

Guideline for Working with Separated Families and Shared Care Arrangements



Superyou strives to provide a caring and family-centered service and to ensure the medical, emotional, and psychological wellbeing of children. To ensure the highest quality services, a positive and collaborative relationship is encouraged between Superyou and every child's parents and/or guardians.

Sharing information with Superyou in regard to a child's living arrangements and any parental orders, guardianship orders, or other court orders, will assist in appropriately managing communication and engagement with all parties.

Definition: For the purpose of this guideline, "parent" refers to any adult who has level parental or guardianship responsibilities for a child.

Communication

To maximise services and outcomes, Superyou encourages separated families to work together respectfully and cooperatively, regarding the care of their child. Decisions regarding a child's therapy and services (e.g. Whether to commence therapy or change therapy goals) should be made jointly with both parents wherever possible.

Either parent or legal guardian can:

- schedule an appointment with their child;
- be present at their appointment; and
- and/or be sent a copy of their reports.

When formally communicating with separated parents, Superyou will communicate and send email or letter correspondence to both parents.

If one parent contacts a clinician to informally discuss a matter or ask a question, it is the responsibility for parents to share such communication and information with each other.

Superyou clinicians will not become engaged in communication issues between parents and will continue to provide information to both parents relevant to the child's therapy unless this is prohibited due to legal requirements.

Attendance

Superyou encourages parents to communicate with each other regarding scheduled appointments. Any communication with parents regarding a child's appointment will be provided to both parents via email, unless restricted due to legal requirements.

Superyou will work with both parents to schedule appointments based on the parent's availability, and that of the child, whilst considering custody arrangements. All appointments are provided in line with the Superyou Therapy Service Agreement Terms and Conditions, including applicable cancellation fees.

Financial

The parent who initially sets up the therapy services for a child is considered the guarantor. This parent is the one who signs the consent forms for services on the Service Agreement. This parent is considered financially responsible for covering the costs of services and communicating cost and reimbursement with the other parent if this is required. Both parents have the responsibility to ensure appropriate payments are made to Superyou, including the parent who is present when services are provided to the child. If the parent nominated as the guarantor changes, this would need to be confirmed in writing with Superyou, with both parent's confirmation.

If there is a Court Order in place, Superyou will be required to collate and coordinate information to be released to the Family Court. This may incur additional fees which will be discussed with both parents by the Managing Director, Executive Manager or Clinical Manager at Superyou.

If both parents request access to information following therapy sessions, additional time may be billed to cover the additional administrative costs.

Parental Disagreement Regarding Therapy

Sometimes a parent may request therapy services that the other parent opposes. In these instances, the parents of the child are required to come to an agreement. If not, it may be necessary to obtain legal advice and involve the Family Court for a resolution. The court will determine those issues based on what is in the best interest of the child. Superyou will then rely on any court orders regarding the therapy in question.

Should there be issues or concerns in regard to Superyou's communication or engagement with parents, at the Managing Director or Executive Manager's discretion, services may be put on hold until outstanding issues are resolved.

Where there is significant conflict, Superyou reserves the right to request the court orders, obtain signed consent from both parents, and limit services until dispute has been resolved. If necessary, Superyou may place services for the child on hold if the conflict is disruptive to the services or impedes the care of the child.

We always try our best to accommodate all family circumstances. Parents can support Superyou to provide the best care for their children by providing information regarding their family situation at the first appointment with us, or as your situation changes.

Request to Access Client Records

Both parents have equal access to their child's client records in accordance with the Freedom of Information Act. The parent requesting access to the record is required to put the request in writing. The requesting parent will need to confirm their identity. This will include a photo ID check, that contains information including name, date of birth and address (e.g. Current driver's licence).

It is possible that information in a child's records may impact on the privacy of one of the parents. In these cases, the general exemption under the privacy legislation will be considered. If providing information poses a serious threat to the life, health, or safety of the child (or someone else), we may withhold this information. In these cases, if the risk of disclosing a child's client records can be addressed by redacting or covering parts of the record, or providing a summary of therapy, this will be done rather than withholding information.

Superyou will inform the other parent that a request has been made and will also inform the parent who made the request that we will be doing so as a courtesy.

Parental Orders and Court Restrictions

In order for Superyou to appropriately liaise and communicate with parents regarding the child's treatment, access to information and consent for treatment, we require disclosure if there is a current parental or guardianship order in place for your child, or any orders affecting the authority to provide consent for the child's therapy and services.

Throughout the duration of therapy services being offered to the child, parents are required to immediately notify Superyou Therapy if there is a change to custody arrangements, including a parental order, or other order, or if a new parental order or other order impacts on the child receiving services.