

Table of Contents

Welcome to Early Intervention Services.....	2
Eligibility criteria	2
EIS is part of Carpentaria Disability Services (CDS)	3
The EIS Team	4
Family Centred Practice	6
Relationship based approach to child development	6
Therapy sessions	7
Key Therapist	7
What happens during a session:.....	7
Planning and evaluation (your child’s therapy plan):	8
Sibling Support	9
Equipment.....	10
Purchasing Equipment	10
Loaning Equipment	10
Home Visiting.....	11
Rights and Responsibilities	12
Respect.....	12
Confidentiality.....	12
Decision making.....	13
Information	13
Translating services.....	14
Client feedback	14
Family concerns	14
EIS Staff Concerns	15
Sickness	16
When it gets hard to come to sessions.....	16
Additional EIS Services	17
Working with Private Providers	17
Other services available	18
Where is the CDS EIS centre?	19
When is EIS open?.....	19
How can I contact EIS?	19
Informed Consent	20

Welcome to Early Intervention Services

The Early Intervention Service (EIS) at Carpentaria provides therapy to children aged 0-6 years with moderate to significant developmental delays and their families using a relationship based approach.

Eligibility criteria

- To be eligible for our service, children must present with severe and complex needs that require support from at least three disciplines (Occupational Therapy, Physiotherapy, Speech Pathology and/or Psychology).
- A child's eligibility is determined by the results of their assessment from the Griffiths Mental Development Scale (GMDS).

If eligible, a child is a part of our service until:

- They enter full-time schooling (e.g. Transition).
- A child reaches six years of age.
- A family moves out of the Darwin area.
- A child makes developmental gains that mean they no longer have moderate to significant delays. In this situation we refer to the Children's Development Team.
- A family elects to withdraw from our service, or advises us that EIS is no longer required.

EIS is part of Carpentaria Disability Services (CDS)

- CDS is a “Not for Profit” organisation funded by the government to provide services to people with a disability.
- Our mission is to provide quality services for Territorians with disabilities and high support needs; to enable them and their families to have increased opportunities to participate in all aspects of community life.
- Our clients services include:
 - Early Intervention Service
 - Respite
 - Lifestyle Options
 - Supported Living
- Mr Greg McMahon is the Chief Executive Officer of CDS.
- The Early Intervention Service is funded to provide support and intervention to children aged birth to six years with severe and complex needs. While you are accessing our service you are not able to access the Children’s Development Team (CDT) as this is also a publicly funded service.
- Our aim is to bring out the best in children through tailoring our sessions to their individual needs, preferences and developmental level through using a developmental play-based approach.
- A “therapy plan” is developed in partnership with families and reviewed on an ongoing basis to ensure we are meeting the needs of the children and families.
- Early Intervention Services is funded to service the greater Darwin area, extending to Acacia Hills, with services being free to eligible families.

The EIS Team

- We are an inter-disciplinary team, meaning that we all work together to provide a comprehensive therapy for your child.
- All our staff employed as professionals have completed the necessary undergraduate training.
- We all continue regular professional development to make sure that we have the knowledge and skills to perform our roles.
- At times we provide student placements. We will always ask your permission for a student to observe or be involved in a session with your child.
- We will provide you with consistent staffing where possible and do our best to partner you with a staff member who meets your needs.
- Experience tells us that staff changes are inevitable and we will try to make this transition as smooth as possible for you.

Our team includes staff from the following disciplines:

Psychology

A Psychologist helps with:

- Assessment and reporting to determine service eligibility.
- Intensive individual and family support.
- Social and emotional development, play development, problem solving and learning.
- Co-development of your child's therapy plan.

Physiotherapy

A Physiotherapist helps with:

- Undertaking assessment and reporting.
- Co-development of your child's therapy plan
- Movement (e.g. rolling, sitting, crawling, walking).
- Play activities (e.g. bike riding, swimming).
- Prescription and use of specialised equipment (e.g. seating, standing frames, walker, wheelchair).
- Respiratory monitoring and management (eg. respiratory conditions, mealtimes)

Occupational Therapy

An Occupational Therapist helps with:

- Undertaking assessment and reporting.
- Co-development of your child's therapy plan.
- Play skills.
- Prescription and use of adaptive equipment (e.g. bath chair, car seat, hoist).
- Sensory regulation (e.g. sight, sound, movement, touch, calming).
- Preschool activities- (e.g. craft, outdoor and messy play).
- Self care skills (e.g. sleeping, mealtimes, toileting, dressing, routines).

