**Flexible Support Pathway**

**Practice messages**

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| **From** | **To** | **Practice questions** |
| Referral | Request for support |  |
| These are our processes | Child/whanau centred response | What’s the change you want to see as a result of this request? |
| Doesn’t meet criteria/ brief service/comprehensive service | Using professional skills and knowledge to respond as best suits the situation with a focus on ecological, strengths based and least intrusive practice principles | How will we know when you don’t need me any more? How long do you need to try this before I check in?What’s the best way for me to check in with you? What are you confident about trying?  |
| Response focused on working with the child/student | Response focused on supporting the system and/or the adults in the natural environment to support the child/student | What else is a priority for you right now? Who else is available who can help you with the changes you want to make? Have there been things that have worked before? Do you need support from me to achieve that? - What would that look like?  |
| Focus on specialist skills and knowledge | Focus on child/whanau/ educator priorities and how specialist skills and knowledge can contribute to these | How could we fit these ideas into what you are doing? What opportunities can you see to try this? What information/support do you need to feel confident about trying this?  |
| The solution to the problem | Part of the solution | What support will help you achieve the outcomes you are seeking?What have you tried that has worked before that we could build on? What’s going to work for you in your situation?  |