



Using the new Request for Services form A guide for families

Note: if the Request for Services form contains essential information about your child for Novita's next area visit, please send it in by appropriate the return date.

A few important points about the new Request for Service forms:

- The new Request for Service forms will allow you to better describe your needs for support, which will help us to better assist you and your family.
- The form's new format is simple and easy to use.
- If you need help completing the form, or you would like to request a service, you can contact the Regional Services Administration Coordinator or a member of your area team at any time.
- You are not required to complete the form if you do not need services or support.

When do I complete the new Request for Services form?

You can submit a form to Novita whenever you would like a team member to contact you or you need an issue or concern followed up. You can request assistance whenever you need support, rather than waiting for set times throughout the year. When the Request for Services form is received by Novita it will be passed on to your therapy team. A team member will then contact you to follow up your request.

How will my request for service be followed-up?

General requests (see flowchart attached)

A member of the therapy team will follow up your as soon as possible. If any further information is needed to process your request, the assigned team member will contact you. As in the past, the team member will discuss with you the best way of responding to your request, for example, further phone follow-ups, link with local therapists if available, or planning a time for an appointment during the next scheduled visit.

Training and development requests

Requests for training and development will be discussed with you and, where appropriate, with schools and services in your area. Wherever possible, training will be planned in advance to allow you and other people in the community to be involved, and to create the best possible training to meet the needs of your child and community.

Will the team still visit in the same way?

The team will still visit your regional area and you can still request an appointment during the visits.

Although you can send in your Request for Services form at any time, if it is sent in after planning has been done for the next visit to your area (two weeks prior to the visit), then a follow-up visit will need to wait until the next scheduled area visit.

How do I get more copies of the Request for Services form?

There are five copies of the Request for Services form in your pack. If you need more, you can:

- photocopy one of the included forms
- tick the 'send me more forms' box on the last page of the form
- contact us and we can send you more forms
- download a form from the Novita website at www.novita.org.au.

Where do I send my completed Request for Services form?

When you have completed the form, please return it to Novita's Regional Services Office at Parkside via fax, email or post:

Novita Children's Services
Regional Service
151 Greenhill Road
Parkside SA 5063

T: (08) 8172 9203

F: (08) 8172 9201

E: regionalservices@novita.org.au

Using the new Request for Services form

This flowchart will help to guide you through the process of using the new Request for Services form:

