

Hunter Area Early Childhood Intervention Service Directory



Contents

Forward	3
Further Information	4
Information, Referral and Funding Services	
Diversity Learning Centre	6
Early Intervention Information and Service Coordination Agency (EIISCA)	7
Inclusion Support Agency Hunter	9
Supporting Children with Additional Needs Scheme (SCAN)	11
Community Early Childhood Intervention Services	
Autism Spectrum Australia (Aspect) Building Blocks Hunter	13
Autism Spectrum Australia (Aspect) Hunter School for Children with Autism	15
Early Links	17
Firstchance Early Childhood Intervention Program	19
Hunter Prelude Early Intervention Centre	22
RIDBC Hunter	24
St. Dominic's Centre for Hearing Impaired Children	26
Stuart Centre, Children's Services Program	28
Vision Australia	30
Ageing Disability and Home Care (ADHC)	
Community Support Team – Hunter Region	32
NSW Department of Education and Training (DET)	
Early Intervention Program	34
Itinerant Support Teacher: Early Intervention	37
Itinerant Support Teachers: Hearing Impairment	39
Itinerant Support Teachers: Vision Impairment	41
Hunter New England Health	
Child and Adolescent Mental Health Service	43
Child and Family Health Team	45
Child and Family Health Nursing	47
First Steps Parenting Centre	50
Hunter Genetics Service	52
Paediatric Brain Injury Rehabilitation Team	54
Paediatric Occupational Therapy Department: John Hunter Children's Hospital	56
Paediatric Outpatient Clinics	58
Paediatric Physiotherapy Department: John Hunter Children's Hospital	59
Paediatric Speech Pathology Department: John Hunter Children's Hospital	61
Paediatric Speech Pathology, Greater Newcastle Sector, Community Based Services	63
Paediatric Speech Pathology, Lower Hunter Cluster	65
Other Services for Families	
Respite Services	
Commonwealth Respite and Carelink Centre – Hunter	67
Lower Hunter Temporary Care	69
Newcastle Temporary Care Ltd	71
Audiometry Services	
Australian Hearing	73
Therapy Services	
Newcastle/Lake Macquarie Physiotherapy Home-Based Support Program	75
Speech Pathology Clinic, School of Humanities and Social Sciences	77
Support for Families	
Family InSight Inc	79
Home Start Program	81
Intensive Family Support Options (IFSO), Stuart Centre	83

Foreword

This is the latest edition of the **Hunter Area Early Childhood Intervention Service Directory**. This directory was previously printed in 2004 and 2007; it is an ongoing project of the Early Childhood Intervention Coordination Program (**ECICP**) Hunter Area Committee with the support of the ECICP Hunter Valley (Rural) and Greater Newcastle Sub Committees.

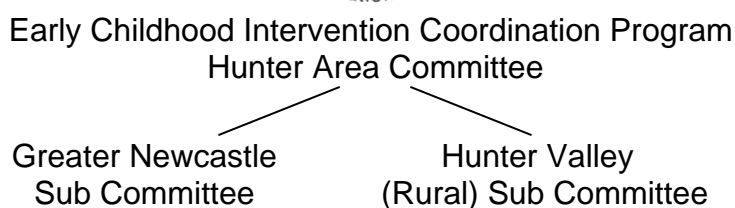
The directory is designed for those working with families who have young children (birth to school entry age) with a disability, developmental delay or additional needs. It provides information on a range of early intervention services available in the Hunter Area, including: information, education, medical, allied health, respite and family support services.

Any suggestions on other appropriate services to be included in the directory or feedback on the content, etc. are welcome. Please forward these to the Administration Assistant, ECICP Hunter Area Committee via email to ecicp@hnehealth.nsw.gov.au or fax to 4925 7907.

Alterations to the directory should be forwarded to this email or fax address also.

The ECICP Hunter Area Committee, Greater Newcastle and Hunter Valley (Rural) Sub Committees include representatives from Ageing, Disability and Home Care (ADHC), Hunter New England Health (HNEH), the Department of Education and Training (DET), Community Services, Housing NSW and community agencies funded by these departments.

The ECICP is working towards services that are flexible, accessible and coordinated.



Enquiries relating to the directory, including requests for an electronic copy, can be sent via email to the Administration Assistant, ECICP Hunter Area Committee at ecicp@hnehealth.nsw.gov.au or phone the EIISCA office on 4925 7847.

© Please note that there are no copyright restrictions on this directory. Entries have been presented in a simple format to allow for photocopying and distribution. A regularly updated version of this directory can be found and downloaded at <http://www.ecicphunter.com.au>

The Hunter Area Early Childhood Intervention Service Directory project is funded for ECICP by Ageing, Disability and Home Care (ADHC).

*This directory has information on services that provide **direct** support for families who have young children with a disability, developmental delay or additional needs.*



FURTHER INFORMATION

There are many other services and groups that may be able to provide support for particular circumstances, such as the following:

*Support Groups
Equipment Services
Respite Services
Transport Services*

For up to date information about other services contact:

D.A.
(Disability Advocacy NSW)

Website: www.da.org.au

Phone: 1300 365 085 or 4927 0111

Fax: 4927 0114



Please turn over for more information services

FURTHER INFORMATION (continued)

There are many specific services for members of the Aboriginal and Torres Strait Islander (ATSI) community and for people from culturally and linguistically diverse (CALD) backgrounds.

For more information relating to these services please contact the following workers within Hunter New England Health Service:

Aboriginal Liaison Officers

<i>Maitland</i>	<i>Maitland Hospital</i>	<i>4939 2504</i>
<i>Muswellbrook</i>	<i>Community Health Centre</i>	<i>6542 2065</i>
<i>Newcastle</i>	<i>James Fletcher Hospital</i>	<i>4924 6508</i>
<i>New Lambton</i>	<i>John Hunter Hospital</i>	<i>4921 4182</i>

Multicultural Liaison Officers

<i>Kaleidoscope, Children's Health Network</i>	<i>4924 6283</i>
<i>John Hunter Hospital</i>	<i>4921 4497</i>
<i>Maitland Hospital</i>	<i>4939 2406</i>
<i>Women's Health</i>	<i>4924 6283</i>

Please Note: *All government departments have designated staff that support families from ATSI and CALD backgrounds. When contacting departments be sure to ask to speak to these specific liaison officers if appropriate.*

EARLY CHILDHOOD INTERVENTION INFOLINE 1300 656 865

The Early Childhood Intervention Infoline is a free telephone service which provides information to NSW families on services that support children, aged between birth and 6 years, with a delay in development or a disability. Relevant limited written resources are also available.

KIDS KARE LINE (healthDirect) 4921 2800

A telephone advisory helpline available 24 hours a day, 7 days a week designed to help make informed decisions about health.

