

Rotorua Lakes High School

Te Hā o Te Manawa RTLB Cluster 20

POLICY: RTLB PRACTICE
PROCEDURE: RTLB Casework

RTLB follow a structured process in their casework which includes three main phases:

1. Pre-request for support,
2. Formal request for support - prioritisation and allocation,
3. Practice sequence.

A structured process ensures:

- everyone involved understands how the RTLB service works,
- the reason for the request for support is well understood,
- roles and responsibilities are clarified and understood,
- appropriate evidence is gathered and analysed,
- ākonga outcomes can be identified, planned for, implemented, monitored and measured,
- strategies and interventions can be implemented, monitored and effectiveness measured,
- cases can be closed once review is completed.

Guidelines

1. RTLB will refer to the expectations outlined in the Te Hā o Te Manawa RTLB Cluster 20 *Accessing RTLB Service* and *Liaison RTLB Role* procedures to guide their practice in the phases of:
 - Pre-request for support,
 - Formal request for support - prioritisation and allocation.
2. When the request for support has been allocated to the RTLB by the RTLB Practice Leader on Schoolgate, the RTLB will respond by:
 - Making contact with the referrer to set up an initial meeting that will take place by week three following allocation,
 - Working through the RTLB practice sequence:
 - as outlined in the *RTLB Professional Practice Toolkit*,
 - in a timely manner as set out in the *RTLB Service Delivery Framework* document.
3. RTLB will print off a copy of the signed consent form uploaded on Schoolgate, go through the Service Agreement section with the referrer and/or teacher and sign it at the initial meeting. One copy will be left with the referrer and/or teacher, and the other filed in the RTLB case file.
4. The collaborative team involved in the steps of the RTLB practice sequence include RTLB, kaiako/teachers (e.g. class teacher, SENCo/learning support co-ordinator, Principal), student and whanau/caregivers, and other agencies when appropriate.

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5. Due to the complexity of some RTLB casework, the steps of the RTLB practice sequence may not always be able to be followed in order. Decisions will be evidenced by RTLB in casework documentation.
6. If an individual case exceeds 30 weeks:
 - RTLB documentation will evidence the reason(s) for this,
 - RTLB Practice Leader and/or RTLB Cluster Manager will review the case with the RTLB.
7. RTLB will keep appropriate documentation at each step of the RTLB practice sequence as part of their case files, as outlined in the Te Hā o Te Manawa *Documentation and Record Keeping* procedure.
8. RTLB will be supported in their casework with:
 - regular meetings to discuss and review their cases with the RTLB Practice Leader,
 - opportunities to share casework with peers, for example in formal Peer Supervision sessions,
 - coaching and mentoring being provided by a trusted colleague and/or the RTLB Practice Leader at a particular stage of the RTLB practice sequence as required,
 - opportunities to co-work with other RTLB.
9. RTLB will discuss any concern or extraordinary situation that arises in the course of their casework with the RTLB Practice Leader and/or RTLB Cluster Manager as soon as is practicable.
10. RTLB caseloads will be considered by the RTLB Practice Leader and/or RTLB Cluster Manager, in collaboration with the RTLB, against training completed, experience, capacity, current caseload demands and other commitments. As a guide, it is expected RTLB will carry up to:
 - 20 cases - trained and experienced RTLB.
 - 16 cases - new RTLB in training.
 - 12 cases – untrained RTLB.
 - 16 cases - .2 commitment e.g. IYT programme.
 - 12 cases - .4 commitment e.g. study grant.

REVIEW: This policy will be reviewed according to Te Hā o Te Manawa's triennial programme of self –review Nov 2019, or as required.

DATE CONFIRMED: 29 November 2016