

Allied Health Discovery sessions

Purpose:

For; (i) families/caregivers of participants aged 0-7 years

(ii) families/caregivers/support coordinators of participants aged 7 years-18 years (optional)

To be provided with an understanding of;

- Allied Health services are available at Life Choice
- Discipline/s which are required for the participant (based on their needs)
- Prioritising therapies based on needs of the participant/family
- Breakdown of what is included in billable time as part of service

In addition, it is anticipated that families will feel welcomed to the service and have a clearer understanding of accessing Allied Health services

Plan:

- attendance at a single one-off 'discovery session' prior to commencing Allied health therapy at Life Choice (facilitated by a Team Leader or Senior Clinician)

Overview:

- One hour session (45 mins face-to-face at Life Choice, and 15 mins indirect time for notes/documentation)
- Team Leader facilitates session with the parents/caregiver/support coordinator (the participant is welcome to attend however it is optional)
- Team Leader introduces self and role, welcomes the family to the service, outlines structure and length of session with use of flowchart (appendix A)
 - Brief explanation regarding the participant's background (i.e. why the participant is accessing NDIS services and what the greatest needs are)
 - Overview of each discipline and what they can assist with
 - Explanation as to what is included in billable time
 - Provide the opportunity for parents/participant to ask questions
- Team Leader provides explanation of each discipline and gives handout to families with these descriptions (Appendix B)
- Team Leader provides handout of what's included in billable time (Appendix C)
- Team Leader documents the discussed information in the 'AH Services-Discipline Plan' table (Appendix D)
- Team Leader gives family the opportunity to ask questions and provide clarification on any discussed information
- Team Leader explains the next step (e.g. they will be contacted by a clinician once they have capacity) and farewells family
- Team Leader enters information into client management system (echidna) and adds note about the session including uploading the form

Process:

Administration

- Referral comes in to Allied Health Administration
- Details entered on to client management system (echidna) and forms sent out (consent, service agreement, developmental information/participant information forms)
- Developmental information/participant information documents are returned to Allied Health Administration
- Administration contacts family within 2 days of receiving referral to schedule discovery meeting
- Administration sends follow up email with confirmation of discovery meeting details and schedules it into the Team Leader's calendar (in addition to booking a room)
- *Administration allocates a portion of funds to the participant (5 hrs) to enable services to be billed
- Administration emails the Team Leader with the appointment information, participant details, and prints the documentation and places in a folder for Team Leader (3 x forms- initial referral, developmental information/participant information, discovery session template, *plus any previous reports on file and NDIS Plan)

Team Leader/Senior Clinician

- Team Leader reviews information 10 mins prior to appointment
- Team Leader conducts discovery session
- Immediately following session, Team Leader documents information on discovery session template form and uploads to client management system (echidna) by entering a file note (allow 15 mins)
- Team Leader also emails the discovery session form to AH email address and to advise once complete
 - * include the Clinical Leads if they've requested a particular discipline, so it can be flagged if there is capacity

AH Administration

- Administration to review 'discipline plan' form and make any changes to waitlists

Clinician

- At discipline meetings, clinician advises they have capacity
- *When clinician has capacity, they contact the participant/family to schedule sessions
- Clinician makes note in echidna stating contact
- Clinician books participant into echidna calendar diary OR advises administration to do so
- Note: if clinician is aware of number of hours at booking, they inform administration OR if unsure at this stage, proceed with initial appointment and then inform administration of this (via email) immediately following the session

Administration

- Administration add the funds to the participants plan in echidna

Overview of Discovery Session

Participant journey & accessing NDIS services



What does each Allied Health discipline actually do?



What does Life Choice bill for?



Questions?



Next steps

Appendix B

Allied Health Therapy Services at Life Choice explained:

Speech Pathology

A Speech Pathologist (SP) helps participants with all areas of communication and swallowing. For example;

- understanding what's being communicated such as following instructions
- developing a way to communicate effectively (i.e. using words through speech, or other means such as gestures, signing, using pictures, using a communication device)
- building social skills (by teaching what is socially appropriate in given situations)
- mealtimes assistance for safety of swallowing food and drinks and increasing a variety of food types/textures

A SP can also assist with;

- stuttering
- correct pronunciation of sounds/words
- voice difficulties

Occupational Therapy

An Occupational Therapist (OT) builds the skills of participants for what we call ADL's- activities of daily living. This can include;

- meal preparation
- dressing
- toileting
- hygiene practices
- medication management

An OT can assist with increasing participation in meaningful activities by;

- building social and friendship skills
- supporting behaviour, emotional regulation and sensory processing
- targeting fine and gross motor skills
- prescribing equipment such as a wheelchair
- providing recommendations for home modifications

Psychology & Counselling

A Psychologist's role is to promote healthy behaviour, preventing diseases and improve a participants' quality of life. This can include;

- specialised assessment (i.e. for cognitive and everyday functioning)
- improving mental health, wellbeing and personal growth
- stress reduction and building emotional coping skills
- parenting skill building and training
- providing behaviour management strategies and direct therapy
- Increasing emotion regulation and building social skills.

Social work

A Social worker's focus is on maintaining and enhancing quality of life. This can include assistance with;

- Complexity in family dynamic
- Gradual or sudden change in circumstance
- Navigating systems (e.g. legal, health, housing)
- individual planning & linking participants into relevant services
- counselling
- advocacy

Physiotherapy

A Physiotherapist aims to improve a person's ability to move and function. For example, they can assist with;

- treatment for pain management and injuries
- home exercise programs for rehabilitation
- advice on the management of specific conditions
- providing recommendations for equipment and mobility aids
- developmental milestones such as learning to crawl, stand, walk

Exercise Physiology

An Exercise Physiologist can design, deliver and evaluate safe and effective exercise interventions. For example, they can assist with;

- long term pain management (i.e. chronic conditions)
- determining a safe exercise program (i.e. if a participant has an ongoing medical condition such as lung, heart, bone, or diabetes) to achieve personal health and wellbeing goals
- improved movement and general functioning (e.g. balance and coordination)
- increased mental health and wellbeing
- prevention of other diseases and health conditions

Dietetics

A Dietitian is able to support participants to improve their health by providing education and support for;

- food information and healthy choices
- cooking, food shopping and meal planning
- weight loss and weight management
- feeding difficulties, 'picky eaters', and eating disorders
- chronic disease management (i.e. diabetes)
- nutritional support

Appendix C

WHAT DOES LIFE CHOICE CHARGE FOR?

Accessing therapy services is much more than simply the face-to-face time with your therapist. A lot of work behind the scenes goes into delivering a therapy service to ensure it is one that is individualised, evidence based, and of the highest standard. As a not-for-profit organisation, this ensures that we are sustainable and can provide a high quality service to our participants. Life Choice takes care to ensure that participant charges align with NDIS guidelines. ***Some of the things*** we charge for may include;

Face-to-face sessions with a Clinician

- therapy
- assessment
- information gathering

Telehealth services

- zoom
- telephone

Preparation for therapy sessions

- planning sessions/preparing resources
- post session planning

Correspondence with families

- feedback
- discussions
- planning

Stakeholder collaboration

- Meetings, discussions, case conferences, correspondence with;
- Medical staff
 - Education staff
 - NDIS staff/stakeholders
 - other relevant stakeholders

Documentation

- progress notes
- assessment reports
- goal tracking
- review reports

Assistive Technology

- All aspects involved in the prescription and trial of devices and equipment

Travel

- time taken to travel to provide direct participant service

Appendix D

Discovery Session

Allied Health Therapy Services Plan

Participant name:	
Date of birth:	
Parent/caregiver name/s:	
Service stream (0-7yrs or 7+ years):	
Date of meeting:	
Clinician name:	

Discipline	Yes/no	Key areas	Priority
Speech Pathology			
Occupational Therapy			
Physiotherapy			
Exercise Physiology			
Psychology			
Behaviour Support Therapy			
Social Work			
Dietetics			

Other comments/notes:

Referrals/follow up:



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