COMMONWEALTH CARELINK CENTRE 1800 052 222

Commonwealth Carelink Centres are information centres for older people, people with disabilities and those who provide care and services. Centres provide free and confidential information on community aged care, disability and other support services available locally, interstate or anywhere within Australia.

Diversity Learning Centre

Ethnic Communities Council – Newcastle & Hunter Region Inc

Overview of Service

DLC – Diversity Learning Centre

People we provide a service to:

Individuals, Students, Children's Services and Community Based Groups, Businesses, Schools, Colleges and Institutions.

Service details, operating hours and fees:

Address:	2A Platt Street, Waratah 2298
Postal:	PO Box 152, Mayfield 2304
Phone:	4960 8248
Fax:	4960 8249
Website:	www.members.optusnet.com.au/~eccnhr
Contact Person:	President/Librarian/Administration Officer
Hours:	Mon. & Thurs. 10am – 2pm, Tues., Wed. & Fri. 10am – 5pm
Fees:	Annual membership fees apply
Wheelchair Access:	The service has wheelchair access
Transport Options:	The service is accessible via bus or train

Referral and entry process:

Membership is available on application. Application forms are available by contacting the Ethnic Communities Council or via the above website.

Role of the service:

The Diversity Learning Centre provides cross-cultural resources, information and support to staff working at children's services, schools, businesses, community based groups, etc. to help them implement programs which address the individual needs of each child/family. It also provides information and resources in community languages on issues relevant to parents of a non-English speaking background.

Aims of the service:

The Diversity Learning Centre offers a range of multilingual, multicultural and interfaith resources to promote inclusive practices, social justice and cultural harmony in our Australian context. Training services will commence at a later date.

Some other important information about our service:

Approaches we use:

Not available

Locations we provide service:

The Diversity Learning Centre is located in Newcastle. Postal borrowing is available to isolated areas. Borrowers pay C.O.D. and postage costs.

Staff in our service:

Not available

Assessments we provide:

Not relevant to this service

Resources we have available:

Books [multilingual, multicultural and interfaith]; Equipment [multicultural, disability and special needs]; Multimedia [CD's, videos, DVD and tapes]; Musical instruments; Toys [children 0 – 12 years]; Artefacts; Costumes [traditional]; Resource and research materials [eg. for students and organisations]; Historical resources [eg. Australian immigration].

Early Intervention Information and Service Coordination Agency (EIISCA)

Kaleidoscope, Hunter Children's Health Network

Overview of Service

- Information Support
- Service Coordination Support
- Interim Support Program

People we provide a service to:

The target client group includes children who present with significant difficulties in any of the following areas: vision; hearing; intellectual development; cognitive impairment; physical disability; social development, eg Autism Spectrum Disorder; difficulties linked to a genetic or birth defect; difficulties with speech, language or communication; difficulties with behaviour.

Service details, operating hours and fees:

Address:	Level 1, 621 Hunter Street, Newcastle West 2302
Postal:	PO Box 2563, Dangar 2309
Phone:	4925 7847
Fax:	4925 7907
Contact Person:	Co-ordinator
Hours:	Monday – Thursday, 9am – 5 pm. Other times available by negotiation.
Fees:	There are no fees attached to the provision of information and coordination support. For families attending an EIISCA Interim Early Intervention Playgroup (part of the Interim Support Program) a one off voluntary fee of \$60 is requested (this covers the whole playgroup program, approximately 2 terms)
Wheelchair Access:	There is wheelchair access to the facilities
Transport Options:	The service is accessible via the local bus service

Referral and entry process:

Anyone concerned about a child's development can contact EIISCA provided they have parental consent. Families are welcome to contact EIISCA directly. Referrals can be made by mail, phone or in person. The referring agent is asked to provide copies of reports that outline information about the child's difficulties and help identify the types of support the child and family need.

Once a referral is accepted an introduction letter, information package and consent form is sent to the family. On return of the completed consent form the family is contacted by phone to offer an appointment for a home visit by the EIISCA Coordinator to meet with them and help explore possible early intervention options and answer any questions, etc. An Information/Coordination Summary is provided in writing to show the needs of the family and how they have requested to access support.

For families seeking support via EIISCA's Interim Support Program, usually by placement in an EIISCA Interim Early Intervention Playgroup, the Interim Support Program Coordinator will contact the family once support is available. The EIISCA Interim Early Intervention Playgroup program currently commences in February/March and July/August each year. The program runs for approximately 12 weekly sessions and does not operate during school holidays. Applications for interim support may be reviewed by the EIISCA Advisory Committee as necessary. Other types of interim support, if approved, will be arranged in consultation with the family and provided by local services.

Sometimes due to limited resources and funding, EIISCA is unable to assist all families referred for support; therefore priority is given to the target groups as listed above.

Role of the service:

EIISCA is a community service that provides support to families who have young children, birth to school entry age, with a developmental delay or disability. Families are assisted to access appropriate services which meet their child and family's needs. In some circumstances, continued support is provided to those families who need help planning, organising and keeping track of the different services their child receives. EIISCA also has an Interim Support Program where limited short-term support is provided to children not receiving the type or level of education, therapy, integration or transport support they need.

Aims of the service:

EIISCA aims to empower families to obtain fair access to available early intervention services. Families are provided with the information and support they need to make informed choices about the services they use. Referrals can be initiated by EIISCA so that families have access to appropriate assessment and service coordination support to plan, organise and keep track of the different services they receive.

EIISCA's Interim Support Program aims to: support families whilst they are awaiting entry into existing community based services; help families develop their skills and confidence in supporting their own child during this waiting time; and ensure children have timely access to appropriate support.

Philosophy of the service:

EIISCA is committed to providing services which reflect the needs of the child and their family and empower the family to achieve fair access to services available in their community. Services are provided in a manner which protects family privacy and encourages families to involve other members of their support network [family and friends] if they so choose. Families are encouraged to have control over decisions which are made about the types of services and level of support they receive.

Services we provide:

EIISCA is able to provide support in the following areas depending on a family's needs:

Information Support: Families are provided with information about local services which they may be able to use including: early intervention, allied health, therapy, respite, transport and family support services.

Coordination Support: Families are assisted to plan, organise and keep track of the services their child receives. This support is targeted at families who are not getting enough help, or the right help organising the services their child receives.

EIISCA can assist families plan and organise assessments for their child by initiating referrals. This support is targeted at families who do not have enough information about their child's disability to know what type of support their child needs.

Interim Support Program: This program provides families with interim (short term) support for their child whilst they are on a waiting list for permanent early intervention of some sort. Interim support is usually provided by placement in an EIISCA Interim Early Intervention Playgroup. Other types of interim support include Assessment Support, Therapy Support and limited Transport Support.

Some other important information about our service:

Approaches we use:

Services are provided on an individual family basis.

