



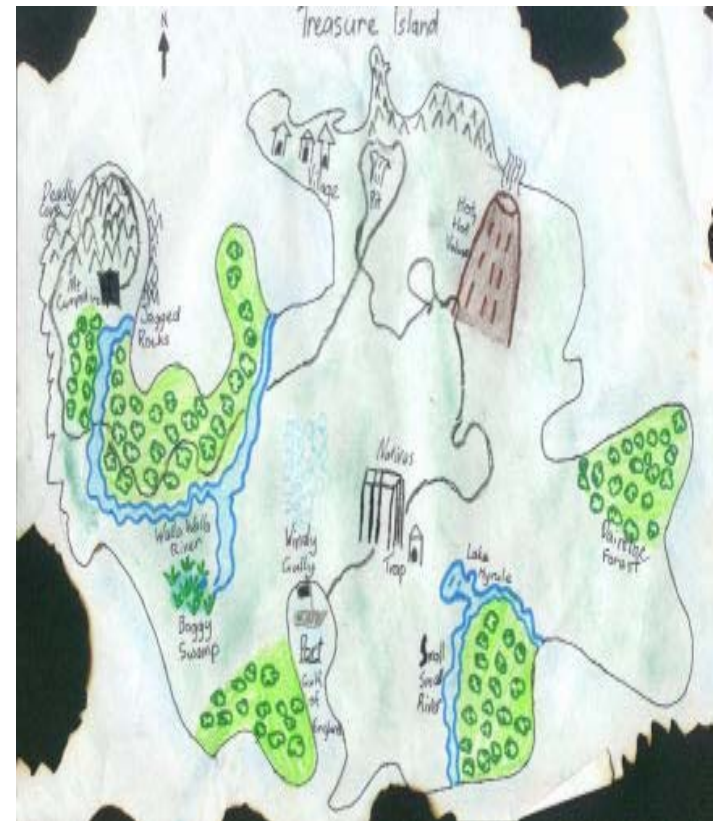
The Map of **novita** future

children's services

An explanation of the change process
undertaken by a state wide children's service

Today's Map

- Novita at the start of our journey
- the reasons for the journey
- the destination
- the road map
- how Novita read the map
- developing the road forward



Novita Children's Services

- Novita Children's Services provides a variety of services to South Australian children (0-18yrs) who have a physical disability.
- Client Services include a Therapy Service and a Family Support Service.
- NovitaTech

Novita Children's Services

Client Services

Central

- Family Support Service
- Acquired Brain Injury Service

Regional

- Therapy Service (inclusive of equipment)

The reasons for the journey

- Staff feedback
 - Work load management issues
 - To avoid entry point waiting lists
- Parent and client feedback
 - Weakest in the area of information provision
- Lack of service accountability
 - Absence of output and outcome measures

Destination

- families and children have access to the services & information they need
- staff are assisted to manage their workload
- no entry point waiting lists
- family centred practice and

