:
- Be honest and timely in providing required information to these Divisions, Directorate: PQA and Regional School Counsellors.
- Comply with existing Acts, Regulations and Procedures.
- Treat our staff members with the necessary respect.

Our Role and Functions Applicable to Specific Work Areas

We provide educational services to learners within special schools with:

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Visual or Hearing Impairment: aged four to eighteen
- Pre-primary to Grade 12.
- Offer broad curriculum subjects in addition to pre-vocational subjects through Braille and Sign Language.
- Provide hearing/listening devices.

Intellectual impairment: (including learners with autism and cerebral palsy) aged six to eighteen.

Learning Disability/Difficulties: aged six to twelve [-placement in special classroom under regional office jurisdiction]
- Aged thirteen to eighteen (junior secondary phase at special schools)
- Offer broad curriculum subjects in addition to Special Grades 6-10, pre-vocational subjects, N-Courses.

Educational/psycho-social services: Within outside special schools:
- Hospital Schools: Education for learners admitted in hospital.

Referral and Assessment: Educational, psychological and social assessment and referral, placement/admission to special schools where possible.
- Counselling/psychological Services: School related, bereavement, trauma, HIV/AIDS issues and behaviour modification.
- Audiological Services: Assessment of hearing loss, fitting with hearing aids, training on use of hearing apparatus.
- Speech Therapy: sessions where possible.

- DSPS and DATS: Provide in-service training/upgrading courses to teachers on special education, disability issues, psychological/counselling issues, and basic assessment skills annually. On request, we will facilitate the application for bursaries & educational loans in specialised fields.

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Our Standards Applicable to Specific Work Areas

We will:

- Provide specialized teaching/learning equipment for learners with special needs placed in special schools in accordance with various syllabi requirements.
- Adapt and modify syllabi every five years where needed and depending on the severity of the disability.
- Conduct continuous educative/informative awareness campaigns to communities/parents & stakeholders before September each year.

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Contact Details
Education Regional Offices/Regional School Counsellors:
- Caprivı: (066) 253210 / 253002
- Erongo: (064) 4105000 / 4105110
- Hardap: (065) 242053/062) 523124 / 242084
- Karas: (063) 222811
- Kavango: (066) 2589111
- Khomas: (061) 283 9411/2934221
- Kunene: (067) 331006 / 335000
- Ohangwena: (065) 281900
- Oshane: (065) 228000/229800
- Oshikoto: (065) 240024 / 281900
- Otjozondjupa: (067) 303212 / 30800

Special Schools:
- Intellectual Impairment/Autism/Cerebral Palsy:
  - Dagbreek: (061) 227901
  - Moreson Centre: (061) 221217
- Visual Impairment:
  - Eluwa Special School: (065) 230017
  - NISE - School for the Visually Impaired: (061) 217971
- Hearing Impairment:
  - Eluwa Special School: (065) 230017
  - NISE - School for the Hearing Impaired: (061) 212659
- Learning Disability/Difficulties:
  - Eros Girls' School: (061) 223393
  - Klein-aub Special School: (062) 539019
  - Pionier Boys School: (061) 237848
  - Outapi Special School: (065) 250850/1

Placement: Advocating Inclusive Education at all times
School Counsellor / Head Office

Regular school ↔ Special class ↔ Special School
With continuous psycho-social support and related services