Locations we provide service:

Services are usually provided over the phone or in the family home. Services provided through the Interim Support Program are provided at a range of localities as appropriate.

Staff in our service:

EIISCA has 3 part time staff. Coordinator, Interim Support Program Coordinator and Administration Assistant.

Assessments we provide:

EIISCA is able to arrange for children to get access to appropriate assessment support via existing community services. Where assessment support is not available within a reasonable time frame, EIISCA may be able to provide an assessment and/or therapy support via the Interim Support Program.

Resources we have available:

EIISCA maintains a database of information about local services available to families and is able to provide printed information from this database.

Inclusion Support Agency Hunter KU Children's Services

Overview of Service

The Hunter Inclusion Support Agency (ISA) is part of an Australia wide program funded by the Department of Education, Employment and Workplace Relations (DEEWR).

People we provide a service to:

Target groups for inclusion support are:

- Children from culturally and linguistically diverse (CALD) backgrounds, including refugee children
- Children with ongoing high support needs, including children with a disability
- Aboriginal and Torres Strait Islander children

Eligible child care services are:

- Australian Government Approved Child Care Services, including both private and community centre based Long Day Care, Outside School Hours Care including vacation care, Family Day Care, Occasional Care and In-Home Care
- Australian Government funded non-mainstream child care services (no-child Care Benefit) such as flexible/innovative services, Multifunctional Aboriginal Children's Services (MACS), non-mainstream outside school hours care, non-formula funded occasional care (100% Australian Government funded) and mobile child care services.

Service details, operating hours and fees:

Address:	2A Pearson Street, Lambton 2299
Postal:	As above
Phone:	4952 2788
Fax:	4952 1056
Website:	www.dest.gov.au or www.ku.com.au/supporting-communities
Contact Person:	Inclusion Support Coordinator
Hours:	Monday – Friday, 8.30am – 4.30pm
Fees:	No
Wheelchair Access:	Not applicable, staff go to eligible child care services
Transport Options:	Not applicable, staff go to eligible child care services

Referral and entry process:

When an eligible service makes contact, an Inclusion Support Facilitator will assist the service to develop a Service Support Plan to identify options for assisting the service to meet a child's needs.

Role of the service:

In each ISA region there is a team of Inclusion Support Facilitators (ISF) who work directly with child care services to assist staff to build their skill base and capacity to include children with additional needs.

Aims of the service:

The aim of the program is to promote and maintain high quality care and inclusion for all children in eligible child care services, by increasing the skill level of carers, service staff and management in line with nationally consistent priorities.

Services we provide:

Inclusion Support Subsidy (ISS) – this funding that assists eligible child care services to improve their capacity to include children with ongoing high support needs to quality child care. (ISS replaced the Special Needs Subsidy Scheme (SNSS) and Disabled Supplementary Services Payment (DSUPS) on 1 July 2006).

Children who have ongoing high support needs are:

- Children with diagnosed disabilities
- Children undergoing continuing assessment for a diagnosed disability
- Refugee children who have experienced torture or trauma

ISS can be applied for:

- To engage an extra staff member in the care environment to increase the staff-child ratio to above minimum licence requirements for particular periods during the day when the child with high ongoing support needs is in care.
- To engage relief staff while carers attend training or professional support specifically related to inclusion of a child with ongoing high support needs.
- As a payment to Family Day Carers and In-Home Carers who care for children with ongoing high support needs.
- To engage extra staff to accompany a Family Day Carer or In-Home Carer, on out-of-home excursions.

Flexible Support Funding – is a time limited support provided to eligible child care services to build their capacity to include a child with additional needs by employing additional staff to increase the staff to child ratio for a limited period of time.

Bicultural Support – is a time limited support to assist child care services to include children from culturally and linguistically diverse backgrounds (CALD), refugee children or Indigenous children. This support includes onsite or telephone assistance at the time of enrolment.

Assisted Inclusion Readiness (AIR) Plan – can assist a service to develop and implement a plan to increase their capacity to include all children. The AIR Plan will identify goals for the service and a plan of action to achieve the goals. It can also be used as documentary evidence for quality assurance.

Some other important information about our service:

For further information or to seek assistance with a child enrolled in an eligible service please contact the ISA or refer to guidelines and fact sheets on the DEEWR website, www.dest.gov.au

Supporting Children with Additional Needs Scheme (SCAN)

Overview of Service

The SCAN funding scheme was introduced by the Department of Community Services in 2002 to support children with additional needs in early childhood services that are solely State-funded. The Samaritans Foundation was chosen as the broker in the Hunter and Central Coast Regions to administer and distribute funds.

People we provide a service to:

- Children with a Disability
- Children from a Culturally and Linguistically Diverse Background
- Children with Challenging Behaviours
- Children from an Aboriginal and Torres Strait Islander Background

who attend one of the SCAN-funded early childhood services that include Preschools and Occasional Care Services.

Service details, operating hours and fees:

Address: 32 Bruncker Road, Broadmeadow 2292
Postal: PO Box 167, Adamstown NSW 2289
Phone: 4922 1533
Fax: 4922 1560
Website: www.samaritans.org.au use links to Services then to Family & Children
Contact Person: Coordinator
Hours: 8.30am – 4.30pm, Monday – Thursday
Fees: Nil
Wheelchair Access: Access to SCAN-funded services varies
Transport Options: Access to SCAN-funded services varies

Referral and entry process:

With consent from families, staff from SCAN-funded services make an application to the scheme for funding for individual children. DOCS stipulate that SCAN funding is seen as a contribution only towards the child's inclusion into their eligible service.

Children are funded according to the level of support required for the child's inclusion.

Role of the service:

To administer and distribute funds, support service practitioners in the application and accountability process, inservice training and lobbying for increased funding.

Aims of the service:

To assist eligible early childhood services with funding to enable access and inclusion of children with additional needs.

Philosophy of the service:

To advocate and support the inclusion of children with additional needs and their families who attend State-funded Early Childhood Services

Services we provide:

Brokerage model

Some other important information about our service:

Approaches we use:

Bound by DOCS guidelines.

Locations we provide service:

To 72 eligible early childhood services across the Hunter Network Area. It is comprised of 11 Local Government Areas including: Newcastle, Lake Macquarie, Maitland, Port Stephens, Dungog, Cessnock, Singleton, Scone, Muswellbrook, Murrurundi and Merriwa.

Staff in our service:

Coordinator and Administration Assistant.

Assessments we provide:

Nil.

Resources we have available:

Lending library of books and equipment which includes two Boardmaker communication systems and 'PICS for PECS' compics. PALS – Social skills program. Various books and equipment.

Autism Spectrum Australia (Aspect) Building Blocks Hunter

Overview of Service

Building Blocks Early Intervention Program for children 0 to 6 years.