Speech Pathology

A Speech Pathologist helps with:

- Undertaking assessment and reporting.
- Co-development of your child's therapy plan.
- Communication (comprehension, language, speech, supports).
- Communication systems (gestures, signing, pictures, communication devices).
- Social interaction.
- Mealtimes (swallowing assessment, texture transition, transition from NG feeding).

Senior Therapy Assistant

Our Senior Therapy Assistant helps with:

- Individual or group therapy programs (under supervision of Therapist).
- Family support (in-home play sessions or support to access the community).
- Sibling support.
- Participating in assessments.
- Production and maintenance of resources.
- Conducting child care visits

We also have a Manager of our team who oversees our work.

Family Centred Practice

Therapy is provided in a family-centred model of practice. We believe that as a parent you have the right to determine what is most important for your child and recognise that you are the experts regarding your own families.

- You are the main people in your child's life. You know your child best and will continue to be involved in your child's life well after you leave our service.
- Families often need information to make well informed decisions, work out what you need and prioritise your child's needs. We work with you to provide this information and help you achieve your decided priorities.
- We recognise that each family is different and unique and that children function best within a supportive family and community.

We will meet with you regularly to discuss your hopes and goals for your child and talk about what we have noticed about your child's development in sessions. We will work together to make a therapy plan for your child that we will also review with you after an agreed time.

Relationship based approach to child development

Therapy at EIS is based on current research that child development happens best within their relationship with their parents and caregivers. We use play-based principles and focus on your interactions with your child as the platform for supporting your child's development.

- Relationships and positive interactions with others encourage higher brain development.
- Most brain development occurs after birth, with many neurological connections developing between the ages of 0-3 years.
- Providing young children with the opportunity to play builds a strong development for future motor, language, literacy and life skills.

Working in this way, parents and caregivers are actively involved in therapy so strategies can be used at home and in the community.

Therapy sessions

- Sessions happen at our centre during the school term.
- They go for 30 minutes to an hour.
- Most of the time we offer fortnightly sessions. This gives you a chance to practice what you have learnt at home with your child.

Key Therapist

- You will be allocated a key therapist based on what your child's needs are.
- Your key therapist will work with other therapists on the team to make sure your child's needs are being met.
- With your permission we may video record your sessions so we can review with our other team members or supervisors.

What happens during a session:

- We set up toys and activities that meet your child's therapy plan, individual interests and developmental level.
- When you come into the room with your child your therapist will have a quick talk with you about the focus of the session and will then work with you to support your child's development.
- You can ask your therapist questions about things you are unsure of at any time.
- At the end of the session your therapist will write out a summary of what you and your child did during the session and things to do at home to help your child.

Planning and evaluation (your child's therapy plan):

- Your first session every 3-6 months will be with yourself and your key therapist. During this session you will make a "therapy plan" with specific goals for your child.
- This is a time to talk about your hopes and goals for your child and also your child's current needs so we can make a plan for therapy.
- Reviewing your therapy plan will be done on a regular basis and this frequency will be decided upon with your therapist.

Sibling Support

Our EIS Senior Therapy Assistant can provide sibling support for children aged 0 to 5 years old. Children who are older than 5 years old will need to access alternative care during therapy sessions. Alternatively, families may be offered a therapy session during school hours. This can be discussed with your key therapist.

- Parents / carers who need sibling support are required to complete a 'Consent Form for Sibling Support' prior to the term commencing.
- Parents / carers are asked to list the names of all siblings under 5 years old, their date of births, any known allergies or any other relevant concerns. Children who are not listed will not be able to attend without prior discussion with your key therapist.
- Parents / carers may like to bring a drink and snack for their child / children for the sibling support session.
- If you do not need sibling support for a session where it has been scheduled, or need to make changes about which children are attending, we ask that you notify EIS within 24 hours.
- When siblings are sick, they are not able to attend the centre for care. This is to make sure we don't pass on illnesses to workers or other children. Other arrangements will need to be made by the parent/carer.
- CDS-EIS keeps records about children who have attended siblings support sessions. This information is required to complete reports containing statistical information regarding sibling care.
- Our Senior Therapy Assistant (Kim Whitburn) provides the sibling support. During the sibling support sessions, Kim uses the same interaction model as all therapists at EIS. Kim has attended training and has extensive skills working with children. If she has any concerns about your other children's development, we will discuss these with you.

