

WHAT IS A KEY WORKER?

When you start services with Kids' Uni Early Intervention (KUEI), you will be assigned a Key Worker. Your Key Worker is the main therapist you will work with and the person you contact most often about your child, their development, and their supports.

The Key Worker model is a recommended early intervention best-practice approach for children with developmental delay, disability, or additional support needs. It is also an approved NDIS support. This model is based on strong evidence that children make the best progress when families are actively involved and support is coordinated. The Key Worker model reduces the number of professionals involved, simplifies communication, and helps reduce stress for families. Research shows that this approach leads to stronger partnerships, greater family satisfaction, and better outcomes for children.

Your Key Worker may be an educator, occupational therapist, speech pathologist, psychologist or social worker. While you have one main contact, your Key Worker is supported by a multidisciplinary team. They regularly consult with other professionals to make sure your child receives coordinated and well-planned support. This may include team discussions, consultations, or joint visits when needed.

WHERE SUPPORT CAN HAPPEN

Your Key Worker can support your child and family in a range of settings including the clinic, at home, at preschool, in the community (such as the park or shops), or in individual or group sessions. Support is flexible and responsive to your family's needs.

WHAT YOUR KEY WORKER DOES

Your Key Worker will work in partnership with you to:

- Support you to understand your child's development
- Share practical strategies you can use at home and in the community
- Develop resources tailored to your child and family
- Help you advocate for your child
- Coordinate and communicate with others involved in your child's life

PARENTS AND CARERS ARE KEY MEMBERS OF THE TEAM

Parents and carers play a central role in their child's learning and development. You know your child best, and your knowledge, goals, and priorities guide all planning and decisions. Your participation in therapy is essential for success. Rather than therapy happening only during sessions, the Key Worker model focuses on supporting you to use strategies in everyday routines, such as mealtimes, play, going out, and family activities. Your Key Worker will coach and support you to build skills, confidence, and understanding so you can support your child throughout their day.