With over 25 years experience of delivering best practice intervention and services to children, their families and their communities, Aspect has been a pioneer in the development of early childhood intervention approaches specific to the needs of children with autism.

Aspect is at the forefront of providing high quality, innovative and reputable early intervention services with a strong emphasis on a model of evidenced based multidisciplinary early intervention services.

The program has a strong family centred approach where goals and outcomes are developed in close collaboration working on achieving results in key areas of family priority.

Building Blocks offer the following options:

- Home Based service
- Centre Based service – 2 hour session (5 sessions/term plus a home or preschool visit per term)
- Therapy service – 6 sessions per term (occupational therapy or speech pathology)
- Autism Pro – please see www.autismpro.com.au for further details

People we provide a service to:

Early intervention services are provided to children 0 – 6 years with an Autism Spectrum Disorder.

Families may live in Lake Macquarie, Newcastle, Maitland, Port Stephens and Upper Hunter areas. Autism Spectrum Australia provides outreach and phone support to people who live immediately outside these areas.

Service details, operating hours and fees:

Address:	358 Sandgate Road, Shortland 2307 (Centre Based service)
Postal:	PO Box 361, Forestville 2087
Phone:	8977 8341
Fax:	8977 8350
Website:	www.autismspectrum.org.au
Contact Person:	Building Blocks
Hours:	Centre based groups – Mondays, Tuesdays and Wednesdays Home based is flexible
Fees:	\$250.00 per term
Wheelchair Access:	Not available
Transport Options:	Services are accessible by public transport. Families may apply to the Department of Education and Training for transport assistance to get to and from the service

Referral and entry process:

Anyone can refer to the early intervention service. Entry to the Building Blocks service requires an application form to be completed with current medical report attached. After a referral is received, an interview is arranged with the parents and child to determine a suitable Building Blocks service for the child. If the child meets the service's eligibility criteria then the child is placed on the waiting list for placement.

Role of the service:

The service's role is to work collaboratively with families to build on family strengths and capacity, and to ensure that developmental outcomes are generalised beyond the program setting. The service works on achieving results in key areas of family priority.

Aims of the service:

The aims of the early intervention service is to focus on developing social play skills and functional communication to prepare the child for successful integration in their next setting and generalisation of skills from one setting to another. This is achieved by focusing on the following:

- Motor skill development – fine and gross motor
- Communication – building functional communication and language development
- Pre-Academic
- Play – teaching joint attention, play an imitational skills
- Social/Emotional – teaching social interaction, relating skills and understanding of emotions
- Self Regulation – modulating sensory issues and positive behaviour support
- Advancing daily living skills
- Development of key pre-academic skills
- Generalisation of skills aught across environments
- Preparation

Philosophy of the service:

Our vision is overcoming the isolation of Autism. Our mission is to provide information, education and other services through partnerships with people with Autism Spectrum Disorders, their families and communities.

Services we provide:

Education in the form of regular workshops/training sessions; Integration Support; Transition Support; Speech Therapy Support and Occupational Therapy Support.

Some other important information about our service:

Approaches we use:

The early intervention programs use a variety of approaches including: group programs, consultation and parent education. The programs are centred on individual needs and as such consider the range of therapies in preparing the programs.

Locations we provide service:

Services are provided at the Hunter School for the centre based options and at the child's house for the home based options.

Staff in our service:

The Building Blocks team comprises of Special Educators, Teacher's Aides, Speech Pathologists and Occupational Therapists working as a multidisciplinary team.

Assessments we provide:

Each child is assessed using baseline assessment tools in Key Developmental Areas, Communication and Sensory Processing. Formal Occupational Therapy and Speech Pathology assessments are available. We work in collaboration with existing agencies to provide support for the family.

Resources we have available:

The service has a range of material available for families. This includes: general information handouts [free]; website www.autismspectrum.org.au, printed leaflets [free]; books [loan] and videos [loan].

Autism Spectrum Australia (Aspect)

Hunter School for Children with Autism

Overview of Service

Early Childhood/School Service: For children aged from 3 years 10 months. A 4 – 5 day program focused on developing children's skills in preparation for transitioning to their next educational setting.

Outreach Service: Providing information and consultation for individuals with an Autism Spectrum Disorder and those who care for/support them, in the home, preschool, school or other settings they require support. For further information regarding Outreach, contact the Hunter School on 4955 6266.

Training Service: There has been no official training program created at present. Customised training is available on request for schools and services.

People we provide a service to:

Early Childhood/School based programs are provided for children who have a confirmed diagnosis of an Autism Spectrum Disorder/Asperger's Disorder/PDD-NOS.

Families may live in Lake Macquarie, Newcastle, Maitland, Port Stephens and Upper Hunter area. Autism Spectrum Australia provides outreach and phone support to people who live immediately outside these areas.

Service details, operating hours and fees:

Address:	358 Sandgate Road, Shortland 2307
Postal:	As above
Phone:	4955 6266
Fax:	4955 6270
Website:	www.autismspectrum.org.au
Contact Person:	Principal, Coordinator, Counsellor or Secretary
Hours:	The Early Childhood/School Program operates Monday – Friday, 9am – 3pm during school terms at Shortland and in the satellite classes based at: Our Lady of Lourdes – Tarro, St. Kevin's – Cardiff, Holy Spirit – Abermain, Tighes Hill Public School, St. Francis Xavier - Belmont
Fees:	Details available by phoning the school
Wheelchair Access:	Not available
Transport Options:	Services are accessible by public transport. Families may apply to the Department of Education and Training for assistance to get to and from School

Referral and entry process:

Entry in the Early Childhood/School based program requires an application form to be completed with current medical or psychologist report attached. We strongly recommend that parents contact the school to arrange a visit on a school day tour prior to application. During the tour the philosophy and practices of the school are explained as well as the application process.

Anyone can refer to Aspect, as long as there is parental approval.

After a referral is accepted an interview is arranged with the parents. This may take place at their home or at the child's current day setting. If the child meets the service's eligibility criteria then the child is placed on the waiting list for placement. If family requires an Early Childhood placement, i.e. 4 days per week, applications need to be made to the Autism Spectrum Australia Eligibility Committee. This application must be accompanied by a medical diagnosis report or psychometric assessment. This committee meets once per term.

There is often a waiting list for the Early Childhood/School Program. This list is prioritised according to the school's ability to place children with similar needs and the availability of alternate placements for the child.

Role of the service:

The Early Childhood/School Program works closely with parents and professionals to provide programs individually tailored to the needs of the child. Families are supported to identify most suitable future placement options after which a comprehensive transition program commences.

Aims of the service:

The aim of the Early Intervention/School is to support students to develop strategies to manage their Autism Spectrum needs in less specialised settings in the future. We also aim to provide intense training for parents and family members to develop support strategies and networks for the future.

Philosophy of the service:

Our vision is overcoming the isolation of Autism. Our mission is to provide information, education and other services through partnerships with people with Autism Spectrum Disorders, their families and communities.

Services we provide:

The school is able to provide the following services to children and families attending: Behaviour Support; Counselling; Early Childhood Programs; Family/Parent Education in the form of regular workshops/training sessions; Integration Support; Psychological Assessment; Transition Support; Speech Therapy Support and Occupational Therapy Support.

Some other important information about our service:

Approaches we use:

The Early Childhood/School programs use a variety of approaches including: group programs, consultation and parent education. The programs are centred on individual needs and as such consider the range of therapies in preparing the programs (i.e. Sensory Processing, Occupational and Speech Therapy).

Locations we provide service:

Services are provided at both the school and preschool/child care centres. Itinerant support is occasionally provided.

Staff in our service:

The Early Childhood/School programs have Special Educators, Teacher's Aides, a Family Counsellor and Speech and Occupational Therapist working as a multidisciplinary team.

Assessments we provide:

The school is able to provide educational and functional assessments for children. We work in collaboration with existing agencies to provide support for the family.

Resources we have available:

The service has a range of material available for families. This includes: general information handouts [free]; website www.autismspectrum.org.au, printed leaflets [free]; books [loan] and videos/dvd's [loan].

Early Links

Overview of Service

- Educational and Therapy Support for children and families
- Outreach Service to Early Childhood Centres

People we provide a service to:

Services are provided to families with children 3 to 6 years of age who have developmental needs or disabilities and are attending preschool or long day care centres in the Cessnock, Maitland, Dungog, Singleton, Muswellbrook and Scone Local Government Areas. The service supports children who present with needs in a number of developmental areas. This may include developmental delay, cognitive impairment, communication difficulties, perceptual difficulties, physical disabilities, self-help concerns, sensory processing issues, behavioural or emotional difficulties and difficulties related to social development, e.g. autism.

Service details, operating hours and fees:

Address:	19 Galway Bay Drive, Ashtonfield 2323
Postal:	As above
Phone:	4934 3773
Fax:	4934 3703
Contact Person:	Service Manager
Hours:	Monday – Friday, 9am – 5pm
Fees:	There are no fees charged
Wheelchair Access:	The service is an itinerant program - staff go out into the community
Transport Options:	The service is an itinerant program - staff go out into the community

Referral and entry process:

Anyone who is concerned about a child's development can refer a child to Early Links as long as they have parental permission. Referrals can be made by phone, fax or mail. Parents, early childhood staff or other professionals are required to complete a request for service form which details the areas of need for the child. These are available from the Early Links office and at most early childhood centres.

All new referrals are reviewed. At times it is necessary for families to be placed on a waiting list until a position within the services becomes available. At the initial interview the Early Links teacher meets with the parents and consults with the early childhood staff to assess the level of service needed for each child/family. This may include a developmental assessment, individual program and IFSP reviews.

Role of the service:

The role of the service is to work collaboratively with families and the early childhood centre staff to provide assessment and develop individual programs for children aged 3 – 6 years with developmental needs or disabilities.

Aims of the service:

The aim of the service is to facilitate the effective inclusion and individual development of children with developmental needs or disabilities. This is achieved by developmental assessment of children; the provision of information to families and early childhood centres to promote children's developmental needs; referral to other relevant services; coordination of Individual Family Service Plans; advocacy for families and assistance with the transition to school process.

Philosophy of the service:

All children have the right to be included as valued participants in early childhood services. Children with recognised disabilities or developmental needs have a right to access opportunities that promote their skill development, nurture their ability to function independently and supports them to interact

with their peers.

Children's needs should be considered in the context of their family situation, as well as the demands of the mainstream setting. Early Links believes it is important that families are provided with information and support that strengthens their abilities to access services and to have their child's developmental needs met within the community environment. Early Links promotes inclusion by acting as a resource so that all early childhood staff can develop skills and knowledge in providing appropriate programs for each child and to support them to feel secure and valued members of the group.

Services we provide:

The service provides several types of support including:

- Assistance with individual programs
- Guidance for behaviour
- Parent/family support
- Consultation and support to early childhood centre staff
- Speech Therapy for high need children
- Occupational Therapy for high need children
- Access to Developmental Resources
- Transition support into other services and school

Some other important information about our service:

Approaches we use:

A collaborative approach to developing programs is employed through joint consultation with parents, early childhood centre staff, other professionals and the Early Links multidisciplinary team. Programs are implemented within the natural context of the early childhood centre.

Locations we provide service:

Services are provided in the early childhood centre the child attends.

Staff in our service:

The service is staffed by a service manager, itinerant early childhood support teachers, a part-time speech pathologist and part-time occupational therapist.

Assessments we provide:

The service is able to provide developmental, educational, functional, occupational therapy and language assessments. Speech and Occupational Therapy assessments are available for high need children only.

Resources we have available:

The service has a range of material available for families and early childhood centre staff. This includes: general information handouts [free]; printed leaflets and pamphlets [free]; books and videos [loan]; toys and equipment [loan].

Firstchance

Early Childhood Intervention Program

Special Education Centre, University of Newcastle

Overview of Service

- Firstchance Early Childhood Intervention Preschool Programs at the Special Education Centre, University of Newcastle. Also at venues in Lake Macquarie, Port Stephens and Raymond Terrace
- Baby/Toddler Programs at the Special Education Centre, University of Newcastle
- Early Childhood Intervention Outreach Consultancy Program
- Home based Program

People we provide a service to:

Services are provided to children 0 - 6 years of age who have an identified disability or are at risk of developmental delay living in the Newcastle, Port Stephens or Lake Macquarie areas. Wherever possible, families from other areas, who are not able to attend their local service, may be accepted.

Children may present with needs in any of the following developmental areas: behaviour, feeding, speech/language, communication, emotional, learning, motor skills, social, sensory. Children whose primary disability is physical or sensory are usually referred on to more specialised services. Priority is decided by looking at the strengths and the needs of the family and what support is already in place.

Service details, operating hours and fees:

Address:	Special Education Centre, University of Newcastle, Callaghan Tomaree Neighbourhood Centre, Salamander Bay Salvation Army Eastlakes Centre, Belmont Raymond Terrace Community Preschool, Raymond Terrace
Postal:	Special Education Centre, University of Newcastle, Callaghan 2308
Phone:	4921 6265
Fax:	4921 6939
Contact Person:	Team Leader
Hours:	Monday to Friday 8.30am to 4pm
Fees:	\$15 for 2 hour playgroup session \$30 for full day preschool \$15 for home visits Equipment Levy: \$30 per year (payable as \$15 in February and \$15 in July) Firstchance (parent organisation) Membership Fee: \$10 per year Outreach Consultancy is free
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	The service is accessible by local bus services. Transport via the centre bus may be available for families who have no other means of transport

Referral and entry process:

Anyone can make a referral with permission from the child's parent/carer. Referrals can be made by phone, mail or in person. Reports are not necessary when making a referral, however copies of any relevant reports are helpful. After a referral is received, the child's name and details are placed on the waiting list. As soon as possible phone contact is made with the family and an appointment is arranged to meet with the family and conduct an informal observational assessment of the child. Placement is then offered when a place becomes available in an appropriate program. The service has a waiting list. Families with young babies are seen immediately and may be offered

a home based program while they wait for a place in the centre-based programs. Priority is determined by looking at the strengths and needs of the child and the family, and the amount and kind of services or support already in place for the family.

Role of the service:

This service is available to families of young children aged 0-6 years with disabilities who live in the Newcastle, Port Stephens or Lake Macquarie local government areas. Individual Educational Programs are provided for children who have a diagnosed disability, or who are seen to be at risk of developmental delay.

The Early Childhood Intervention Program provides a holistic approach to each child and family's needs. The strengths and needs of each child are determined by a Functional Play-Based Assessment which is conducted in collaboration with the parent/carer over a five week period. Information from this process as well as discussions with other relevant professionals and carers (e.g. child care, preschool) forms the basis of an Individual Family Service Plan which incorporates the Individual Educational Program.

The Baby Program provides a 2 hour playgroup session for children from 0 -12 months. These families are able to access a weekly program at the centre or in their home. This group is staffed by a teacher, family worker, occupational therapist, speech pathologist and a support worker.

The Toddler Programs provide morning and afternoon sessions for small groups of 8 children and their families. Each session runs for two hours and is designed to address the individual needs of children within a group setting. Parents are involved in both the planning, implementation and evaluation of their child's program. These groups are staffed by 2 teachers and a support worker each week and either a speech pathologist or occupational therapist on a 2 weekly rotation. As part of this program, parents have access to workshops each week. These workshops are facilitated by a family worker based on areas of interest raised by families.

The Preschool programs provide full day sessions for children over the age of 3 years. Full day sessions are provided at the Special Education Centre, Belmont, Salamander Bay and Raymond Terrace. The children who attend these sessions also usually attend a regular preschool. The program also supports these children with the Transition to School process for the following year. The centres are licensed by the Department of Community Services so parents are not required to remain on the premises. However, parents are welcome to stay if they wish to do so. Parents are involved in the planning and evaluation of their child's program.

The Home based Program provides services to families who have difficulty accessing a centre-based program due to distance, family circumstances, transport or the nature of the child's disability. This program involves an early childhood intervention teacher visiting the family at their home on a weekly or fortnightly basis. Therapist and family worker support is available as needed.

The Early Childhood Intervention Outreach Program provides consultancy support to preschools and child care centres that require assistance with the inclusion of any child with additional needs.

Aims of the service:

The Early Childhood Intervention Program aims to prepare the child for the least restrictive environment.

Children are encouraged to use their existing skills and to develop new skills to reach their optimal potential. The program focuses on developing the child's skills in preparation for their future environment.

Philosophy of the service:

The Early Childhood Intervention Program is a family centred program.

We aim to provide an environment which acknowledges and respects the uniqueness of each family and the significance of their culture, customs, language, beliefs and the community context in which it operates.

Families are recognised as the most important influence in the life and development of a child and are supported and encouraged to take a leading role in any case conferences or team meetings regarding their child.

Families and staff members work in collaboration to develop and evaluate individual programs which cater for the specific needs of the child. With consent/invitation from the child's parents/carers, input from others involved in the care and development of the child is also welcome to be part of the process of developing the child's individual program. The needs of the child are looked at in terms of the whole child within the environment of the family and the wider community.

Services we provide:

The Early Childhood Intervention Program provides:

Baby/Toddler Playgroups

Preschool programs

Home based programs

Support for families from the Aboriginal community

Outreach consultancy

Functional Play-Based Assessments

Opportunities for formal developmental assessments

Professional development

Opportunities for parent education

Parent support programs/Parent support groups

Transition to school programs

Some other important information about our service:

Approaches we use:

The program uses a variety of approaches including group programs, home programs, parent education, preschool program and consultation. Individual "one to one" sessions with children are provided if needed.

Locations we provide service:

Services are provided in a range of locations including the Centres and at families' homes.

Staff in our service:

The service has a range of staff including: several Special Education Teachers, Early Childhood Educators, qualified Child Care Workers, aides and volunteers. The program also has Occupational Therapists, Speech Pathologists, Family Workers and access to a Medical Officer/Psychologist.

Assessments we provide:

The service is able to provide educational, functional and speech pathology assessments. Where required, formal assessments are also provided by the visiting Medical Officer/Psychologist.

Resources we have available:

The service has a range of general information handouts, leaflets and pamphlets available free of charge to families. It also has books, videos, audio material, toys and equipment available for loan to families.

Hunter Prelude Early Intervention Centre

Overview of Service

Special Education and Therapy program for Infants and Children

People we provide a service to:

Services are provided to children 0 - 5 years of age who have, or are at risk of developing, a developmental delay or disability. Families must live in the Hunter Valley including: Cessnock, Maitland, Murrurundi, Scone, Dungog, Merriwa, Muswellbrook and Singleton. Priority is shown to children under two years of age. The program caters for children with needs in any of the following areas: physical disability, sensory disability [hearing or vision] intellectual/developmental delay, or difficulties relating to behaviour, social development [e.g. autism] emotional development, learning, communication, fine/gross motor skills, perception, genetic/birth defects, self-help or feeding.

Service details, operating hours and fees:

- Address:** 131 Northcote Street, Kurri Kurri 2327
Civic Avenue, Singleton 2330
- Postal:** Kurri Kurri - PO Box 191 Kurri Kurri 2327
Singleton - PO Box 3001 Singleton 2330
- Phone:** Kurri Kurri - 4937 4549
Singleton - 6571 4384
- Fax:** Kurri Kurri - 4937 5571
Singleton - 6572 4455
- Website:** www.hunterprelude.org.au
- Contact Person:** Kurri Kurri - Director
Singleton - Coordinator
- Hours:** Monday to Friday 9 am to 4 pm. Closed during school holidays but has an "on call" service available for emergencies
- Fees:** Prelude charges \$5 for individual sessions and \$5 for group sessions. However, fees are voluntary and tax deductible. Children with Autism who qualify for FaHCSIA funding are charged \$150 per session, this is fully claimed.
- Wheelchair Access:** There is wheelchair access to all facilities
- Transport Options:** The service is accessible via the local bus service. Prelude is unable to provide families with transport assistance to the centre

Referral and entry process:

Anyone can make a referral - including parents. Referrals may be made by phone, mail or in person. Reports are not necessary when making a referral. Once a referral is accepted an appointment is made to talk with the family [either at their home or at the centre]. During this visit the child is initially screened by the Director and a determination is made in regards to a position in the program.