The road map

Comprehensive literature and service review

The Life Needs Model of Paediatric Service Delivery

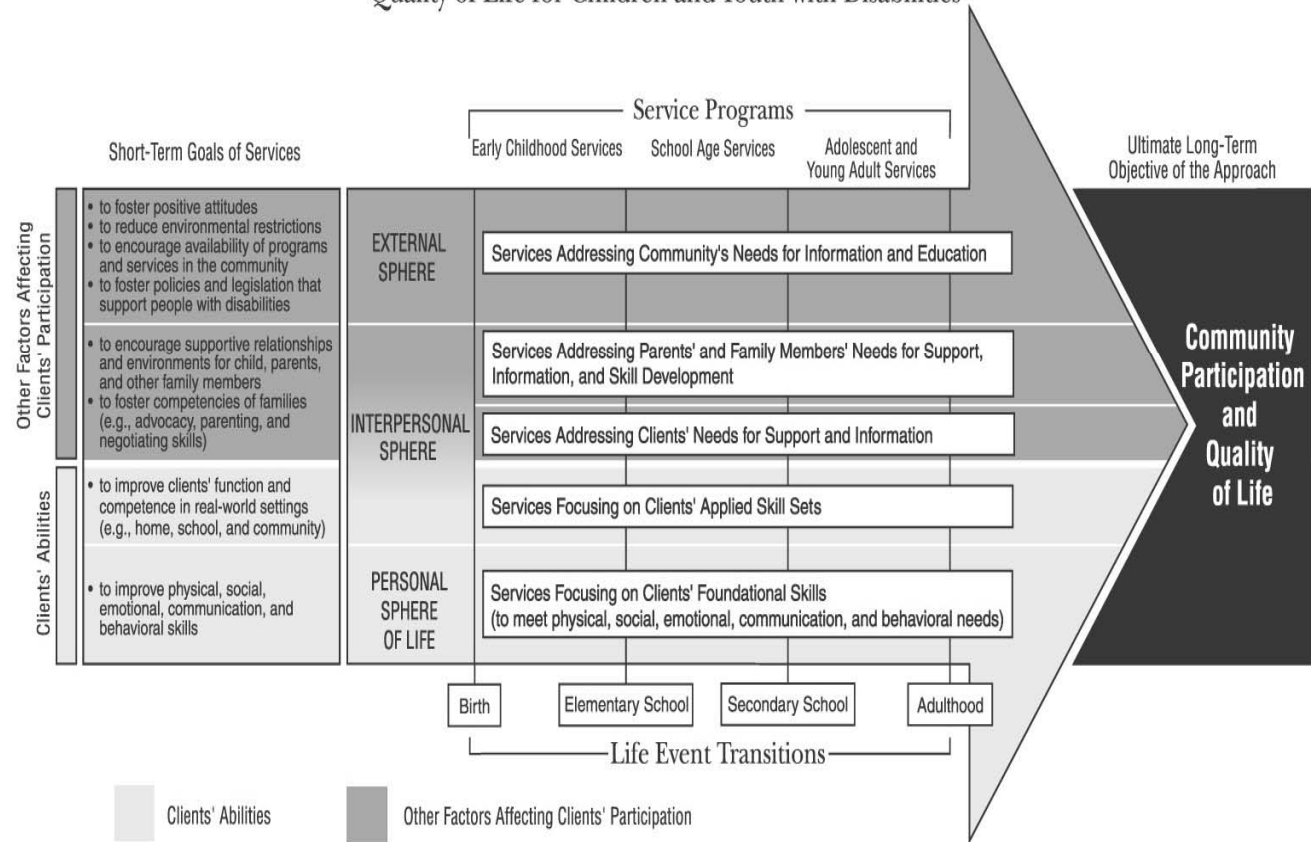
The Project Plan

- Timetable of deliverables
- Communication



A Life Needs Model of Service Delivery

Services to Support Community Participation and Quality of Life for Children and Youth with Disabilities



The road map

Recommendations from literature & service review:

- Time limited services
- Outcome measures
- Key worker model
- Cultural competency
- Empowerment of families and clients

How Novita read the map

How you read your map depends on:

- your motivation for setting out on the journey
- where you are starting from, the context in which you operate
- what is your planned destination

How Novita read the map

Align client services with:

Transitions

Ages & stages

Key events e.g. surgery

Self, family & community



Novita Client Services

PRIMARY SERVICES			SPECIALIST SERVICES			
EARLY CHILDHOOD SERVICE	CHILD & ADOLESCENT SERVICE	COUNTRY OUTREACH SERVICE	REHABILITATION SERVICE	EQUIPMENT SERVICE	INFORMATION & RESOURCE SERVICE	INCLUSION SUPPORT SERVICE
WELCOME PROGRAM	WELCOME PROGRAM	WELCOME PROGRAMS	WELCOME PROGRAMS	WELCOME PROGRAM	TOY & RESOURCE CENTRE	
BABY & TODDLER PROGRAMS	KIDS PROGRAMS	REGIONAL COUNTRY OR PROGRAMS	ACQUIRED DISABILITY PROGRAM	EQUIPMENT PRESCRIPTION PROGRAM	PROGRAM DEVELOPMENT	
SCHOOL READINESS & ENTRY PROGRAMS	TEENS PROGRAMS	COUNTRY OR SERVICE REVIEW	PHYSICAL REHABILITATION PROGRAM	EQUIPMENT MANAGEMENT PROGRAM	CENTRAL INTAKE	
	YOUNG ADULTS PROGRAMS				CLINICAL RESEARCH	
	HIGH SUPPORT NEEDS PROGRAMS					

Developing the road forward

Look out for road blocks

- structures

- culture

- contextual issues

Developing the road forward

- Client at the centre of all planning processes
- Combine family support services and therapy services
- Divide services into Early Childhood Services, Child & Adolescent Services and Specialist Services

Developing the road forward

- Defined programs and activities
- Give equal status to information, training and support services with direct “interventions”
- Develop the detail of how the

Road signs along the way

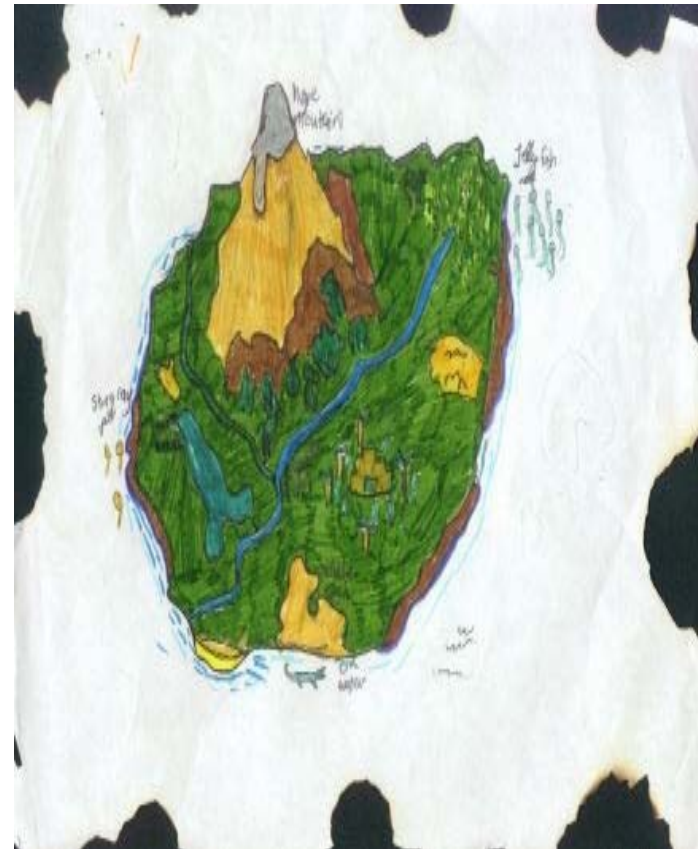
- Transparent decision making process
- Communication plan
- Change agents
- Don't underestimate cultural differences within staff teams and between staff teams
- Be prepared to change direction

How will we know when we get there?

Project deliverables are achieved

Evaluation project

- Staff feedback
- Family feedback
- External stakeholder feedback



References

- King, G., Tucker, M., Baldwin, P., Lowry, K., La Porta, J. and Martins, L. (2002). A Life Needs Model of Pediatric Service Delivery: Services to Support Community Participation and Quality of Life for Children and Youth with Disabilities. *Physical & Occupational Therapy in Pediatrics*, Vol. 22 (2).
- King, G., Tucker, M., Baldwin, P. and La Porta, J. (2006). Bringing the Life Needs Model to Life: Implementing a Service Delivery Model for Pediatric Rehabilitation. *Physical & Occupational*

Acknowledgement

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Questions??