Disability Professional Services Early Childhood Intervention

Autism Association of Western Australia
Disability Services Commission funded early intervention program for children and their families who are eligible to receive specialist disability services. The Autism Association of Western Australia specialise in providing services for individuals with an autism spectrum disorder.

Contact details

Business hours: Monday to Friday 8.30am to 5pm

215 Stubbs Terrace (entrance via Selby Street)
Shenton Park
Phone: 9489 8900
Email: Annika.Renz@autism.org.au
Web: www.autism.org.au

For further information regarding eligibility please refer to the document Eligibility Policy for Specialist Disability Services funded or provided by the Disability Services Commission (www.disability.wa.gov.au > Services, supports and eligibility > Eligibility).

Service details

Disability group
The Autism Association provide services to children with a diagnosis of autism spectrum disorder.

Age Range
Children between 0 – 8 years, who have not commenced year one schooling, or are not in a full time placement at an education support school.

Geographical coverage and bases
The Autism Association of WA is based in Shenton Park and provides services to eligible individuals living in the Perth metropolitan area.

Access to services
To access specialist disability services, a person must meet the Commission’s eligibility criteria and the provider's service access criteria.

Access criteria
- Diagnosis of Autism Spectrum Disorder
- Live permanently in the metropolitan area
- Australian citizen or permanent resident of Australia or NZ Visa sub-class 444
- Prioritisation based on level of need including;
  - places available
  - impact on family functioning, e.g. needs, challenging behaviour
  - independence, e.g., self care, communication, activities of daily living
family circumstances
access to the community for child and family
supports accessed

**Referral process**
Referrals to the Autism Association of WA’s early intervention program can be made by family members or carers, or Local Area Coordinators supporting families/carers.

**Referral form can be accessed by**
Email: Early.intervention@autism.org.au
Phone: 9489 8900

**Referral Information required**

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<tr>
<th>Document</th>
<th>When needed</th>
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<tbody>
<tr>
<td>Diagnostic reports</td>
<td>On application</td>
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<tr>
<td>Consent form</td>
<td>On acceptance to service</td>
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<tr>
<td>Proof of address</td>
<td>On application</td>
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<td>Proof of Australian residency</td>
<td>On application</td>
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**Service model**

**Professional services team profile**
The intervention program is based on a trans-disciplinary approach to service delivery. The clinical team consists of early childhood teachers, speech pathologists, occupational therapists and psychologists who engage in intensive training and collaboration to deliver a comprehensive, autism specific intervention program. A case manager is assigned from this clinical team to the child and becomes the key contact for the family.

**Individual planning and self-directed outcomes**
The Clinical Case Manager works with the family to understand their child’s unique needs, strengths and parent priorities. Observation and assessment of the child is conducted across a range of settings over a 6 week period. The parent priorities and the Individual assessment forms the basis for the development of an Individualised Program Plan for the child. Support, recommendations and training is implemented to cater for each individual family’s needs while developing capacity and resilience to advocate for their child.

**Individual needs assessment**
A variety of individualised assessments are completed: parent/carer interview, observations across settings, autism specific checklists, clinical assessments in the areas of speech pathology, occupational therapy and functional analysis.

**Programs and Services offered**
Collaborative, family centred support to children with autism spectrum disorder and their families/carers, teachers and community members.

- therapy sessions- weekly
- regular parent and teacher trainings on a range of topics
- parent and teacher support groups
- home visits/school/community visits
- social skills programs
- pre-school readiness program
• the provision of individualised resources
• collaboration and working in partnership with teachers and schools

Waitlist services Include;
• provision of information to provide relevant community information
• provision of information to access supports
• parent Training
• parent support groups

Other relevant services

| ☒ | School age therapy services |
| ☒ | State-wide consultancy services |
| ☒ | FACSHIA helping children with autism funding |
| ☒ | some user pay services |

Ability Centre
Disability Services Commission funded early childhood intervention service for children with any disability type who are eligible to receive specialist disability services, including unique services for children with cerebral palsy and like disorders.

Contact details
Business hours: Monday to Friday 8.30am to 4.30pm
106 Bradford Street Coolbinia
Phone: 9443 0211
Email: therapy@abilitycentre.com.au
Website: www.abilitycentre.com.au

For further information regarding eligibility please refer to the document Eligibility Policy for Specialist Disability Services funded or provided by the Disability Services Commission (www.disability.wa.gov.au > Services, supports and eligibility > Eligibility).

Service details

Disability group
Children with any disability type who are eligible to receive specialist disability services, including unique services for children with cerebral palsy and like disorders.

Age range
Children aged between 0 – 7 years. Children referred at the age of 7 are eligible for either the early intervention or school age service. Entry to either program is determined based on need and availability of places. Children aged between 6 and 7 can transition to the school age service as places become available.

Geographical coverage and bases
Children residing in the Perth Metropolitan area are eligible for services (service area boundaries are in place). For those living just outside the service area boundary, a modified service may be available.
Ability Centre has facilities in:
Coolbinia
Currambine
Canningvale (opening in August/September 2015)
Rockingham (satellite hub)
Midland (satellite hub)

Services are provided in family homes, within the community (including visits to child care centres, kindergarten centres, pre-primary schools) and at Ability Centre facilities.

Access to services
To access specialist disability services, a person must meet eligibility criteria and the provider’s service access criteria.

Access criteria
To be eligible for the early intervention service, an application form needs to be completed and signed. The Ability Centre referral process requires that a child:

- is eligible for Disability Services Commission funded services (Ability Centre is able to assess for eligibility as part of the application process)
- is not accessing another comprehensive Commission funded EI provider
- is an Australian citizen or a permanent resident of Australia
- has a diagnosis/pending diagnosis as reported by a doctor or a paediatrician. For children with an autism diagnosis a panel assessment from a paediatrician, psychologist and speech pathologist is required.

When the early intervention service reaches capacity, children will be waitlisted for services, with needs prioritised as places become available.

Referral process
Families can self-refer or be referred by their doctor, paediatrician, autism panel evaluators, local area co-ordinator or other therapy providers eg Princess Margaret Hospital, Child Development Services and private practitioners.

The referral will go to an “intake coordinator” who will send out an application to the family. Upon return/receipt of the application form, the intake coordinator and a community liaison person (senior therapist) will support the family to access appropriate services.

Referral form can be found at www.abilitycentre.com.au

Referral Information required

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<tr>
<th>Document</th>
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<tbody>
<tr>
<td>☒ Completed application form</td>
<td>Beginning of referral process</td>
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<tr>
<td>☒ Diagnostic reports</td>
<td>Beginning of referral process</td>
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<td>☒ Evidence of citizenship</td>
<td>Beginning of referral process</td>
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<tr>
<td>☒ Consent form – application for services - to access/provide appropriate information to other human service organisations</td>
<td>Beginning of referral process</td>
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<tr>
<td>☒ Consent for photographic, film, video</td>
<td>Sent with Welcome Pack</td>
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</table>
Consent to share information with other parties | Sent with Welcome Pack
Consent to receive services from the Early Intervention Service | Sent with Welcome Pack

| Transition/therapy plan from previous service provider | Optional upon acceptance in service. Assists with handover to therapist. |

## Service model

### Professional services team profile
Multidisciplinary team includes: manager, team leader, community liaison person, key contact therapist, speech pathologists, occupational therapists, physiotherapists, social workers, clinical psychologist, community inclusion workers, client liaison officer and other administrative support.

### Individual planning and self-directed outcomes
Ability Centre therapists work with families and children to learn ‘Your Story’ and to assist in the development of ‘Your Family Plan’. Known as ‘Your Way’, this model is based on the principles of family centred practice and self-directed service provision.

A Key Contact therapist makes initial contact and a family meeting is carried out to discuss priorities for their child and what they would like to achieve. These outcomes and priorities are then documented in a written plan. The key contact also discusses strategies and timelines to determine who will support the family to achieve the overall outcomes. As families progress through the early intervention service they will become more independent in setting their own goals. The key contact therapist is the family’s main source of contact for supporting, implementing and coordinating the plan.

The Your Family Plan is able to be updated and reviewed on an ongoing basis. There is a need for a new plan to be developed on an annual basis.

### Individual needs assessment
Key contact therapists complete a routine based Interview with new families that assists in the development of the Your Family Plan. Specific assessments are completed by specified therapists on an “as-needed” basis to provide base-line information or to determine priorities for therapy.

### Programs and services offered
Therapists communicate with families face-to-face during visits, via email and telephone contact. Information is also available to families via the website: [www.abilitycentre.com.au](http://www.abilitycentre.com.au)

The early intervention service provides services including direct therapy services (individual and group), equipment prescription and social work services, with access to many specialist services and clinics including mealtime management, spinal clinic, gait analysis clinic and referral to CP Tech (Equipment and Assistive Technology Clinic).

Therapists can support children within all of their local community settings and provide a consultative service to staff within those settings, for example liaison occurs with staff at child care centres, kindergartens, pre-primary schools, schools, playgroups, local swimming pools, etc.
Liaison also occurs with, but is not limited to, the following organisations: Disability Services Commission, Princess Margaret Hospital, School of Special Education Needs: Disability, the Catholic Education Office, Association of Independent Schools of WA, and Child Australia.

**Review, evaluation and reporting on achievement of outcomes**

Child/family goals that have been set at the initial planning meeting are reviewed at intervals deemed appropriate by the parent/key contact therapist. There is a requirement to review and develop a new plan on an annual basis. As part of this review process families are asked to rate the achievement of the goals set in the previous plan.

**Other relevant services:**

<table>
<thead>
<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Children/families may be able to access additional services through the following programs at Ability Centre (eligibility criteria may apply)</td>
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<tr>
<td>Better Start initiative – additional therapy and resources funded by the Department of Social Services</td>
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<tr>
<td>Helping Children with Autism - additional therapy and resources funded by the Department of Social Services</td>
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<tr>
<td>Fee for Service – including services for compensable service users</td>
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<tr>
<td>Post intervention therapy services – Princess Margaret Hospital funding</td>
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<td>Hanen language groups</td>
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<tr>
<td>Referral to respite services (from Ability Centre and other providers)</td>
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<tr>
<td>Liaison with local area coordinators</td>
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<tr>
<td>Introductory teachers’ workshop</td>
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<tr>
<td>Referrals to clinics, eg Sleep Solutions, Walker Clinic (Stepping Out Clinic), Lower Limb Clinic, Upper Limb Clinic, Meal Time Management Clinic, Gait Analysis Clinic, Orthotics Clinic, Spinal Clinic – Commission funded</td>
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<tr>
<td>Referrals to targeted Services – CP Tech: Assistive Technology and equipment provision – Commission funded</td>
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<tr>
<td>Hydrotherapy</td>
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**Disability Services Commission - Early Years Metropolitan Program**

Disability Services Commission Early Years Metro Program is for children diagnosed as vulnerable to intellectual disability and their families/carers.

**Contact details**

Business Hours: Monday to Friday 8am to 5pm

71-73 Norma Road, Myaree, WA, 6154
Phone: 9329 2403 or 9329 2402
Email: Carolyn.Price@dsc.wa.gov.au
Website: www.disability.wa.gov.au
For further information regarding eligibility please refer to the document Eligibility Policy for Specialist Disability Services funded or provided by the Disability Services Commission (www.disability.wa.gov.au > Services, supports and eligibility > Eligibility).

Service details

Disability group
Children who have global developmental delay with or without other disability (e.g. down syndrome, autism spectrum disorder).

Age Range
0 – 8 years

Geographical coverage and bases
Perth metropolitan area, except suburbs in the WA NDIA Hills trial site.

Access to services
To access specialist disability services, a person must meet the Commission’s eligibility criteria and the provider’s service access criteria.

Access criteria
Eligibility for the Early Years Metropolitan Program is determined by the eligibility branch of the Disability Services Commission.

Referral process
Children can be referred by their parents/carers, local area coordinator, paediatrician, Department of Health or other allied health professionals.

Referral Information required

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<th>Document</th>
<th>When needed</th>
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<tr>
<td>Parent/s’ consent</td>
<td>At point of referral</td>
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Service model

Professional services team profile
The team is led by a program manager and team leader. Members include an occupational therapist, physiotherapist, psychologist, speech pathologist and family systems therapist. One of the team members is nominated as a key contact.

Individual planning and self-directed outcomes
Services are provided to the family using a Team around the Child model. This approach recognises that parents are lead partners in determining the service that they receive for their child. The key contact is the main person who works with the family to identify, plan and work towards achieving goals. This means each child and family has timely access to a range of therapy supports that meets the needs identified by the family.

Individual needs assessments
Functional and meaningful assessment of the child and family’s strengths, interests and development occurs in everyday routines and activities in the family home and community where the child and family live eg day-care, school.
Programs and services offered
This program aims to build the resources and confidence of families, teachers and other caregivers to optimise the child’s learning and development. The aim is to support the child’s participation and independence wherever they are including at home, day-care, the park, the shops and school. The Team around the Child approach is evidence based and focussed on child and family strengths and needs, involving parents in all aspects, from assessment to planning and intervention. This supports parents/caregivers to feel confident to use the identified strategies between visits and in their everyday routines and activities.

Parent training programs are available, including “Circle of Security”, Hanen “It Takes Two to Talk” and “More Than Words”. Parent, teacher and day-care staff workshops may also be available.

Review, evaluation and reporting on achievement of outcomes
Individual family plans are reviewed and the goals evaluated at an agreed time, at least annually. Parents are asked for program feedback at least once every 12 months.

ISADD WA
Disability Services Commission funded early intervention program for children with any disability type and their families who are eligible to receive specialist disability services including unique services for autism.

Contact details
Business hours: Monday to Friday 9am to 5pm
50 Angove St, North Perth, 6006
PO Box 325, North Perth, 6906
Phone: 9227 6888
Email: isadd@isadd.org
Web: www.isadd.org

For further information regarding eligibility please refer to the document Eligibility Policy for Specialist Disability Services funded or provided by the Disability Services Commission (www.disability.wa.gov.au > Services, supports and eligibility > Eligibility).

Service details
Disability group
Children with any disability type who are eligible to receive specialist disability services, specialising in autism spectrum disorder.

Age range
ISADD WA provides early childhood intervention to children aged 0-8.

Geographical coverage and bases
Perth Metropolitan area – services are primarily provided in the client’s home, with only assessments taking place in our North Perth office.
Access to services
To access specialist disability services, a person must meet eligibility criteria AND the provider's service access criteria. We prefer to meet with each family prior to committing to using our service so we can be sure we are the right match for your family and your needs. We offer an obligation free home visit prior to commencing intervention.

Access criteria
- Meets Disability Services Commission eligibility
- Availability of staff in the client’s area
- Priority is offered to those not already receiving an intervention service

Referral process
- Self-referral
- Other disability professional
- Local area coordinator or autism advisor
Please contact the office on 9227 6888 for a referral form.

Referral Information required

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<td>Diagnostic reports</td>
<td>Commencement of service</td>
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<tr>
<td>Transition/therapy plan</td>
<td>Commencement of service</td>
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<tr>
<td>Commission waitlist consent form</td>
<td>Upon enquiry</td>
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Service model

Professional services team profile
The team at ISADD WA consists of psychologists, speech pathologist, occupational therapist, autism intervention specialists (family key worker) and therapy assistants.

Individual planning and self-directed outcomes
ISADD WA follows the principles of family centred practise within a behavioural intervention model. We provide our services within your home and community setting, and empower primary care givers with the necessary skills to promote optimum development and progress.
Outcomes are set by families with the assistance of the Key Worker.

Individual needs assessment?
Individual assessment is paramount to ISADD WA’s intervention program. We adopt a variety of tools depending on the individual. We begin with observation of the child in their natural setting and progress to more formal assessments, evaluating the child’s abilities in all areas of development, and measuring this against their peers.

Programs and services offered
- individualised family support planning and training – ISADD WA strongly believes that best outcomes can only be achieved by empowering primary caregivers with knowledge and skills through direct teaching in the natural setting. We prioritise teaching skills which will make a real difference to family life
- behavioural intervention program – targets all areas of development/learning, identifying foundation skills, teaching each step systematically and carefully building upon these skills. Ensuring that skills are functional and useful in all settings.
Behavioural Intervention programs are based around maintaining high success rates, making learning fun, and keeping a child engaged and connected with the world in a meaningful way.

- family training (skills training)
- family support services (e.g. counselling)
- behaviour management strategies
- education support services
- social skills training
- community access support and training

**Review, evaluation and reporting on achievement of outcomes**

- Key workers regularly review and track the family support plan – all reviews are documented
- Questionnaires are repeated and reviewed
- Assessments repeated and reported

**Other relevant services**

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<th>Service Type</th>
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<tr>
<td>School age therapy services (fee paying)</td>
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<tr>
<td>Counselling (fee paying)</td>
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<tr>
<td>Helping Children with Autism Package</td>
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<td>Better Start</td>
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**Kids Are Kids! Therapy and Education Centre Inc.**

**Kid Start Early Intervention Program**

KidStart is a comprehensive early childhood intervention program for children with any disability type aged 0 – 8 years, and their families. We offer a hands-on, transdisciplinary therapy and support program to help your child develop important skills in their formative years.

**Contact Details**

Opening hours: Monday to Friday 8:30am to 4:30pm

26 Parry Avenue, Bateman, Perth
Phone: 9313 6566
Email: katew@kidsarekids.org.au
Web: www.kidsarekids.org.au

For further information regarding eligibility please refer to the document Eligibility Policy for Specialist Disability Services funded or provided by the Disability Services Commission (www.disability.wa.gov.au > Services, supports and eligibility > Eligibility).

**Service Details**

**Disability group**

KidStart is available for children with any disability type, or with developmental delay without a known disability.
Age Range
KidStart is open to children aged 0 – 8 years.

Geographical coverage and bases
KidStart services families across the Perth metropolitan area, south of the river to Mandurah and east to Kalamunda and Armadale.

Access to services
Families are encouraged to contact Kids Are Kids! early on to discuss your child’s eligibility and access to our other services while your child may be waitlisted. All children registered with NDIS and living in the Perth Hills or My Way Cockburn Kwinana can access all of our services.

Every family who enquires about the KidStart program is offered a complimentary family meeting with our KidStart Program Coordinator to talk about your family’s situation, goals and needs, and our KidStart program services. This helps families gain a good understanding of the KidStart ethos and services and how well our program will match your needs. At this point we encourage families to talk to other service providers to help you make an informed decision about choosing your provider.

Once on our waitlist you will receive our regular newsletter, invitations to family events and holiday programs, and can access our fee for service program to get a head start on therapy.

Access criteria
Once we receive your application for our KidStart Program you may be offered a place if available or go on to our waitlist. Priority to access services is based on relative need and consideration is given to children who are not receiving a Commission funded early intervention service and who have been on the waitlist for a period of time.

Referral process
Families can self-refer to Kids Are Kids! by emailing or telephoning our centre. Referrals are also accepted directly from health professionals including paediatricians, general practitioners, child health nurses, local area coordinators, NDIS / My Way planners, teachers and early intervention workers.

Our referral form can be found on the ‘Kids are Kids’ website

Referral Information required
We will discuss the paperwork needed at your family’s meeting with our KidStart Program Co-Ordinator. It is helpful to keep on hand and ready a copy of the following your child’s:

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<td>☒ Diagnostic reports(e.g. paediatrician, allied health professional)</td>
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<td>☒ Birth Certificate</td>
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<tr>
<td>☒ Visa if applicable</td>
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<td>☒ Proof of Address</td>
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Service model

Professional services team profile
The KidStart team are caring and dedicated professionals with an experience and passion for working in early intervention with children with disabilities. Your team will include a family key worker, speech pathologist, occupational therapist, physiotherapist, clinical psychologist and program coordinator. Other professional services may be organised as you need and may include social work and dietician services for families. All of our team hold tertiary qualifications, are skilled and experienced in child development, disability and are passionate about helping children and caring for families. Every family is given a key worker, who is the main contact for your family who develops a strong relationship with you and coordinates your child’s early childhood intervention team.

Individual planning and self-directed outcomes
The KidStart Early Intervention Program is underpinned by the principles of family centred practice which are:
- Parents are the main people who are and will be involved in their child’s life – they know their child best and want the best for their child
- Each family is unique and has different needs
- Children learn and develop best in a supportive family and community environment

With every family we help you develop an individualised family service and support plan (FSSP) that guides the therapy and support we provide you to achieve the goals for your child. Your FSSP highlights the specific outcomes you are seeking for your child and breaks these down into smaller, achievable goals along the way.

Individual needs assessment
Your key worker arranges home, school and childcare visits to get to know your child and assess their needs. A routines based interview, along with language and communication, physical/sensory or cognitive assessments, helps to build a picture of your child’s interests, strengths and supports that help guide your therapy plan.

Programs and services offered
You and your key worker decide on the location and frequency of therapy and support, based on your family service and support plan. Therapy can be provided at our centre, in your home, or at your child’s school or childcare centre. Your child and family have access to a wide range of services that may include:
- regular individual and group therapy
- school, child care and community visits
- practical support for behaviour management, communication, self-care and self-regulation
- school readiness and transition services
- equipment funding and prescription
- parent training and information sessions
- advocacy of your child’s rights in the community
- family support, mentoring and networking
- clinical psychology services for anxiety, grief, coping skills and relationship issues

All families are invited to social and fun activities including our annual family Christmas picnic.

Waitlist services
Right from being on the waitlist, families are a part of the Kids Are Kids! family community. You will receive invitations to workshops, group programs and events, and can receive our monthly newsletter to link in to community events and news. We also keep waitlisted families updated with our waitlist situation and possible place availability.

**Review, evaluation and reporting on achievement of outcomes**
Your Family Service and Support Plan is formally reviewed every 6 months at a review meeting with your key worker. This review measures your child’s progress towards their goals and your satisfaction with the outcomes you’ve achieved as a family. Your FSSP is a dynamic plan and as goals are achieved or your child’s needs change, your plan is adjusted.

**Other relevant services**

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<th>Service Type</th>
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<tr>
<td>DSS funded</td>
<td>Better Start for Children With Disability</td>
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<tr>
<td>DSS funded</td>
<td>Helping Children with Autism</td>
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<tr>
<td>Commission</td>
<td>School age waitlist intervention</td>
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<tr>
<td>Kids Are Kids!</td>
<td>fee for service program</td>
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Where you may want some additional therapy time to help meet all your current goals or a block of therapy to work on an additional area of concern, your key worker can connect you to a caring and experienced Kids Are Kids! fee for service therapist for:

- Speech Pathology
- Occupational Therapy
- Physiotherapy
- Clinical Psychology

You can choose to link your KidStart services to your fee for service therapist or keep them separate – the choice is yours. Our fee for service program is heavily subsidised to keep therapy services affordable for you.

Kids Are Kids! is also a registered provider of Better Start and Helping Children With Autism, and is registered to provide supports for National Disability Insurance Scheme, including My Way, participants.

**Next Challenge**
Disability Services Commission funded early intervention program for children with any disability type and their families who are eligible to receive specialist disability services.

**Contact details**

Business hours: Monday to Friday 8.30am to 5pm

Units 3 and 4, 14 Main Street, Osborne Park WA 6017
Phone: 9201 0707
Email: enquiries@nextchallenge.com.au
Web: www.nextchallenge.com.au
For further information regarding eligibility please refer to the document Eligibility Policy for Specialist Disability Services funded or provided by the Disability Services Commission ([www.disability.wa.gov.au](http://www.disability.wa.gov.au) > Services, supports and eligibility > Eligibility).

**Service details**

**Disability group**
Children with any disability type who are eligible to receive specialist disability services

**Age range**
Children between 0 – 8 years of age.

**Geographical coverage and bases**
The Perth Metropolitan area, with a focus on the northern local government areas of Stirling, Joondalup, Wanneroo and Swan. Home, pre-school, school and day-care centre visits are also offered to families.

**Access to services**
To access specialist disability services, a person must meet the Commission’s eligibility criteria and the provider’s service access criteria.

**Access criteria**
A child must be eligible to receive Commission funded services, and be between 0 and 8 years of age.

The individualised therapy needs of a child and their family determines the availability of service provision. When all places are filled, Next Challenge adopts a waitlist system for those families interested in accessing Disability Services Commission early childhood intervention services. When a place becomes available, prioritisation is given according to (i) level and nature of disability and (ii) time since initial point of contact with Next Challenge. Where relevant, families are also advised of choices relating to different funding options, which they can use while they are waitlisted for Disability Services Commission early childhood intervention services.

**Referral process**
Next Challenge accepts referrals from families and health professionals. This most commonly occurs via telephone contact, and email communication. At the point of referral, a client intake form is completed by Next Challenge Staff. Families are informed of a waitlist (if applicable at the time), or offered an initial navigation appointment.

**Referral Information required**
Service model

Professional services team profile
Speech pathologists, occupational therapists, physiotherapist, consultant dietician, client services manager/office administrator and allied health assistants.

Individual planning and self-directed outcomes
Individual planning and self-directed outcomes are determined via family and therapist consultation, based on the principles of family centred practice. Next Challenge therapists work with an interdisciplinary approach and offer joint sessions and transdisciplinary services as appropriate, alongside regular and clear communication with all family stakeholders and service providers.

Families are invited to attend an initial navigation appointment with a therapist (a therapist not intending to deliver services to this family). The purpose of the initial navigation appointment is to assess the family’s needs for therapy services, to discuss the child’s current functioning and the best way to promote their skills. The family is given the opportunity to share information regarding their situation to date, and to inform the therapist of their therapy goals and priorities for their child and their family, using an outcomes-focused approach.

The therapist ensures all areas of independence and participation are covered, including activities of daily living, play skills, peer interaction skills, communication skills, sensory integration, behaviour, gross motor skills, parenting and family routines and support, and idea/plans for schooling. Options of service delivery both within Next Challenge, and from external service providers, are provided to and discussed with the family. Together, an individual family pathway for services is developed.

The individual goals and self-directed outcomes are reviewed with the family and the therapist every three months, and review of services with the navigation therapist on a six monthly basis, or at the request of the family.

Individual needs assessment
Once the navigation appointment has occurred, and the therapy pathway determined, the navigation therapist assigns the relevant allied health professionals to manage the service provision for the family.

The speech pathologist, occupational therapist and/or physiotherapist will conduct the necessary assessment procedures, and discuss their findings in relation to the families target areas, and specific therapy goals are developed in consultation with the family.

Programs and services offered

<table>
<thead>
<tr>
<th>Document</th>
<th>When needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic reports</td>
<td>Provided by family at the initial Navigation Appointment.</td>
</tr>
<tr>
<td>Next Challenge Consent form</td>
<td>Provided to family at initial Navigation Appointment</td>
</tr>
<tr>
<td>Commission Eligibility</td>
<td>Requested to bring in at the initial Navigation Appointment</td>
</tr>
<tr>
<td>Confirmation Letter</td>
<td></td>
</tr>
<tr>
<td>Service User Form</td>
<td>Provided to family at initial Navigation Appointment, to be completed and returned at the next appointment</td>
</tr>
</tbody>
</table>
- individualised therapy with a speech pathologist, occupational therapist, physiotherapist (or any combination of the three) and consultant dietician as required using a strengths-based approach
- allied health assistant services
- consultative therapy services
- home, pre-school, school and day-care visiting options
- provision of home and school programs
- service provision and consultation via Skype and webcam, telephone, email.

Review, evaluation and reporting on achievement of outcomes
- navigation reviews as required
- continual client satisfaction and feedback processes
- monthly clinical file audits
- quarterly goal summaries for each profession
- participation in external quality review process (Disability Services Commission)

Other relevant services

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>School age therapy services (fee paying)</td>
<td></td>
</tr>
<tr>
<td>Hydrotherapy (fee paying)</td>
<td></td>
</tr>
<tr>
<td>Better Start (Department of Social Services – Commonwealth funded)</td>
<td></td>
</tr>
<tr>
<td>Helping Children with Autism (Department of Social Services – Commonwealth funded)</td>
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<tr>
<td>NDIS</td>
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<tr>
<td>My Way</td>
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Rocky Bay
Disability Services Commission funded early intervention program for children with any disability type and their families who are eligible to receive specialist disability services.

Rocky Bay also offers State-wide consultancy for people with neuromuscular conditions (whole of WA) and their families.

Contact details

Business hours: Monday to Friday 8.30am to 5pm

Manager Therapy Professional Services
13 Baling Street, Cockburn, 6164
Office Phone: 6399 4111
Direct Phone: 6399 4120
Email: clinserv@rockybay.org.au
Web: www.rockybay.org.au

For further information regarding eligibility please refer to the ‘Eligibility for Specialist Disability Services’ funded or provided by the Disability Services Commission (www.disability.wa.gov.au > Services, supports and eligibility > Eligibility).

Service details
Disability group
Children with any disability type. Expertise focus for children with Muscular Dystrophy.

Age range
Children ranging from 0-6 years of age

Geographical coverage and bases
Rocky Bay covers the following regions:
- Perth metropolitan area
Rocky Bay has bases at Mosman Park, Cockburn Central, Mandurah and Midland.
Statewide consultancy service for children with neuromuscular conditions, their families and their primary therapists.

Access to services
To access specialist disability services, a person must meet the Commission’s eligibility criteria or NDIS and the provider's service access criteria.

Access criteria
Priority to access services is given to those who have complex needs (complex physical needs, dysphagia, and/or complex communication needs), and then to individuals/families/carers who have reduced capacity to self-direct or self-advocate.

Referral process
Referrals can be directly from the family. Where referrals are sent in by others (such as Specialist, GP or Education Department) we need to have written consent from parent/guardian.

All referrals to the early intervention program are subject to program eligibility and access criteria. There are currently in place intake processes and waitlist management strategies, which allow us to provide services flexibly to those people in most need. Parents/carers are contacted by Client Liaison Officers (CLO) to confirm eligibility, gather information, discuss what supports they are seeking and determine need and priority.

Referral form can be found at www.rockybay.org.au

Referral Information required

<table>
<thead>
<tr>
<th>Document</th>
<th>When needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ Diagnostic reports</td>
<td></td>
</tr>
<tr>
<td>☒ Transition/therapy plan</td>
<td></td>
</tr>
<tr>
<td>☒ Other consent form</td>
<td></td>
</tr>
</tbody>
</table>

Service model

Professional services team profile
Client liaison officer, social work, psychologist, physiotherapist, occupational therapist, speech pathologist, therapy assistant.

Individual planning and self-directed outcomes
Rocky Bay acknowledges that all individuals, regardless of their support needs, gender, race, ethnicity, religion or nationality, have the right to opportunities which will enable them
to enhance, fulfil and demonstrate a valued role in their community. Rocky Bay is committed to supporting people with disability to develop and maintain skills to participate in the same recreational, work, social and learning opportunities that are valued and accessed by the community.

Rocky Bay’s early intervention program works collaboratively with families/carers, children, schools, LACs, Princess Margaret Hospital and other relevant services. We have initial discussions with families to clarify each party’s expectations and we partner with the family to work towards achieving outcomes for the child and family. Therapists support families/carer to identify supports the child and family/carer’s need and then discuss and negotiate how therapy services can be utilised to enable the child and family/carer to achieve the outcomes agreed to. Documentation of what has been agreed to, timelines and review dates are essential benchmarks, enabling staff to check that actions are completed. The program is flexible and adaptable in meeting the changing needs and circumstances of children and their families/carers, and other supports are engaged where required. Rocky Bay aims to assist families/carers and clients to build skills for life and work with them for as long as required.

We are a community based service and use a family-centred approach within a life needs model to maximise independence and community participation. Rocky Bay is unique, offering services across the life span.

Interventions can be individual or within a group setting, occur at home, at a Rocky Bay site, or within the community (including school).

Some equipment-related services, assessments and programs may only be delivered at Rocky Bay sites.

**Individual needs assessment**

Rocky Bay uses the ICF model with family to ensure that services are strengths based, holistic, goal orientated approach to planning and assessment. We acknowledge that people’s goals and needs change across a lifespan. We also use the key worker concept. Because of this we use a variety of methods to determine a person’s goals and needs. These include:

- initial planning meetings focusing on dreams and aspirations. We may use ecomaps to identify the child/family’s formal and informal support networks. These meetings vary in location and length as directed by the family
- with consent: gathering medical and other information
- clinical specific standard and informal assessments as required (e.g: dysphagia assessment, sensory profiling)
- reviewing and documenting changes to benchmark and provide longitudinal information about a person’s development and needs
- opportunities for planned and unplanned review of goals and needs as required

**Programs and services offered**

Clients and families/carers are given an outline of service features with explanation to ensure they have realistic expectations. During this discussion if there are any anomalies these can be discussed and resolved ensuring services are delivered in an efficient and smooth manner. Pathways of service have been developed for individuals. Strategies within pathways may include:

- individualised planning and service agreements as required
- responsive individualised intervention based on service agreements.
- dynamic response (short term, goal specific intervention)
• team around the child/family with a nominated key contact to provide a point of contact and a coordination role for Rocky Bay services (e.g. therapy, respite services)
• transition planning and support for recognised life stages (e.g. starting school) or life events (e.g. changes in family circumstances)
• parent/client information sessions – these are developed in response to needs and demand and can include topics such as Autism, transitional points, behaviour management strategies. Sessions are delivered in a variety of forums including fathers’ forums, and in a number of locations.
• information provision through Rocky Bay website, targeted and generic fact sheets, newsletters and emailing/sending relevant community and disability specific information.
• groups offered can be generic (informal play sessions for networking and informal assessment/information sharing), and/or targeted to a specific objective (e.g. basic bike riding skills).
• phone/email contact – families/carers are encouraged to inform Rocky Bay of any changes in needs which may impact on the priority given to the child’s referral. Staff also keep in contact to monitor needs of the family/carer and child.
• managing expectations and negotiations at the beginning of the partnership.
• training of staff to ensure they utilise self-directed techniques to empower families/carers to be independent. This includes listening, planning and use of local community resources.
• Further developing community links by educating community groups as required

Rocky Bay maintains regular contact with key networks that support school age children with disability e.g. local area coordinators; sport and recreation networks; parent support networks and school personnel, translation services, advocacy services including Ethnic Disability Advocacy Centre (EDAC) and People With Disabilities (PWD), to promote and ensure positive working relationships. These networks can assist with the development of mechanisms to support the participation of children with disability in community activities.

Rocky Bay currently offer services to families from Aboriginal and Culturally and Linguistically Diverse (CaLD) backgrounds through a range of comprehensive models and services. These include (but not limited to):
• translating and interpreting services
• Ethnic Disability Advocacy Centre (EDAC) to support effective communication with clients and family members.
• member of the Culturally and Linguistically Diverse Network Group
• culturally and language diverse staff who assist with a variety of language and cultural translations

Review, evaluation and reporting on achievement of outcomes
Rocky Bay uses the following strategies to assess service outcomes and quality:
• individual service plans – these are reviewed at least annually and provide a forum for the person to identify what has worked and what didn’t. It also provides a formal opportunity for people to provide feedback on the service. Goals are reviewed and outcomes identified and documented.
• we maintain client records which store completed assessments, video, photos, programs, funding applications etc. This can be used in a variety of ways to: monitor a person’s development (improvements in participation and independence) or deterioration (e.g: people with Muscular Dystrophy).
• we have procedures to track timeliness of equipment provision. This is used to identify
blocks in the process for which we can adjust our procedure or advocate where external issues impact on the process (example: accessibility of parts from overseas)

- client surveys – these are offered annually. They can remain anonymous if desired and provide feedback on the service and identify opportunities for improvements.
- actively seeking feedback at every opportunity (e.g. during group sessions, during intervention sessions) and also members of the management team audit stakeholders on a minimum quarterly basis (e.g. randomised phone survey).
- self-assessment and the quality management framework audits – these provide a formal structure, as well as an independent evaluation of the service.
- staff surveys and supervision – staff are encouraged to provide feedback on the success or need for change to the service. Supervision provides the opportunity for staff to discuss concerns both generic and specific to a client.
- business improvement manager has been employed whose job purpose is to facilitate and advocate continuous improvement across the organisation.
- information technology (IT) System – Rocky Bay is currently reviewing its IT system and planning for upgrades to include built in auditing points to enable service delivery to be monitored easily while providing direct feedback and reminders to staff, ensuring services are delivered in a timely manner.
- commitment and procedures for recording and responding to all feedback – people are encouraged to email or phone through feedback to managers in the forms of ‘Wows’ and ‘Woes’. These are recorded and acted upon in accordance with our procedures.
- social media – Rocky Bay has a Facebook page which assist in monitoring services

Other relevant services

- School age therapy services
- Hydrotherapy
- Adult Therapy Services
- SARP: Skills Acquisition Rehabilitation Program
- State-wide consultancy services for neuromuscular conditions
- Better Start
- Posture Tech
- Community Refurbished Equipment
- Independence and Leisure (Post school options, school holiday programmes, shared management)
- Home and Community (Family Support, Guest Houses, Home Support)
- Training and Employment
- Private Fee For Service
- Community Nursing (consultation and education)
- Post intervention therapy services (PITS)

Senses Australia
Disability Services Commission funded early intervention program for children with any disability type and their families who are eligible to receive specialist disability services.

Contact details
Service details

Disability group
Children who are eligible for early childhood intervention services should meet the Disability Services Commission eligibility criteria and have a diagnosed disability, complex needs, global developmental delay or be at risk of a global developmental delay. Children 0 to 8 years old are eligible to receive early intervention services. We provide services to children with a range of disabilities including physical, sensory and motor difficulties and intellectual disabilities. Any diagnostic reports by paediatricians, psychologists and other specialists can be helpful when determining eligibility.

Age range
Children 0 – 8 years.

Geographical coverage and bases
Perth metropolitan area

Access to services
To access specialist disability services, a person must meet the Commission’s eligibility criteria and the provider’s service access criteria.

Access criteria
Children must be deemed eligible for disability professional services. Children are prioritised based on relative need including safety and risk (e.g. dysphagia), equipment, family needs/support. Each referral is considered based on the relative needs of the child.

Referral process
Please find the referral form on our website www.senses.org.au or alternatively contact Rebecca Lamhut (Children’s Services Coordinator) on 9473 5459 to arrange to have it mailed or faxed to you. Once the form is completed, please include any documentation which supports the child’s diagnosis and return by post, e-mail, or fax. The referral will be processed and the family will be informed accordingly.

Referrals can be accepted from any source including parents, paediatricians, local area coordinators, school psychologists, teachers and other allied health professionals.

Referral Information required

For further information regarding eligibility please refer to the document Eligibility Policy for Specialist Disability Services funded or provided by the Disability Services Commission (www.disability.wa.gov.au > Services, supports and eligibility > Eligibility).
Service model

Professional services team profile
The service offers occupational therapy, speech pathology, physiotherapy, psychology and social work. Our therapy staff have a broad range of skills and we have team members who are trained in Bobath, Sequential Oral Sensory (SOS) approach to feeding, Hanen® It Takes Two to Talk, and therapists with a special interest in PROMPT therapy and the DIR Floortime® model.

Individual planning and self-directed outcomes
Senses Australia adopts a family centred practice where therapists work with families to support the goals they have identified for their child. We identify families as the experts of their children and support family empowerment. Therapists are there to provide information and support to work collaboratively with families and their children within the range of environments that a family wishes to have this support.
Senses Australia encourages families to be self-directed, to ensure that we are working on goals that are most important for families to achieve. Discussions take place with families to develop an individual plan which contains these goals together with how they will be measured including time frames.

Individual needs assessment
Assessment information is gathered from previous sources and reports provided at the referral process. Parent report and observations also provide valuable sources of information to contribute to assessment. Therapists conduct dynamic formal and informal assessments within the environment of the child’s home and community settings to obtain information regarding the child’s strengths and needs.

Programs and services offered
- therapy support is provided based on the goals determined by the family in the individual plan.
- individual therapy sessions can be based at home and locations within the community, as well as day care and school.
- hydroActive - hydrotherapy groups are run in Terms 1 and 4.
- little Explorers playgroup is run in Term 2 and 3.
- sibling workshops occur intermittently throughout the year.
- children who are waitlisted for services may be eligible to attend the groups.
- families who are waitlisted are able to access advice and support via phone or email.
- information is shared with families about relevant training, workshops, groups and community events they may wish to be involved with.
- the newsletter ‘In Touch’ provides families with information regarding recent and upcoming events.

Review, evaluation and reporting on achievement of outcomes

<table>
<thead>
<tr>
<th>Document</th>
<th>When needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic reports</td>
<td>at Referral</td>
</tr>
<tr>
<td>Transition/therapy plan</td>
<td>if available, when offered place</td>
</tr>
<tr>
<td>Other Consent form</td>
<td>at referral</td>
</tr>
<tr>
<td>Proof of Australian residency</td>
<td>at referral</td>
</tr>
<tr>
<td>Additional reports (therapy reports, medical history)</td>
<td>at referral or when offered place</td>
</tr>
</tbody>
</table>
Therapy outcomes are evaluated within a timeframe decided on by the family at least once every twelve months. Outcomes are discussed with the family and any other people who the people would like to involve and then these are reported on the individual's plan. The family can choose to work ongoing on some goals should they chose to; or to change goals as their interests and needs change.

Other relevant services

- School age therapy services (through funding from the Commission, My Way and NDIS)
- Adult therapy services (through funding from the Commission, My Way and NDIS)
- Hydrotherapy (funded for children receiving early childhood services)
- Deafblind services (funded for children receiving early childhood services)
- Better Start (fee paying – use of Better Start funds)
- Sequential Oral Sensory (SOS) approach to feeding – fee paying
- PITS for Botox® Therapy - (arranged through Princess Margaret hospital)
- Fee for service (fee paying)
- Respite (funded for children receiving early childhood services)
- Individual funding (from the Commission)
- Playgroup (funded for children receiving early childhood services)
- Sibling workshops – run intermittently through the year for siblings of children with a disability.

Telethon Speech & Hearing (TSH)

Hearing Impaired Early Intervention Program (Chatterbox)
Disability Services Commission funded early intervention program for children with a hearing impairment, and their families, who are eligible to receive specialist disability services.

Contact details

Business Hours: Monday to Friday 8:30am to 5pm
36 Dodd Street, Wembley, 6014
Phone: 08 9387 9888 / 08 9387 9816 / 08 9387 9802
Email: speech@tsh.org.au / icoleman@tsh.org.au / pmonley@tsh.org.au
Web: www.tsh.org.au

For further information regarding eligibility please refer to the document Eligibility Policy for Specialist Disability Services funded or provided by the Disability Services Commission (www.disability.wa.gov.au > Services, supports and eligibility > Eligibility).

Service details
Disability group
Children diagnosed with a permanent hearing loss and who are eligible to receive specialist disability services.

Age range
Children from birth to full time school age.

Geographical coverage and bases
Perth metropolitan area, with services based out of the Wembley campus, and home visits. TSH also provides a tele-intervention service for families based in rural and remote areas of Western Australia or at a distance from the centre.

Access to services
To access specialist disability services, a person must meet the Commission’s eligibility criteria and the provider’s service access criteria.

Access criteria
Eligibility: Any child who has been diagnosed by a qualified Audiologist as having a permanent hearing loss.

Prioritisation criteria: All hearing impaired infants and children, who access early intervention, are provided with services based on their individual needs, measured against age appropriate developmental milestones. All children are prioritised, as it is difficult to know which children are going to become more at risk when they present at a very young age, as an audiogram is not the only predictor of a child’s outcome. Ongoing, regular standardised assessments and informal observations help the staff consult with parents to determine the level of service provision required.

Waitlist Information: TSH does not waitlist infants and children who are eligible for early intervention hearing impaired services. All eligible children are offered a place.

Referral process
TSH Hearing Impaired Early Intervention clients come from a number of referral streams, including:
- TSH’s Newborn Hearing Screening program;
- Australian Hearing;
- Child health nurses and GPs;
- Ear Nose and Throat (ENT) specialists;
- Audiologists.
All children who are referred to TSH undergo diagnostic assessment by TSH’s specialist paediatric audiologists, regardless of the referral path they have followed.

Referral Information required

<table>
<thead>
<tr>
<th>Document</th>
<th>When needed</th>
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</thead>
<tbody>
<tr>
<td>☒ Diagnostic reports</td>
<td>Upon initial diagnosis and all subsequent full audiological assessments; Cochlear Implant candidature and update reports; ENT reports; Betterstart and Centrelink applications; referral for external services not provided at TSH.</td>
</tr>
<tr>
<td>☒ Transition/therapy plan</td>
<td>Completed by TSH’s Trans-disciplinary team led by the key worker, a speech pathologist or an auditory-verbal therapist (AVT). The trans-disciplinary team consists of speech the required professionals.</td>
</tr>
<tr>
<td>Other Consent form</td>
<td>Audiological consent included in enrolment. Private audiology has a separate consent.</td>
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<tr>
<td>-------------------</td>
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</tr>
<tr>
<td>Other: IFSP Reports</td>
<td>IFSP reports and meetings are completed on an annual basis. The families are required to attend the meeting with the trans-disciplinary team and other outside agencies, if required.</td>
</tr>
<tr>
<td>Other: Speech and language reports</td>
<td>Formal standardised assessments are completed based on the child’s needs. All therapy sessions include informal assessments and observations.</td>
</tr>
<tr>
<td>Other: Handover reports</td>
<td>Completed prior to transition from TSH to external services.</td>
</tr>
</tbody>
</table>
Service model

Professional services team profile
TSH provides a trans-disciplinary approach to meet the listening, speech and language, hearing, psychological and emotional, audiological, educational, and physical needs of the children and infants it provides services to. TSH’s highly collaborative trans-disciplinary team consists of:

**Auditory-Verbal therapists:** conduct weekly/fortnightly (based on the child’s needs) individual listening, speech and language therapy with parents and infant/child with hearing impairment.

**Speech pathologists:** conduct weekly/fortnightly (based on the child’s needs) individual listening, speech and language therapy with parents and infant/child with hearing impairment. Speech pathologists also perform formal speech and language assessments for each infant/child with hearing impairment.

**Occupational therapists:** provide individual and group therapy to support children in their development of fine and gross motor skills, sensory integration, balance and development of play skills. Occupational therapists work individually with the children, in group settings and in joint sessions with the child, family and key worker.

**Psychologists:** conduct formal assessments (based on the child’s need), counselling, parent education and support for each family/child as required. These services are provided individually, in groups and in joint sessions with the child, family and Key Worker.

**Audiologists:** undertake ongoing audiological management, tympanometry and assessment for each hearing impaired infant/child.

TSH’s trans-disciplinary team works collaboratively with the family from the time of initial diagnosis in order to ensure all of the child and family needs are met.

Individual planning and self-directed outcomes
Each child and family has an Individual family service plan (IFSP) which is developed annually in conjunction with the family. Goals set at this meeting are constantly updated with the family, and the key worker, if the child meets milestones sooner than originally expected. For children with high needs more regular IFSP meetings may be required.

Individual needs assessment
The trans-disciplinary team all work in a diagnostic way and are constantly monitoring the children’s progress through informal assessments and observations. Formal assessments are completed on a needs basis. Audiological assessments are ongoing at three or six month intervals for every child, with ongoing incidental support for tympanometry or other checks as problems arise unexpectedly.

Programs and services offered
Chatterbox early intervention commences as soon as a diagnosis of hearing loss is made, often within the first week of an infant’s life. Infants/children with hearing loss face many challenges on the way to achieving the ability to listen and speak. Additionally, a diagnosis of hearing impairment in a child/infant is a time of emotional and psychological stress for parents and families. With this in mind TSH provides a family centred service whereby learning, support and therapy services are designed to meet the needs of both parents and their child.

TSH service delivery includes significant time providing psychological and emotional support for parents, as well as coaching parents in therapy concepts that can be duplicated in the home environment. This family-centred approach benefits both child and parent, as parents are with their child 24/7. Repetition and the continuation of therapy
strategies at home are critical to the child’s development. TSH provides therapy based on the child’s needs, this includes therapy sessions with the key worker (AVT/speech pathologists) and a group session. If required the family and child may attend other therapy sessions with members of the trans-disciplinary team.

TSH therapy and support commences with a comprehensive intake. Our intake process includes sessions with all members of the trans-disciplinary team, informal and formal assessments as required and parent education sessions.

**Review, evaluation and reporting on achievement of outcomes**

Every child enrolled in TSH, early intervention for hearing impaired children, is assessed according to a clearly defined protocol.

As well as formal assessments and resultant formal reporting, every child is monitored during individual therapy sessions. This is achieved via exhaustive checklists, informal monitoring, language samples, therapist observations, and discussions with parents of behavioural use of language, and listening tests (such as the Ling 6 sound test).

Results from these formal and informal assessment protocols are reported and discussed with the child’s parents. The key worker and trans-disciplinary team use the information to develop evidence based goals for the child and family.

Annual formal reports on listening, speech and language outcomes, and fine and gross motor development, quantify and monitor a child’s individual progress. These form a part of Telethon Speech & Hearing early intervention, as the informal and formal assessments, conducted by the trans-disciplinary team, are integral in the development of the Individual Family Service Plans (IFSP). These plans form the basis of highly targeted and individualised service delivery, detailing goals, progress and therapy focuses that are specific to the individual child’s needs.

**Other relevant services**

TSH also receives Disability Services Commission funding under the Targeted Services program to provide information and support for hearing impaired adults via the TSH Better Hearing program.

TSH also provides the following:

- Comprehensive ear health services for Aboriginal children across the Perth metropolitan area, South West, Wheatbelt and Pilbara regions.
- A specialist program for children with speech and language delays/disorders.
- Newborn hearing screening at private maternity hospitals.
- Outpost, in-school support for hearing impaired children.
- Audiology services for both children and adults.

**Therapy Focus**

Disability Services Commission funded early intervention program for children with any disability type and their families who are eligible to receive specialist disability services.

**Contact details**

Business hours: Monday to Friday 8am to 5pm

5/1140 Albany Highway, Bentley, 6102
Phone: 9478 9500
Service details

**Disability group**
Children with any disability type who are eligible to receive specialist disability services.

**Age Range**
Children between 0 – 8 years.

**Geographical coverage and bases**

We are able to work with and travel to children and families within the following areas:
- Perth Metropolitan area
- Peel / Waroona (including Mandurah, Armadale, Serpentine and surrounds)

Therapy Focus currently has twelve office bases located at:
- Armadale
- Bassendean
- Bentley
- Carson Street School
- Durham Road School
- Ellenbrook
- Gladys Newton School
- Goollelal Primary School
- Joondalup
- Maddington
- Mandurah
- Mirrabooka

Services are offered in the home, day-care, early childhood centre and school as appropriate to the individual child and family. We may offer clinic based appointments on occasion.

**Access to services**

To access specialist disability services, a person must meet the Commission’s eligibility criteria and the provider's service access criteria.

**Access criteria**

1. Permanent Australian resident or Citizen
2. Living within the Perth metropolitan area or Peel-Waroona region
3. With a disability or developmental delay
4. And experiencing issues with day-to-day activities, as a result of the disability or development delay.

The child does not need to be registered with or have an eligibility letter from the Disability Services Commission to be eligible for services.
When a ‘place’ becomes available, services will be offered to children and families based on:

a) assessed priority and
b) date they were registered on the waitlist.
The priority categories are as follows:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Urgent and critical need</td>
<td>Life threatening or existing injury to client / carer</td>
</tr>
<tr>
<td>3</td>
<td>High need</td>
<td>Significant injury risk to client / carer or deterioration in health status.</td>
</tr>
<tr>
<td>2</td>
<td>Moderate need</td>
<td>Issues identified, functional impact identified, quality of life impacted.</td>
</tr>
<tr>
<td>1</td>
<td>Low need</td>
<td>Issues identified, however minimal functional impact (not reported to be impacting on quality of life).</td>
</tr>
<tr>
<td>0</td>
<td>Inappropriate referral</td>
<td></td>
</tr>
</tbody>
</table>

**Referral process**

Referrals may be accepted from any source, providing consent from the primary parent, caregiver and / or legal guardian is attached. For example; we will consider referrals from:

- Parents
- Paediatricians
- Early Childhood Centres
- Child Development Centres
- Local Area or My Way Coordinators

Referral form can be downloaded at [www.therapyfocus.org.au](http://www.therapyfocus.org.au)

**Referral Information required**

<table>
<thead>
<tr>
<th>Document</th>
<th>When needed</th>
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</thead>
<tbody>
<tr>
<td>Diagnostic reports</td>
<td>with referral form</td>
</tr>
<tr>
<td>Evidence of the child’s Australian Permanent Residency (such as Australian Birth Certificate, Passport or Visa)</td>
<td>with referral form</td>
</tr>
<tr>
<td>Evidence of permanently residing in Western Australia (such as a phone bill, electricity bill, car registration)</td>
<td>with referral form</td>
</tr>
<tr>
<td>Optional – evidence of health and behaviour</td>
<td>with referral form</td>
</tr>
<tr>
<td>Options – evidence of help and supervision</td>
<td>with referral form</td>
</tr>
</tbody>
</table>

**Service model**

**Professional Services team profile**

- speech pathology
- occupational therapy
- physiotherapy
- psychology
- social work
• family connect worker

Individual planning and self-directed outcomes
We are guided by a set of five principles to ensure we deliver high quality therapy services:

1. Family-Centred Practice
   Family is central to children's therapy. Families bring knowledge and expertise to help us identify their child's needs and develop goals and strategies for everyday life. We see family is our respected partner not a service user; and our role as supporting families to achieve their goals.

2. Working Together
   We work with families, teachers, therapists, medical practitioners and other organisations for a synergy of ideas, resources and therapy services.

3. Learning Everywhere
   Therapy is most effective when it is conducted in a child's natural environment. We use every opportunity in families’ and children’s’ routines and environment to develop skills.

4. Working Transdisciplinary
   Our therapy team consists of speech pathologists, occupational therapists, physiotherapists, social workers and psychologists. We work as a team sharing strategies to meet the needs of our clients.

5. Increase Participation
   Our therapy practice builds on a child's individual skills to increase participation in everyday activities.

Individual needs assessment
Our therapy team will work together with the child, family and other stakeholders as appropriate to identify opportunities for child independence and participation. Assessment of the child’s skills, and the support offered by their environment and the people around them, occurs in order to identify strengths and areas for development through the therapy service. A therapy service plan is developed in collaboration with the family, outlining therapy goals, intervention strategies, roles and responsibilities of key partners and timeframes.

Programs and services offered
• speech pathology
• occupational therapy
• physiotherapy
• social work
• behaviour support team (psychology and social work) – work with the child/young person, the family, and other key people within the child’s current and new environments, to work through any difficulties they may experience in times of transition.
• family connect team – work alongside therapists and other like-minded agencies to provide direct support, information, advocacy and referral to a range of community activities.
• our focus is on the service program rather than discipline e.g. behaviour support, Assistive Augmentative Communication (AAC), daily living and independence skills, disability education and advice, etc.

Review, evaluation and reporting on achievement of outcomes
The therapy team collaborates with key stakeholders including the child, family, and education environments where appropriate, to review progress against the identified goals in the therapy service plan. The therapy team will meet with the family regularly to discuss
progress and outcomes achieved, and provide a therapy service summary which documents the outcomes achieved.

### Other relevant services

<table>
<thead>
<tr>
<th>Service Description</th>
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</thead>
<tbody>
<tr>
<td>School age therapy services funded by Disability Services Commission</td>
</tr>
<tr>
<td>Statewide continence program funded by Disability Services Commission</td>
</tr>
<tr>
<td>Better Start and Helping Children with Autism federally-funded services, available through The Complete Advantage</td>
</tr>
<tr>
<td>Speech pathology, occupational therapy and physiotherapy services on a fee for service basis, available through The Complete Advantage</td>
</tr>
<tr>
<td>Autism diagnostic assessment on a fee for service basis, available through The Complete Advantage</td>
</tr>
<tr>
<td>MyTime Armadale group, available through The Complete Advantage at no cost</td>
</tr>
</tbody>
</table>

### VisAbility

Disability Services Commission funded early intervention program for children and their families who are eligible to receive specialist disability services. VisAbility specialises in providing services for children who are vision impaired.

