

What are the benefits of having a key worker?

- Having one primary point of contact allows for clearer communication and less confusion and stress for your family.
- Having consistent and coordinated supports in place reduces the need for multiple appointments with other therapists, saving you time and costs.
- Taking the time to get to know your family allows a key worker to understand your child and family's strengths, routines, and preferences.
- Supporting your child in their natural learning environments leads to better progress and generalisation of skills.

What NDIS funding do I need to access a key worker for my child?

- Funding for a key worker is typically included in your child's NDIS plan under the early childhood support line item 'Capacity Building Supports'.
- If you are unsure, contact your Early Childhood Partner for clarification.

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Child and Youth NDIS Key Worker



What is a key worker?

- A key worker brings your child's therapy and support needs into one primary point of contact. They use coaching and consultation methods to upskill you and other significant adults in your child's life in order to support their development.
- A key worker model is considered best practice for children aged 0-6 years who are accessing early intervention services.

Where does a key worker provide support?

- A key worker provides support in your child's natural learning environments including school, kinder, childcare or out in the community. A key worker will help embed strategies within your child's daily routines and activities to support their development, rather than just working 1:1 with your child in the clinic.

Who will be allocated as my key worker?

- We try to allocate your child to a therapist from a discipline that best aligns with your priority areas. This could be a speech pathologist, occupational therapist or physiotherapist.

- A key worker will be part of a multi-disciplinary team. They may arrange joint consults with other allied health professionals (internally or externally) to provide collaborative and holistic family-centred care that is tailored to your child.

What can a key worker support me with?

In addition to working on discipline-specific NDIS therapy goals, a key worker can:

- Attend and coordinate meetings with other professionals involved in your child's care, e.g., kinder staff.
- Connect you with external services, e.g., local playgroups and family support.
- Help with completing forms, e.g., school enrolment or Centrelink paperwork.
- Provide emotional support to you and your family during difficult times.
- Help advocate for your child's needs, e.g., explore funding options at kinder.
- Coach you as a parent to build your confidence, capacity and knowledge to support your child's development.



What might supports look like?

The following are examples of key worker supports that are billable under the NDIS:

- Individual therapy sessions.
- Home visits or phone check-ins.
- Discussing your goals and priorities, and documenting these in a Therapy Plan.
- Coordinating and facilitating meetings.
- Completing assessments for kinder or school funding applications.
- Information sharing, e.g., local support groups and referral pathways for financial assistance services.

What is not considered key worker support?

- A key worker differs from a support coordinator, who focuses on helping people navigate the NDIS, link them in with services, and manage their funding.
- A key worker does not provide crisis response services. Instead, a key worker can help families link in with relevant community services like family support.