

Support work resources: reach, learning, and early impact

Overview

Te Pou's support work resources are being used across a range of organisations to strengthen everyday practice. The suite includes e-learning, short films, podcasts, and practical tools that support learning and reflection. This summary highlights what is working well, what we are learning and how these resources can be used most effectively.

Access the full report [here](#).

Access the support work resources [here](#).

Where these insights come from

These insights draw on engagement data (including views, video plays, podcast streams, and e-learning completions), feedback from e-learning participants, and conversations with organisations about how resources are being used and embedded. They reflect early engagement and feedback collected between June 2025 and May 2026, with some resources only recently released within this period. Taken together, these data sources provide a practical picture of what is working and where there are opportunities to strengthen impact.

What we are seeing across the sector

Reach and growing engagement

The resources are showing good early reach and are being used in different ways across the workforce. This indicates growing awareness and engagement across the suite.

Engagement at a glance:

			
Reach	Videos	Podcasts	E-learning
9,000+ webpage views from 6,300+ users	2,400+ video plays across short films	2,400+ podcast streams across both seasons	400+ completions

Different formats support different needs

Participants valued the range of formats, which enabled flexible use across roles, organisations, and learning preferences:

- e-learning was used for structured training
- short films supported recruitment, induction and role understanding
- podcasts encouraged reflection and connection
- posters and discussion tools supported team conversations.

Learning is translating into practice

Early feedback from e-learning indicates positive shifts in knowledge and confidence, with most participants reporting an intention to apply their learning in practice. Interview insights also suggest early signs of practice change, with participants describing increased confidence in day-to-day work, stronger culturally responsive and inclusive practice, and a better understanding of the support worker role across teams.

“I’m being more intentional in my day-to-day work with tāngata whai ora, thinking about what I’m recording and why.” – e-learning participant

What makes the difference

Embedding makes the biggest difference

The strongest impact occurs when the Te Pou resources are built into an organisations systems such as induction, onboarding, and learning platforms. When learning becomes part of routine practice, engagement is more consistent and more likely to lead to sustained change.

“Once it’s part of a structured pathway, people actually engage with it properly rather than it just being something extra.” – interview participant

Active engagement strengthens awareness and use

Awareness and uptake tended to be higher where resources were supported through direct, relationship-based engagement. Organisations often engaged with the resources when they were introduced through personal contact from Te Pou, rather than being found independently.

Targeted outreach, follow-up, use of networks, and alignment with leadership were described by participants as helping to build awareness, trust, and use of the resources.

Factors identified by participants as supporting use

Use of these resources is strengthened when they are actively supported and integrated into organisational practice. The following factors were identified as enabling effective uptake and use:

Embedded in everyday practice

Higher engagement with resources when built into induction, onboarding, mandatory training, or internal systems.

A mix of formats

Combining formats (e-learning, videos, podcasts, discussions) helped support accessible, flexible and meaningful learning.

Leadership and promotion

Use was stronger where resources were shared, discussed, and supported within teams.

Easy access and reflection

Engagement improved where resources were easy to access and supported through reflection and discussion.