The waiting list is prioritised according to the age of the children requiring services - preference is shown to children under two years of age.

Role of the service:

The service is fully focused on early intervention and provides developmental assessment, education and therapy to children 0 - 5 years with developmental delays and/or disabilities and their families. Physiotherapy, Speech Pathology and Occupational Therapy is available as consultation only. There is no ongoing therapy at the centre.

Aims of the service:

Prelude aims to provide each family with services designed to meet their individual needs and personal goals.

Philosophy of the service:

The philosophy of Prelude is to ensure that each child with a disability receives a service which is designed to meet, in the least restrictive way, his/her individual needs and personal goals.

Services we provide:

Prelude provides a range of services including:

- Developmental playgroup
- Early intervention class
- Early intervention groups
- Individual teaching sessions
- Access to aides and equipment
- Parent/family education
- Occupational Therapy
- Physiotherapy
- Speech pathology
- Integration support
- Transition support into early intervention, preschool and school

Some other important information about our service:

Approaches we use:

Prelude uses a variety of approaches when working with families. These include: one to one with children; parent education; home programs; group programs and consultation.

Locations we provide service:

Prelude provides services both at the centre and in families' homes.

Staff in our service:

Prelude has a multidisciplinary team including: four Special Education/Early Childhood Teachers, Child Care Workers, a Speech Pathologist, a Physiotherapist, a Occupational Therapist and Administrators.

Assessments we provide:

Prelude provides a range of assessment support including developmental; educational/functional, physiotherapy, occupational therapy and speech pathology assessments. Assessments are multidisciplinary within agency.

Resources we have available:

Prelude has a range of resource material available for families. This includes general information handouts [free].

RIDBC Hunter

Royal Institute for Deaf and Blind Children

Overview of Service

- Reverse Integration Preschool
- Early Learning Program
- Vision Education Advisory Service

People we provide a service to:

Preschool services are provided to children who have a sensory disability (vision and/or a hearing impairment) aged 2 years to school entry age. Community children enrolled as part of the Reverse Integration Model are accepted from 3 years to school entry age.

Service details, operating hours and fees:

Address:	160 Floraville Road, Floraville 2280.
Postal:	As above.
Phone:	4942 8455
Fax:	4942 8457
Website:	www.ridbc.org.au
Contact Person:	Director
Hours:	Monday to Friday, 9am to 3pm
Fees:	The Preschool program for children aged two years to school age with sensory disabilities costs \$8 per day, for community children aged three years to school age the cost is \$35 per day The Early Learning Program is free of charge. Consultations and initial assessments are also free of charge
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	The service is accessible via public transport. The centre is unable to provide families with transport assistance to the centre

Referral and entry process:

Anyone can make an inquiry - including parents and other professionals. Referrals may be made by parents to the centre by phone, mail or in person. Referrals must be accompanied by a report. Children with a hearing impairment require a copy of their latest audiogram and ENT report. Children with a visual impairment require an Ophthalmologist report.

Once a referral is accepted the centre's Director meets with the family to collect relevant information and appropriate reports. This information is considered at the RIDBC's next monthly assessment committee meeting to determine the child's eligibility for service. Each child's application is individually assessed. Once families are eligible for assistance they will receive a placement as soon as possible.

Role of the service:

RIDBC Hunter provides innovative programs for children who have hearing and/or visual impairments as well as children from the local community. It is fully focused on early education and intervention with the Preschool and Early Learning Program.

Aims of the service:

RIDBC Hunter aims: to provide high quality, innovative education to children; to assist families in catering to the special needs of their child; and to commence the educational process as soon as a diagnosis of significant hearing or vision loss has been made.

Philosophy of the service:

It is the philosophy of the RIDBC Hunter that all children, irrespective of race, sex or social class, should receive the best possible education to enable them to reach their maximum potential. We believe this can be done by educating children in the least restrictive setting possible.

Services we provide:

The RIDBC Hunter provides:

- Reverse Integration Preschool: Children 2 years of age to school age with a diagnosed sensory impairment.
- Early Learning Program: Early education service for children with sensory disabilities.
- Vision Education Advisory Service: Assistance to families and teachers of children with a diagnosed vision loss who are attending other community services e.g. preschools.

Some other important information about our service:

Approaches we use:

RIDBC Hunter uses a variety of approaches including: parent education; preschool program; home and centre-based programs; group programs and consultation.

Locations we provide service:

RIDBC Hunter provides services at both the centre and in family homes.

Staff in our service:

The service has a multidisciplinary team including: Early Childhood Teachers; Special Educators; Teacher of Vision Impairment; Teacher of the Deaf and qualified Child Care Workers.

Families and staff also have access to the Institute's Resource Team - with team members visiting regularly. This team includes an: Orthoptist, Audiologist, Occupational Therapist and Psychologist.

Assessments we provide:

RIDBC Hunter has access to a "Resource Team" of specialists, based at North Rocks, who are involved in all assessments. These assessments include: hearing; vision; psychological; occupational therapy and speech pathology. Assessments are multidisciplinary within the agency.

Resources we have available:

The service has a range of resource material available for families. These include: general information handouts [free]; print leaflets and pamphlets [free]; books [loan]; and videos [loan].

St. Dominic's Centre for Hearing Impaired Children

Overview of Service

Early Intervention Program

People we provide a service to:

Services are provided to children 0 - 6 years of age with an established hearing loss/impairment. Children may have additional disabilities. Families may live anywhere in the Newcastle, Hunter, Lake Macquarie and Port Stephens regions.

Service details, operating hours and fees:

Address:	76 Havelock Street, Mayfield 2304
Postal:	PO Box 269, Mayfield 2304
Phone:	4968 1295
Fax:	4968 0456
Website:	www.mayfldsd.mn.catholic.edu.au
Contact Person:	Principal
Hours:	Monday to Friday, 8.20 am to 3.00 pm – during school terms only
Fees:	There is a fee of approximately \$100 per term Fees may be waived in certain circumstances
Wheelchair Access:	There is wheelchair access at the school
Transport Options:	The school is accessible via the local bus service Families may be assisted with transport through the Department of Education and Training Special Transport Service

Referral and entry process:

Referrals are accepted from Australian Hearing Service, Educators, General Practitioners, Health Professionals, Medical Specialists and parents. Referrals may be made by phone, mail or in person and should be accompanied by an audiogram report from Australian Hearing Services. Additional reports are also appreciated if relevant e.g. Paediatrician, Psychologist, Speech Pathologist or Occupational Therapist.

After initial contact, the family is invited to visit the school and have an interview with the Principal or the Principal's delegate. Should the child meet the school's entry requirements the parents are invited to enrol their child. A program is offered to the child and suitable lesson times are worked out with the parents.

