

At Novita we are committed to working in partnership with you to achieve the best outcomes for your child. We acknowledge that everyone comes to Novita from different backgrounds, with different life experiences and at varying points in their child's journey. By understanding each other's roles in supporting your child's care and development, we can achieve the best possible outcomes for your child.

The following information was developed with input from Novita parents and staff, to provide assistance to all new families and staff. We hope you will read it and keep it as a reference during your partnership with Novita.

Novita has adopted a Family Centred model to provide services.

We acknowledge parent's rights to determine priorities and to be recognised as experts on their own families.

- Parents know their children best and want the best for their children.
- Families are unique and different.
- Children achieve their potential within a supportive family and community.

Novita recognises the importance of the early childhood years and offers a more intensive therapy service to your child and family up to and including school entry.

We offer home based services because we realise that the home environment is the most meaningful one for your child and is often convenient for families' lifestyles. Your involvement in your child's care/ program is important to assist their development.

During your child's school years, many of Novita's therapy services are provided at the school site or to school staff as well as from home based or other relevant community settings. School based services are provided for a specific issue to assist your child's learning. The number of visits a school aged child receives from Novita is likely to be less than when the child was younger.

Before your child approaches 18 years, we will link you with services to assist your child to move from Novita to the adult service sector.

### **Respect**

- We welcome you and will provide services as agreed that respect your cultural values.
- We will treat you with respect and courtesy.
- We expect that you will also treat our staff with respect and courtesy.

## **Client Feedback**

- We will let you know how you can make suggestions for changes.
- We will listen to your ideas and try to put your suggestions in place.
- Please let us know when you are happy with our services.
- If you have concerns, raise these with us as early as possible.
- We will not allow complaints or concerns to have any adverse affect on your child's services.

## **Information**

- We will provide information in a format that you can understand that clearly states what services we can and cannot offer.
- We will contact you as early as possible to notify you of any unavoidable changes to appointments or services.
- Please let us know as soon as possible if appointments need to change due to illness or other reasons.
- Please ask for further explanations if you do not understand what Novita staff have said to you.
- You may request a second opinion if you are concerned about your child's care.
- If requested, we will provide you with a copy of the relevant policies and procedures as well as the values and philosophy of our Organisation.
- We ask that you share information with staff that may affect service delivery (for example: change of contact details, school, court orders, family relationships or health issues of your child).
- You may request to view a copy of your child's records. Except for certain legal exemptions, these will be provided, however a fee may apply.

## **Confidentiality/Privacy**

- We will exchange information between Novita staff and only staff from other agencies when you have given specific consent, to assist in providing services for your child.
- We will keep your information private and obtain your consent before releasing information to other agencies.

## **Decision Making**

- We will consult you and make decisions with you.
- We will obtain your consent before undertaking assessments or providing services to your child.
- You may have the opportunity to be involved in research.

- We understand that your decisions are made, balancing the needs of your child and family, and may not be consistent with the advice provided by staff.
- We offer opportunities to be involved in planning, development and delivery of services (for example: regional parent groups, organisational focus groups or through membership of the Association).
- We ask that you let us know if you need services; if you change your decisions or would like to cease services.
- When we are unable to make contact with you, we will accept that you do not want services at this time, and will wait for you to contact us.

## Staffing

- All our staff employed as professionals have completed the necessary undergraduate training.
- All staff continue regular professional development to make sure that they have the knowledge and skills to perform their roles.
- We ask you to acknowledge that staff need to learn and that they will be supported and supervised by senior staff during this time.
- We provide placements for professional students to encourage them to pursue careers focused on working with children with physical disabilities.
- We will provide consistent staffing where possible and do our best to partner you with a staff member who meets your needs.
- Experience tells us that staff changes are inevitable and we will try to make this transition as smooth as possible for you.

## Facilities

- We provide services that relate to your child's everyday experiences.
- We provide services from a range of settings, recognising the needs of children to learn in their own environment and community.
- If your child is receiving a home-based service, our staff need a safe working environment. This includes refraining from smoking in the same room and securing pets.

## Equipment

- Appropriately selected equipment is an important part of assisting children's independence.
- With your input, we will prescribe equipment that best meets your child's needs within the resources available.
- When funding is not available, we will inform you about waiting times.
- As resources are limited, please care for equipment that has been provided.

## Family Concerns

What should you do if you have any concerns about your child's individual care?

- Where possible, discuss this with the staff member concerned in the first instance.
- If you are not satisfied with the outcome, ask to speak with a Team Leader or Service Area Manager.
- If you are still concerned, contact the Director of Client Services or one of the General Service Managers (Manager, Statewide Services or Manager, Specialist Services).
- We encourage you to have advocacy support at any stage of this process.
- Alternatively, you may contact us in writing, or by using the 'Praise Complaints and Suggestions' form. This form is available [online at www.novita.org.au](http://www.novita.org.au) or from any Novita office.
- We will try to address your concerns, involving you and the relevant Novita staff.
- Where there are significant unresolved concerns, arrangements for service provision may need to be reviewed.

## Novita Staff Concerns

What will happen if Novita staff have any concerns about the provision of your child's services or concerns about aspects we have asked you to undertake?

- Where possible, they will discuss this with you in the first instance.
- If they are not satisfied with the outcome, they will speak with the Team Leader or Service Area Manager, who will then contact you.
- If the staff member is still concerned, they will speak with the Director of Client Services or one of the General Service Managers (Manager, Statewide Services or Manager, Specialist Services).
- We will try to address staff concerns, involving the relevant Novita staff and family.
- Where there are significant unresolved concerns, arrangements for service provision may need to be reviewed.
- All Novita staff are mandated notifiers and are required by law to report when they suspect a child's safety is compromised.