Please contact your key therapist if you need sibling support for the Semester.

Equipment

Appropriately selected equipment is an important part of assisting some children's development or independence.

Purchasing Equipment

- Your therapist will do an assessment, explore equipment options and make recommendations.
- With your input we will prescribe equipment that best meets your child's needs within the resources available.
- A child's foundation motor skills and family/environmental factors are taken into consideration with these recommendations.
- We will work with you around funding options.
- Trialing, ordering and funding equipment takes time. We will inform you of expected timeframes.

Loaning Equipment

- If CDS has access to equipment that meets the child's interim needs that a family can loan, you will be asked to sign a loan form.
- There is a fee of \$20 per piece of equipment.
- Healthcare card holders are not required to pay the loan fee.
- Included in the loan agreement is information relating to the length of time this equipment will be loaned and also servicing arrangements while the equipment is on loan.

Home Visiting

- All sessions offered to families are currently centre based.
- Home based sessions may be able to be offered to families where:
 - Your child has fluctuating medical needs
 - Your child has difficulty with positioning
 - Your child needs supportive equipment to participate in the therapy program
 - Transport is difficult due to high support needs
 - We need to do a mealtime or equipment assessment where it would be useful to see your child in their natural environment.
- If your family have difficulties with transportation such as you don't drive or you don't have a car, other options will be explored first.
- If home visits are offered you will be asked to sign a home visiting form.

Rights and Responsibilities

Respect

- We welcome you to our service and will provide services agreed in your child's therapy plan that respect your family's cultural values.
- We will treat you with respect and courtesy.
- We expect that you will also treat our staff with respect and courtesy.
- We will communicate with you using respectful language.
- We expect that you will also communicate with our staff using respectful language. Sessions will be ceased if swearing is used or if you raise your voice at us.

Confidentiality

- Information you provide us is confidential.
- The only time we are not able to maintain confidentiality is when either your child's safety or your own safety is at risk. It is law in the Northern Territory that we have to notify the appropriate authorities in this situation. Where possible we will talk to you about concerns we have about either your safety or your child's safety before we make a notification.
- We will exchange information between EIS team members where relevant to your child's therapy plan.
- We will only exchange information with other agencies where we have your permission. The aim of exchanging information is to assist in providing services to your child.
- We will ask you to complete a "consent to exchange information" form every 12 months.
- You can always let us know if your situation changes and you no longer want us to exchange information with other agencies.

Decision making

- We will consult you and make decisions with you.
- We will obtain your consent before undertaking assessments or providing services to your child.
- You may have the opportunity to be involved in research.

Information

- We will provide information in a format you can understand that clearly states what service we can and cannot offer.
- We will contact you as soon as possible to notify you of any unavoidable changes to appointments or services.
- Please let us know as soon as possible if you are unable to attend appointments due to illness or other reasons.
- Please ask for further explanations if you do not understand what EIS staff have told you.
- You may request a second opinion if you are concerned about your child's care.
- If requested, we will provide you with relevant policies and procedures as well as the values and philosophy of our organization.
- We ask that you share information with us that may affect service delivery. For example, change of contact details, preschool or school decisions, court orders, family relationships or health issues of your child.
- You may request to view a copy of your child's records. Except for certain legal exemptions, these will be provided. We will inform you of the expected timeframes in providing you with this information.

Translating services

- We are able to organize a translator to attend sessions if English is your second language and this would make it easier for you to participate in our program.
- Translators are mandated to respect your confidentiality.

Client feedback

- We value your feedback.
- You can make suggestions and provide us with feedback by asking at Reception to write in our "Feedback Register."
- We also send out parent feedback forms regularly as another way of hearing how you are finding our service.
- We will listen to your ideas and try to put your suggestions in place.
- Please let us know when you are happy with our service.
- If you have concerns, please raise these as soon as possible.
- We will not allow complaints or concerns to have a negative affect on the services you receive.