### Contact details

Business hours: Monday to Friday 8.30am to 4.30pm

61 Kitchener Avenue, Victoria Park, 6100
Phone: 1800 VISION
Email: seb.della@visability.com.au
Web: www.visability.com.au

For further information regarding eligibility please refer to the document Eligibility Policy for Specialist Disability Services funded or provided by the Disability Services Commission (www.disability.wa.gov.au > Services, supports and eligibility > Eligibility).

### Service details

**Disability group**
Children with any disability type who are eligible to receive specialist disability services, specialising in vision impairment.

**Age range**
Children between 0 – 8 years of age.

**Geographical coverage and bases**
VisAbility provides services to eligible children living in the Perth Metropolitan area. VisAbility also provides a state-wide consultancy service.

**Access to services**
To access specialist disability services, a child must meet the Commission’s eligibility criteria and the provider's service access criteria.
Access criteria
Priority is given to children with a primary diagnosis of vision impairment.

Referral process
Referrals to VisAbility be made by family members or carers, Allied Health and medical professionals or Local Area Coordinators. Families’ can self-refer with direct phone call.

Referral Information required

<table>
<thead>
<tr>
<th>Document</th>
<th>When needed</th>
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<tbody>
<tr>
<td>Diagnostic reports</td>
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</table>

Other comments
Additional documents can be discussed with family or referring professional.

Service model

Professional Services team profile
A teamwork approach is used to ensure that children and families receive a holistic and integrated service. The team includes service coordinators (key contact), physiotherapists, speech pathologists, occupational therapists, psychologists, social workers and early childhood intervention assistants. In addition, VisAbility has orthoptists and orientation & mobility instructors with specialist training in vision impairment.

Individual planning and self-directed outcomes
Initially the service coordinator and team spend time getting to know and understand the child, their strengths, interests and skills and areas for development. This ensures that the team able to contribute with parents in the planning for services for their child. At this stage a meeting is held with the family, service coordinator and may include other team members or significant people in their child’s life.

Individual needs assessment
The service coordinator (key contact) – is the initial contact for families. The family’s service coordinator is carefully selected to match the child and family’s priorities. Service coordinators have skills in childhood development, disability and providing practical emotional support.

The individual family service planning meeting is where the Service Coordinator and family explore the child and family’s routines, the family identifies strengths and areas of concern and together a plan is formed. Additional team members are available to support the family in identifying priorities. The plan includes functional goals that focus on the child’s learning, development and participation and independence in the home and community.

Programs and services offered
- Individual services include therapy to build functional skills such as play and interaction, mealtimes, communication, moving safely and independently and school readiness skills.
- Services can be provided face to face in the home or community or via video-conferencing
- Playgroups and other skill-based groups
- Provision of information and strategies
- Equipment and technology prescription and training
Consultation with childcare and schools and other community organisations.

Review, evaluation and reporting on achievement of outcomes
The service coordinator ensures that ongoing reviews and evaluations are undertaken in conjunction with each family throughout their service delivery so that they remain relevant and flexible. Goals and the achievement of outcomes are included in the individual's case notes and reports.

Other relevant services
Children with vision impairment aged 5 years and up are also able to access the VisAbility’s school holiday program. VisAbility also has a range of library resources for children including tactile and audio books.

Better Start
School age Intervention Services
State-wide consultancy services for individuals who are vision impaired
Fee For Service options
Post Intervention Treatment Sessions

WizeTherapy
Disability Services Commission funded early intervention program for children with any disability type and their families who are eligible to receive specialist disability services.

Contact details
Business hours: Monday to Friday 8am to 6pm

Lots 4-6, First Floor,
Booragoon Commercial Centre,
175 Davy Street, Booragoon, 6154
Phone: 9317 7932
Email: info@wizetherapy.com.au
Web: www.wizetherapy.com.au

For further information regarding eligibility please refer to the document Eligibility Policy for Specialist Disability Services funded or provided by the Disability Services Commission (www.disability.wa.gov.au > Services, supports and eligibility > Eligibility).

Service details

Disability group
Eligible children with any disability type.

Age Range
Children between 0 – 8 years.

Geographical coverage and bases
Perth metropolitan area with a focus south of the river, including the local government areas of Melville, Cockburn, Kwinana, Rockingham and Mandurah.
Access to services
To access specialist disability services, a person must meet the Commission’s eligibility criteria and the provider’s service access criteria.

Access criteria
Priority to access to services is primarily determined by the ability of WizeTherapy to meet the needs of the child with disability and their family along with age and geographical location.

Referral process
Referrals to the early intervention specialist disability services can be made by Local Area Co-ordinators, the family, Paediatricians, schools and other key stakeholders associated with the child and family. Referrals are made by contacting WizeTherapy on the main office number, emailing WizeTherapy at the enquiries email, via the WizeTherapy website, or completing and returning the WizeTherapy request for services document (document available upon request, but is being shared within LAC’s and schools). The clinical services manager and service coordinator collect this information to inform decisions about offers for services and contact families are required.

Referral Information required
All required information to support a referral is included within the request for service document. Should further supporting information be required to assist with service planning and decision making the clinical service manager or disability services co-ordinator of the early intervention service will contact the family to discuss the child’s and family’s needs, and obtain the required information. In some circumstances additional reports from health professionals, such as a paediatrician, may be required to clarify the functional need of the child and family.

<table>
<thead>
<tr>
<th>Document</th>
<th>When needed</th>
</tr>
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<tbody>
<tr>
<td>☒ Diagnostic reports</td>
<td>Required at time of referral.</td>
</tr>
<tr>
<td>☒ Transition/therapy plan</td>
<td>May be obtained if family transferring from another therapy service provider and made available at offer of place.</td>
</tr>
<tr>
<td>☒ Other Consent form</td>
<td>Required at time of referral. This is a requirement before any service provision can occur.</td>
</tr>
</tbody>
</table>

Service model

Professional services team profile
The team at WizeTherapy consists of physiotherapists, occupational therapists and speech pathologists. Therapy teams adopt a Key Worker model. If required, psychology services are contracted by the organisation for a definitive period. All services are supported by senior therapist team comprising of experienced physiotherapist, speech pathologist, and occupational therapists. Services are coordinated by disability services coordinator.

Individual planning and self-directed outcomes
WizeTherapy’s primary model of service delivery is family centred practice. Therapists work in a collaborative partnership with families to maximise functional outcomes for the child. Families determine the priority goals for their child at family meetings held regularly to review and set new goals for the child and family.

**Individual needs assessment**

Individual assessment is carried out by the physiotherapist, occupational therapist and speech pathologist using specific assessment protocols. This information is then combined with the identified priorities of the family to design a specific intervention plan for the child and family that is goal based and responsive to the child’s and family’s needs.

**Programs and services offered**

Programs and services offered by WizeTherapy as part of the early intervention program are inclusive of:

- interdisciplinary and transdisciplinary therapy intervention services provided in the central therapy rooms, at home, at school, at child care and other community settings.
- information provision on a range of issues provided in both verbal and written form. Information is provided on an individual basis to families and also to a group of parents through specific information events.
- small group programs targeting specific functional goals common to 3-4 children and allowing for parent networking and establishment of support structures.
- liaison with key community stakeholders via a range of communication strategies including face to face meetings, telephone and email contact.

**Review, evaluation and reporting on achievement of outcomes**

WizeTherapy uses a number of methods to review, evaluate and report on achieving of outcomes. These include:

- regular family meetings where goals are formally reviewed using the outcome measure goal attainment scaling (GAS).
- process indicators such as number of family meetings over a six month period; number of goals set over a six month period; number of goals achieved over six month period; number of episodes of engagement with community stakeholders.
- regular review of function in core areas of day to day functioning using both clinical observation and standardised assessment tools.
- annual evaluation by families of effectiveness of delivering services using family centred practice model using the instrument, the Measure of Processes of Care (MPOC).

**Other relevant services**

| ☑ | School age therapy services – funded by the Commission |
| ☑ | Helping Children with Autism – federally funded via the Department Social Services |
| ☑ | Better Start – federally funded via the Department Social Services |
| ☑ | Family funded therapy supports. |