

KIDS PLUS CLIENT HANDBOOK



Children's rights

You have the right to:

- 1.** be treated fairly no matter what
- 2.** have a say about decisions affecting you
- 3.** live and grow up healthy
- 4.** have people do what is best for you
- 5.** know who you are and where you come from
- 6.** believe what you want
- 7.** privacy
- 8.** find out information and express yourself
- 9.** be safe no matter where you are
- 10.** be cared for and have a home
- 11.** education, play and cultural activities
- 12.** help and protection if you need it

Adapted from the Convention on the Rights of the Child.
For more information on children's rights, go to www.humanrights.gov.au/childrights
To tell a story about your rights, go to somethingincommon.gov.au/thebigbanter

About Kids Plus Foundation

We are a Geelong based community organisation that specialises in early identification and treatment for babies with developmental delay or movement restrictions, and interventions across the life-span for babies, children and young people with a range of developmental disabilities and neuromotor issues.

We provide specialist physiotherapy, occupational therapy, speech pathology, hydrotherapy, music therapy and family support services.

Our focus is to work in partnership with families to understand their individual needs, values, strengths and abilities.

We value sharing our knowledge with families, childcare workers, kindergartens and schools to create more inclusive communities.

Our service aims to empower families and improve capability to maximise their child's potential and enhance participation in everyday activities. We care about improving quality of life.

We have a team of passionate, dedicated, highly skilled professionals with a commitment to furthering their specialist skills.

We love celebrating success as children learn, grow and develop.

How we can support you

Through early childhood intervention, therapy and family support services, we provide:

Assessment

Initial and ongoing assessment is required to help understand your child's strengths, skills and areas for development and enhancement. Sometimes assessments are required for a specific purpose, but they also provide valuable information about your child's abilities and their health status. Different assessments will be required depending on the age and stage of your child. Results will be discussed with you and will assist in the goal setting and service planning process.

Assessments and outcome measures enable us to record and monitor your child's progress. The use of outcome measures is best practice to demonstrate the progress a child is making within a developmental skill or selected goal area.

Therapy

Kids Plus provides a range of allied health therapy and family support services. Kids Plus offers individual and group therapy sessions. Services available include:

- **Physiotherapy:** Physiotherapists assist with posture and movement to support activities. This can include learning movement sequences for rolling, sitting, crawling, standing and walking, and improving movement for running, jumping, climbing, sport and gross motor skill development.
- **Occupational Therapy:** Occupational Therapists help children develop their independence skills to participate more fully in the things they want and need to do at home, kinder/school and out in the community. Occupational therapy incorporates the assessment, treatment and management of postural control, functional hand use, play skills, sensory processing skills, functional vision and visual perceptual and self-care skills.
- **Speech Pathology:** Speech Pathologists support the assessment, treatment and management of communication and swallowing. Kids Plus has expertise at working with complex feeding issues and the latest technology for assistive communication devices.
- **Music Therapy:** Music Therapy incorporates a range of expressive, music-making techniques within and through a therapeutic relationship. Music Therapy at Kids Plus is different from music education or entertainment in that it focuses on individual health, functioning and well-being.
- **Social Work:** The framework for social work practice is family centred and strengths based working within the therapy team to increase the wellbeing and resilience of the individual, family and community.
- **Pathway to Participation Sport and Recreation Program:** The sport and recreation program at Kids Plus aims to improve the participation of children with physical disabilities in regular sport and recreation activities in their broader community. The program aims to build confidence, capacity and knowledge for children and their families.
- **Family Play Group:** A facilitated Kids Plus play group that provides an opportunity for parents to meet others with similar experiences.

Goal Setting

Setting goals helps to support development of skills and abilities in areas relevant and meaningful to you and your child. Using a goal-based approach has been shown to be more effective in achieving meaningful outcomes for children and families.

Common goal areas we focus on include –



Service Planning

Service planning is conducted initially and then on a 6-monthly basis. This enables us to schedule therapy services to meet your needs. This process will include goal-setting and understanding your availability to attend therapy sessions.

Our services are flexible to suit your needs. Your therapist will discuss with you the best combination of services to meet your family's needs. This will include developing a Family Service and Support Plan (FSSP) considering who, will do what, and when. Services may include home, school, kinder or childcare visits, or sessions within the community/child's natural environment like playgrounds.

Our therapy aims to support each child's participation in everyday activities. It is important to create opportunities to practice skills and tasks on a regular basis, with familiar people, in their everyday setting. Therapists will provide you and your team with advice about such things as:

- home programs
- adaptive equipment
- training for significant others (e.g. childcare staff, other family members, carers)

Key Worker

As part of your therapy program with us, a member of the team will be assigned to you as your Key Worker. This person is identified as the primary link for you with us to support you and your family to access co-ordinated services and supports. The Key Worker will have a role in understanding you and your child's context to help us better provide services and information that is targeted to your situation.

Your Key Worker also has a role to co-ordinate with other services and liaise with other professionals. This improves the ability for services to work together for more coordinated and integrated services for your child and family.

The way we work

Our team aim to provide a supportive and caring environment where you and your child can flourish. To do this we value and adhere to the following principles:

Respectful practice

- working with you as an equal partner in your child's therapy
- providing information and support to help you understand your child's condition
- actively working to support your needs through understanding your context/situation, constructing a service that fits with your values and beliefs
- building on the strengths of your family/child

Exploration and problem solving

- outcomes focus to record and recognise progress towards your goals
- evidence based practice with up to date knowledge and skills
- building capacity to participate in activities and events of your choosing

Lifespan approach

- forward planning to support the future needs of your child as they grow
- celebrating your child's achievements as they develop new skills
- play-based approach to ensure that your child has FUN!

Teamwork

- our therapists take a team based approach to support their work. We encourage sharing of information and regular interaction with other health and education professionals involved in your child's care.

National Disability Insurance Scheme (NDIS)

We are a registered provider with the National Disability Insurance Agency (NDIA). Our team has an in-depth understanding of the referral pathway, planning process and reporting requirements to support the best planning outcomes possible. Fees for provision of services is in accordance with the NOIA pricing guide.

To assist us in the provision of services and supports in accordance with NOIA regulations we are required to:

- retain a copy of your child's NDIA plan
- create a service agreement
- develop a FSSP

Funding and Costs

We provide support and services at no direct cost to you. Payment options for services provided are dependent on the client's situation. If you have access to funded supports through a 3rd party payment scheme, we will access payment for support and services through these schemes, e.g. NDIS. When there is access to funded supports, Kids Plus fundraising activities and grants cover service costs.

For reoccurring services (back to back funding plans), Kids Plus will make a \$5,000 service booking to hold for any costs whilst services continue until Service Planning is scheduled and agreed with the family. If this is something you do not consent to, please contact the Kids Plus Office Manager.

Diversity and Inclusion

We are committed to providing an inclusive workplace culture where all our staff and clients are valued and recognised for their unique qualities, ideas and perspectives.

We are responsive to your diverse needs, including those who identify as Aboriginal and Torres Strait Islanders.

We are committed to supporting improved outcomes, regardless of gender, cultural, linguistic and sexual identities.

If you have a visual or hearing disability or if you need an interpreter, we will assist you.

Privacy

We recognise and respect your right to privacy, dignity and confidentiality in all aspects of your life. We ensure that you:

- are free from intrusion and public attention
- are treated with respect and dignity
- have an assurance that written and spoken information is protected from access and use by unauthorised persons

As a Kids Plus client you will have a secure electronic file, that all your records and notes are kept. While these files remain our property, anyone receiving or applying for a service may request access to their file information, and are referred to the appropriate procedure.

Interviews will not be conducted in public or open spaces. We only collect information that is directly relevant to effective service delivery. All written, spoken and observed information and information stored electronically is treated as private and confidential.

