 **Cluster 8 Request for Support Information Sheet**

**For Parents/Whānau/Caregiver**

Your child’s school wants to make a Request for Support for your child to Cluster 8 Resource Teachers of Learning and Behaviour. Parent permission must be obtained from you for this referral to be made for your child.

**Informed consent means:**

* You understand the reason for the Request for Support
* You have had the opportunity to discuss the request and any questions you have
* You understand that the Request for Support means that a professional from the RTLB service will come into your child’s school to support your child’s teacher and the school with your child’s education
* You understand that your signature provides permission for other appropriate professionals within the school, RTLB service to share information about your child, in support of your child
* You agree that you are the legal parent/whānau/guardian of the child and that you are not signing the consent form on behalf of another person
* You may withdraw consent for RTLB involvement at any time

**Information to be collected:**

* Information is collected about children and young people to support their learning and/or behaviour and will be treated with respect
* If this Request for Support is accepted an allocated caseworker will collect information to assist with the provision of an educational intervention for your child. This may mean:
  + interviews with your child, child’s teacher(s)/other staff at school who are working with your child, observations in the classroom/playground, and relevant assessments
  + The caseworker will also want to speak with you. The more information you provide, the better we will be able to assess the needs of your child; however, it is not compulsory for you to provide personal information
* In special circumstances, set out in the Privacy Act 2020, other agencies may request access to this information
* You may access the information relating to your child by writing to the agency/agencies concerned at any time
* Information is held securely by Cluster 8 RTLB in a national database or at local offices. Stored information is kept for 7 years and then destroyed
* At times it is necessary to work with other agencies external to RTLB in support of your child. If a referral to another agency is required, this will be discussed with you and your consent gained before any information which could identify your child would be shared

**Complaints or Concerns**

If parents/whānau/caregivers identify a concern or complaint about the work of the allocated caseworker, they may follow the following process:

* Discuss directly with the caseworker
* Try resolution strategies that are agreed upon

If unsuccessful:

* Talk to a Practice Leader or Manager
* Try resolution strategies that are agreed upon

If still unsuccessful:

* Write a formal complaint to the Manager

Concerns and complaints about the Cluster 8 RTLB Service are dealt with according to Royal Oak Primary School complaints policy, available by contacting the Cluster 8 Cluster Manager.