

Lifestart services during COVID-19

Frequently Asked Questions

As the NSW Government continues to ease coronavirus restrictions and students return to school full time, Lifestart has reviewed the measures put in place in March in response to the COVID-19 pandemic.

Lifestart is not yet resuming face to face services and will continue to offer supports online. This will be reviewed by the beginning of Term 3.

The following information is provided to assist clients, parents and carers to understand what this might mean for their services with Lifestart.

What services will Lifestart offer?

Lifestart will continue to offer our therapy services and other supports to children, young people and families/carers online. Online supports may consist of videoconferencing, phone calls, emails, or a combination of all of these.

Lifestart is an experienced, award-winning provider of supports online. Before COVID-19, we provided online supports to families across Australia and continue to do so and we specifically train and support our staff to do this work.

If a face to face visit is essential for health and safety reasons, Lifestart will work with you to consider the best way for this to occur.

Why is Lifestart still only offering services online?

The health and safety of our staff and clients continues to be Lifestart's main concern.

Lifestart is following the most up to date advice and complying with the requirements of the Federal and State Governments. The NSW Government has acknowledged the possibility that an increase in cases of COVID-19 could occur as restrictions are relaxed. The measures we have in place will help us to minimise as far as possible, the risk of our staff and clients contracting the virus while services are being delivered.

Lifestart staff often travel between several homes, schools and community settings each day. This poses a risk to both clients and staff. Many of the children and young people we support have other health concerns and may be more vulnerable to contracting COVID-19.

The easing of coronavirus restrictions is allowing many businesses to resume operations which is a positive step. The current advice in relation to workplaces however is that we should limit contact between people and that staff should continue to work from home if possible. Lifestart has made the decision that all our staff will continue to work from home where possible.

Who should I speak to about services for my child or young person?

If your child or young person is a current client of Lifestart's, please speak with your Lifestart worker in the first instance to see what might be possible.

If you are new to Lifestart and interested in finding out more about our services, please call us on **1800 953 390** or visit our [website](#).

Can we visit a Lifestart centre to receive services?

Lifestart centres are not currently open for appointments. We are reviewing all of our sites to develop a plan for when and how staff and clients will be able to access them again safely.

When will Lifestart resume face to face services?

Lifestart will review these arrangements by the beginning of Term 3. We are currently unable to give a firm date for when face to face services will resume.

How will Lifestart communicate any changes to families and carers?

We will communicate with families/carers regularly and as the situation changes. You can also visit our [website](#) and follow us on [Facebook](#) or [Instagram](#) for updates.

What other support and information is Lifestart providing to families and carers at this time?

Lifestart is currently providing a range of opportunities for families/carers and these will vary from time to time. Our *Connect and Support* Family Webinars are underway with recordings made available on our website. We are also recording readings of storybook favourites with Key Word Sign. You can find these on our website on the [Resources page](#).

How is Lifestart getting feedback from families/carers during this time?

Lifestart team members regularly share feedback from families/carers about our services.

We also recently sent out a survey to all clients/carers who had received online supports during COVID-19. Most people told us that they are satisfied with our online services and value being able to continue to receive supports during the pandemic.

We will be looking at how we can improve our online services based on suggestions made in the survey.