Family concerns

- If you have concerns with the service you are receiving, as the first step and where possible please discuss these concerns with the staff member concerned.
- If you are not satisfied with the outcome you can ask to speak with the EIS Manager or the CDS Chief Executive Officer.
- Alternatively you can contact us in writing or complete our complaints form. This is available at Reception or through the EIS Manager.
- If you are still concerned, you can contact the Health and Community Complaints Commission on 08 8999 1969 or 1800 004 474. You can also email them on hscsc@nt.gov.au. We do have brochures about this service in our waiting room.

- We will try to address your concerns, involving you and the relevant EIS staff.
- Where there are significant unresolved concerns, arrangements for service provision may need to be reviewed.

EIS Staff Concerns

- If your therapist has concerns about your child's service or about aspects we have asked you to undertake, where possible they will discuss this with you first.
- If your therapist is not satisfied with the outcome, they will speak with the EIS Manager who will then contact you.
- We will try to address EIS staff concerns, involving the relevant staff members and family.
- Where there are significant unresolved concerns, arrangements for service provision may need to be reviewed.
- All EIS staff are mandated to notify and are requested by law to report when they suspect a child's safety is compromised.

Sickness

- To avoid the spread of infection please do not bring sick children into therapy sessions.
- If your child is too sick for child care, preschool or school, then we believe they are also too sick for therapy.
- Please call us as soon as possible if your child is unwell to cancel the session.
- Unfortunately as we do our session planning in the school holidays before the term starts we are not able to reschedule missed appointments.
- Please let us know if your child has any additional medical needs that we need to be aware of. This includes immune difficulties, allergies, seizure information or medications.
- To reduce risk of infection we wash all the toys your child used after each session using an anti-bacterial wash.

When it gets hard to come to sessions

- We understand that at times it can be difficult to attend appointments.
- Please talk to us if you are finding it hard to come so we can work with you to make a new plan.
- Due to the high demand for our service, when families do not attend 3 sessions or more in a term without contacting us, we will have to look at whether we continue to offer appointments the following term.

Additional EIS Services

- We are also able to provide support services to parents and siblings such as 1:1 counselling and sibling support sessions.
- Depending on your child's needs and goals as outlined in the therapy plan, we can also visit your child's preschool or child care so that therapy strategies can be shared with teachers and workers.

Working with Private Providers

- It can be confusing to children and parents when two practitioners of the same therapy discipline or from different services are providing treatment.
- When a private provider offers a different or additional part of therapy that complements the service a child receives from EIS, we will work in consultation with that private provider. This is especially important when two therapists of the same discipline are working with a child.
- We are happy to negotiate a 'contract of service' with parents regarding what therapy EIS provides and what the private therapist provides. This helps to ensure the service a family receives is goal directed, family centred and well coordinated.

Other services available

We can refer you to a range of other services to support your needs and the needs of your child outside of therapy. We will let you know about them when relevant and you can also ask for more information when you need it. These services include:

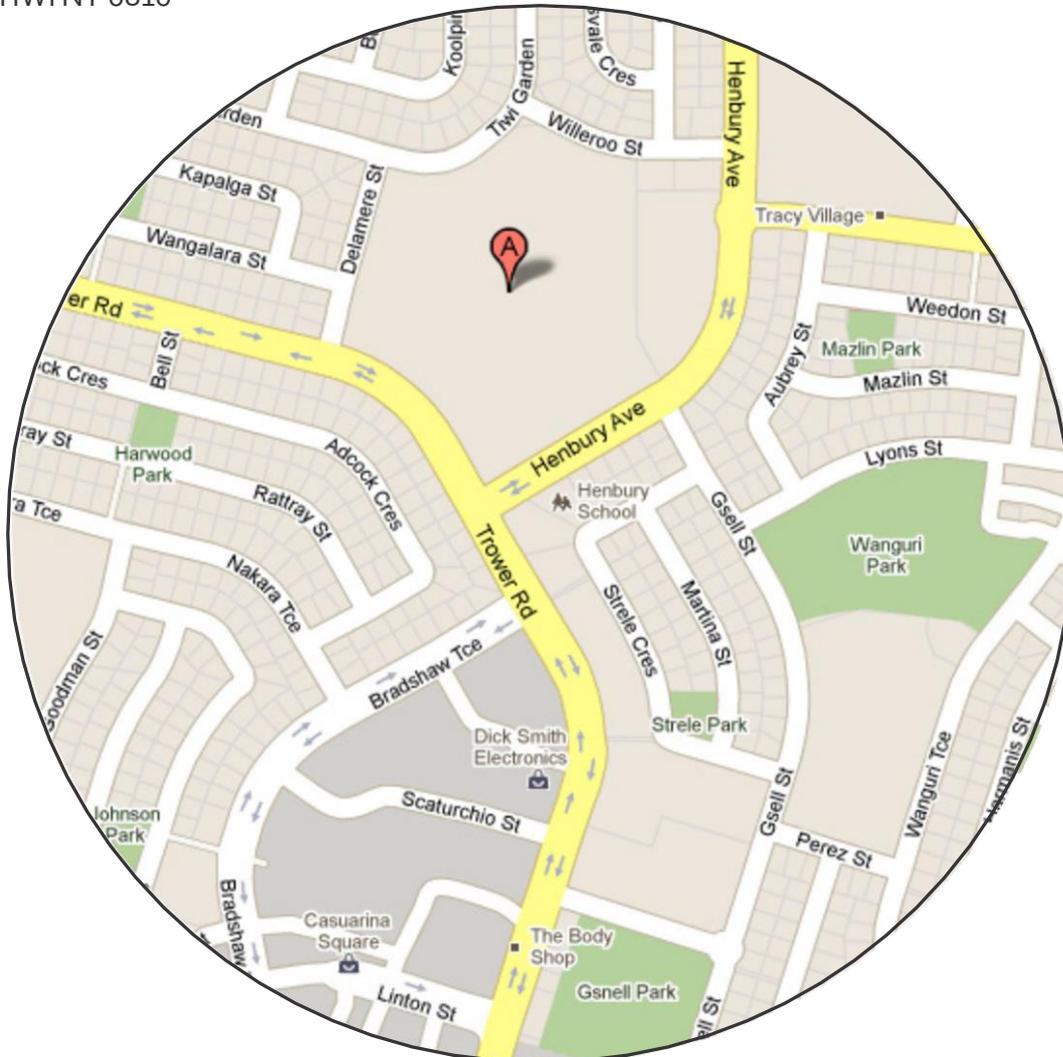
- *Carer's Allowance payments (Centrelink)* – to support your family financially with the everyday care of your child.
- *Student Support Services* – to help you make decisions about preschool and work out what supports your child may need.
- *Early Childhood Australia* – a support service to help your child at their child care centre.
- *Carer's NT* – a free service to support the well being of carers (e.g. Counselling, respite etc). A carer is anyone who cares for another. Carers NT are also the contact for Better Start funding. You can contact them on 89444 888.
- *My Time* – a targeted support group for families with a child with Autism.
- *Concessions* – in the Northern Territory, eligible families are offered concessions for parking permits, power and water and other daily living expenses.
- *Darwin Toy Library* – a toy borrowing service that offers a large range of specialized toys for children.
- *Child and Adolescent Mental Health Services (Tamarind Centre)* – provide more detailed assessments for children.
- *Children's Development Team* – we can refer your child to this government provided therapy service when your child is no longer eligible for our service.
- *Private therapists* – are available in the NT to support your child with other areas of their development if and when required.
- *Better Start Initiative and Helping Children with Autism Package* – these government funding packages are offered to eligible families to support with the ongoing costs of therapy.
- *Autism NT* – offers support and information to families about Autism Spectrum Disorders. You can contact them on 8948 4424.
- *Downs Syndrome Association* – offers support and information to families about Downs Syndrome. You can contact them on 8985 6222

Where is the CDS EIS centre?

We are located in the Carpentaria Disability Services Building at:

37 Henbury Avenue

TIWINT 0810



When is EIS open?

Opening hours: 8.00am- 4.45pm

Centre based therapy sessions: 8:45am – pm

How can I contact EIS?

Phone: 08 8945 4977 (CDS Reception)

Fax: 08 8945 0518

Email: jacqui.barfoot@carpentaria.org.au