No information is disclosed about you without your written consent except:

- non-identifying data required by funding bodies and by government departments for planning purposes
- where disclosure is required or authorised by law (such as court subpoena or staff testifying under oath)
- where it is reasonable that the disclosure is necessary for the enforcement of the criminal law or for a law imposing a fine or for the protection of public revenue
- where it is reasonable that the disclosure is necessary to prevent or lessen serious threat to your life or health of anyone else's

Your permission shall also be gained before any audio and/or visual recording or observation of service delivery by any third party.

Social Media

We encourage you to take photos of your child during individual therapy, however please do not photograph during group therapy or any other children. If you wish to use photos on social media that include Kids Plus staff please seek the permission of the individual prior to use.

Feedback and Incidents

You have the right to feel safe and receive good quality service from Kids Plus. We value your feedback and it's always okay to speak up. Kids Plus welcomes ideas and suggestions on how we can improve our programs and the supports we provide. Kids Plus record and manage all feedback, complaints and incidents as part of our Quality Management System. Kids Plus also need to tell the NDIS Commission about reportable incidents.

You can:

- provide feedback or report an incident to staff working with you
- discuss any concerns with the Director of Therapy Services
- ask for support and/or an advocate to help you with giving feedback
- complete a feedback form or incident report form (available from your Therapist or Reception)
- send an email to info@kidsplus.org.au
- participate in Kids Plus feedback surveys

If you feel Kids Plus has not responded to your feedback or incident, and/or you are unhappy about any decisions or actions, you may:

- discuss your concerns with Kids Plus CEO
- complete a Kids Plus complaints form via link on Kid Plus website
- seek support from an Advocacy Service
- Complaints to the NDIS Quality and Safeguard Commission:

1800 035 544 (free call from landlines) or TTY 133 677

Information is available here: <https://www.ndiscommission.gov.au/about/complaints> and [factsheet-reportable-incidents-participant-factsheet-final-wcag-010819.pdf](https://www.ndiscommission.gov.au/about/complaints/factsheet-reportable-incidents-participant-factsheet-final-wcag-010819.pdf) ([ndiscommission.gov.au](https://www.ndiscommission.gov.au))

What we ask from you

Communication and Information:

- You are responsible for providing us with relevant information (medical and otherwise) to assist with your program, and advising us of any changes to this information.

This is vital to ensure we can meet our duty of care obligations, and provide appropriate programs.

Participation and Commitment:

- Your program will be more successful if you are fully involved, committed to your appointments, and undertake all the activities and recommendations agreed to by you and your therapist. Let us know if you have any queries, worries or concerns.

Respect and Courtesy:

- You are responsible for treating our staff, volunteers and other clients with respect and courtesy.

You have a right to...



Be respected by everyone



Be treated with dignity by everyone



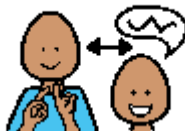
Feel safe



Know your options at Kids Plus
- to request information



Ask for an interpreter



Get safe and good service from
Kids Plus therapists



Be involved in goal setting and
planning your program



Have someone with you when
at therapy



Have your personal information
protected



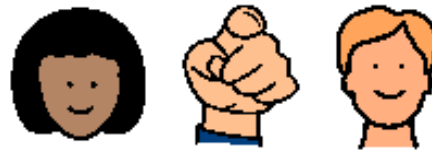
Be listened to about your Kids
Plus experience



Find more information at
Kidsplus.org.au



You have a responsibility to....



Give information about yourself to help plan your service



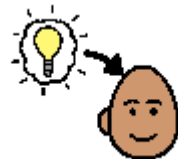
Be involved in your program - practise what you learn



Treat everyone with respect



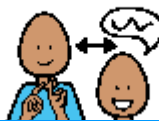
You can help us learn and give a better service by...



Talk to people working with you



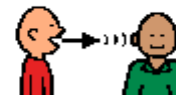
Get help to share your feedback



Send an email to info@kidsplus.org.au



Talk to Kelly (clinical director) about your concerns



Complete form at reception



Do Kids Plus surveys



How to contact us

You can phone our office on 03 5223 1475

You can email us on info@kidsplus.org.au

You can visit our website on www.kidsplus.org.au