Appendix 2: The future state of learning support

Benefits for learner
- Improved education outcomes for learners
- A Lead Practitioner who acts as the single point of contact overseeing service
- One person knowing the whole story for every learner requiring support
- Whole of family approach, including siblings
- Strong focus on education as a protective factor
- Integrated and well designed support, both in the classroom and outside of school

Benefits for families
- Improved education outcomes for their children
- Champion available to promote their needs
- Will have one point of contact for any issues providing more coherent, integrated and targeted support

Benefits for Education Providers
- Adds local solutions / projects
- Works with Lead Practitioners
- Ability to up skill providers & teachers
- Takes outcome information from Lead Practitioner to better understand actual demand
- Uses outcome information to inform local need and priorities going forward

Learning Support Team
The Learning Support Team will be led by a Service Manager, and supported by other relevant people around learner source, broker, purchase services for identified learners

New Access Step
Anyone can seek support through the new access step either via 0800 phone line or email. Information is gathered from parents and education providers.

Learning Support Team Service Manager and other relevant people around learner source, broker, purchase services for identified learners

Learning Support Single Point of Contact (Lead Practitioner)
Ensures the support plan is followed through. Brokers support and interventions. Acts as liaison with education providers, teachers and whānau.

Once support has been allocated and support plans created, the Lead Practitioner becomes the single point of contact for education providers & whānau. For learners who are in care, the Lead Practitioner will be the single point of contact for all agencies.

New Access Step
Anyone can seek support through the new access step either via 0800 phone line or email. Information is gathered from parents and education providers.

Learning Support Team Service Manager and other relevant people around learner source, broker, purchase services for identified learners

Learning Support Single Point of Contact
The first point of contact for Education providers, Families/Whānau and specialist providers.
- The Lead Practitioner will be responsible for:
  - Evolution of learning support plan, including resources and goals
  - Contact point for education providers, families/whānau, specialist providers, any external resources involved
  - Be a champion for the child and family
  - Collate outcome information

Once support has been allocated and support plans created, the Lead Practitioner becomes the single point of contact for education providers & whānau. For learners who are in care, the Lead Practitioner will be the single point of contact for all agencies.

Learning Support Team
The Learning Support Team will be led by a Service Manager, and supported by other relevant people to provide triage by:
- Identifying individual needs
- Providing information and support needed by families
- Mobilising resources
- Creating a learning support plan
- Allocating a Lead Practitioner as single point of contact
- Working with Education Providers/CoLs to use outcome information to understand actual and forecasted demand