

Helpful questions to ask when choosing a service provider

These questions are aimed to inspire your thinking about what is most important to you in selecting a service provider and building your dream team! It's important you feel empowered to find out all that you need to make an informed and confident decision about your child's treatment.

Are their values, qualifications and experience a good fit?

1. How did you come to be a... (i.e. psychologist, teacher, speech pathologist)? What drew you to this field of work?
2. What qualifications and experience do you (or the professionals in your organisation) have?
3. What do you enjoy/value most about this work?
4. What do you find are the most challenging aspects of this work?
5. How do you work with families that... (identify any unique and relevant attributes, circumstances, cultural or linguistic factors that pertain to your child and family)?

Are services offered evidence-based and a good fit for your goals and needs?

1. What types of intervention or therapy approaches do you recommend?
2. What evidence base is there for this type of intervention? Do you have any information or resources that I can read at home?
3. How does your intervention plan or therapy model help with the goals we have (specify your goals)? Or, what key outcomes can we expect from this intervention or therapy model?
4. How do you measure and review outcomes so we can see if treatment is working?

Do they take a collaborative and family centred approach?

1. What ways can you support us as a family?
2. How do you support the generalisation of these skills to my child's everyday environment, such as school, recreational activities and home?
3. How do you communicate with parents so we can stay informed and involved?
4. How do you communicate with other professionals involved in our child's care (i.e. schools, childcare, and other allied health professionals)?

Is the service accessible?

1. What does a typical appointment or session look like?
 - a. Who is involved?
 - b. Where does it take place?
 - c. What is the structure of appointments or sessions?
 - d. How is it recorded?
 - e. How long is an appointment?
2. What frequency, intensity and duration of therapy is recommended?
3. What are the costs of services, how is this billed, and what is included in this?

Are there clear processes and procedures in place?

1. What can I do if I'm unhappy with the support you're providing for my child?
2. How is information about my child stored and who has access to this?

We wish you all the confidence, clarity and success in finding the right team for your family! – Amelia Murdock, Director