Role of the service:

The centre offers children from birth/diagnosis to age six a centre based program: a weekly individual session, a transition to school program and a structured playgroup. The centre also provides primary and secondary school programs for children with a hearing impairment.

Philosophy of the service:

In partnership with families, St. Dominic's strives to achieve excellence in provision of educational opportunities for students who are deaf and hearing impaired. We believe that children with hearing loss who develop listening and spoken language skills at an early age have infinite possibilities.

Services we provide:

St. Dominic's provides the following services:

- Early Intervention Program
- Weekly Playgroup
- Early Starters/transition to School
- Primary and High School Programs with mainstream settings
- Audition, Speech and Language Therapy

- Sensory Integration Program
- Family Support

Some other important information about our service:

Approaches we use:

Auditory-oral program.

Locations we provide service:

Services are provided at the school.

Staff in our service:

Specialist teaching staff and speech pathologist.

Assessments we provide:

The school is able to provide developmental assessment and speech pathology assessment.

Resources we have available:

The school has a range of resource material available for families. Including, general information handouts [free]; printed leaflets/pamphlets [free] and a limited number of books, videos and DVD's.

Stuart Centre, Children's Services Program

The Spastic Centre

Overview of Service

- Children's Services, therapy support program for children 0 - 18 years of age
- Outreach Service providing information and support to childcare settings and preschools

People we provide a service to:

Services are provided to children 0 - 18 years of age who have motor delay, cerebral palsy or a similar physical disability. Children with fine and gross motor skill difficulties or communication and feeding difficulties are considered a high priority. The service is available to families who live in Lake Macquarie, Newcastle, Port Stephens, Cessnock, Maitland, Gloucester, Scone, Dungog, Muswellbrook and Singleton. Note: the limited availability of home visits does mean that families have to come to the Stuart Centre if they require full service.

Service details, operating hours and fees:

Address:	61 Parklea Avenue, Croudace Bay 2280
Postal:	PO Box 3038, Valentine 2280
Phone:	4979 4333
Fax:	4946 9852
Website:	www.thespasticcentre.org.au
Contact Person:	Children's Services Program Manager
Hours:	Monday – Friday, 9am – 5pm
Fees:	There are no fees - this is a free service
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	There is limited access to the Stuart Centre via the local bus service. The Stuart Centre is unable to provide families with transport assistance

Referral and entry process:

Referrals are made by the child's parents/family. Other agencies need to refer via the parents but are welcome to contact the service with any questions or requests for information. Referrals are made by phone, to the PATHWAYS intake service [Phone 1300 888 378]. Information is gained about family needs and a decision made as to whether the service is able to meet the needs of the client and their family.

Once intake is completed, an appropriate service team is allocated. The family is offered an initial appointment to discuss their needs and service options. A service plan is developed with the family.

Role of the service:

The Children's Services Program offers information, support, therapy and education programs. Parents are given practical ideas to assist their child in all areas of development, including play, mobility and daily routine activities. The service provides support to day care centres, preschools and schools.

Aims of the service:

Children's Services aim to respond to individual needs identified by families of children with disabilities through flexible, accessible services that support the inclusion of the child and family within the community.

Philosophy of the service:

The centre adopts a family-centred approach to meeting the needs of children and their families. Staff work closely with families to develop and implement an Individual Family Service Plan for each child. This approach recognises the dependence of children on their families and respects the right of families to be involved in deciding the type and level of program support they receive. The Centre respects the racial, ethnic and cultural diversity of families.

Services we provide:

The service provides:

- Developmental Playgroup (to meet specific client/family needs)
- Parent/Family Education (as part of therapy support for clients and families)
- Integration Support
- Transition Support into Preschool
- Transition Support into School
- Speech Pathology
- Occupational Therapy
- Physiotherapy
- Access to Aids and Equipment Prescription
- Early Educator

Some other important information about our service:

Approaches we use:

The Early Childhood component of Children's Services provides intervention through individual or small group programs - whichever is most suited to meeting the child's needs. The program emphasises parent involvement and educating parents in regard to management strategies.

Locations we provide service:

Most of the services offered by the Early Childhood component of Children's Services take place at the centre. Staff also make home visits, visits to preschools and childcare settings (to meet client goals).

Staff in our service:

Physiotherapists, Occupational Therapists, Speech Pathologists, Early Educator and Program Assistants.

Assessments we provide:

The service provides a range of assessment services including: developmental, gross and fine motor, language and speech assessment, as appropriate to meet specific client goals.

Resources we have available:

The service has a range of resource material available for families. This includes general information handouts [free]; printed leaflets and pamphlets [free], books [loan] and videos [loan].

Vision Australia

Overview of Service

Vision Australia provides training and resources for families to help children who are blind or have low vision to increase their choices and reach their full potential in life. Through our services we aim to facilitate each child's development, access to education and independence from birth to school leaving age. Our specialist staff work with children and their families to develop programs that are tailored to individual needs in a sensitive and timely manner – whether the child was born with low vision or their sight was affected later in life.

People we provide a service to:

Services are provided to children from birth onwards who have, or are suspected of having, low vision. Services are provided to families living in the Newcastle, Hunter and Central Coast areas. The Newcastle office is one of 10 centres throughout NSW.

Service details, operating hours and fees:

Address:	7-9 Beaumont Street, Hamilton 2303
Postal:	As above
Phone:	4962 2803
Fax:	4962 5274
Website:	www.visionaustralia.org
Contact Person:	Team Manager
Hours:	Monday to Friday, 9am to 5pm
Fees:	Nil - support to clients is provided free of charge.
Wheelchair Access:	There is wheelchair access to the service
Transport Options:	Families can access the centre by bus or train. There is minimal car parking at the rear of the centre. Many services are provided in the client's home or community eg. Childcare, playgroup, etc.

Referral and entry process:

Anyone can refer a child who has, or is suspected as having low vision as long as they have the parents consent. It is preferred that the child has seen an Ophthalmologist (Eye Specialist) before being referred. The referral contact number is **1300 847 466**.

Once a referral is accepted an initial appointment is made with the family to complete an initial assessment and establish their needs.

Role of the service:

Vision Australia supports families and children from birth offering advice on a range of aspects including vision development, self help skills (eg. dressing and feeding), movement skills (eg. crawling, walking), social interaction (eg. support and inclusion at childcare, playgroup) and overall child development.

Aims of the service:

Vision Australia is a living partnership between people who are blind, sighted or have low vision. We are united by our passion that in the future people who are blind or have low vision will have access to and fully participate in every part of life they choose. Vision Australia will achieve this through creating a community partnership of knowledge, skills and expertise to enrich the participation in life of people who are blind or have low vision and their families. We will ensure that the community recognises their capabilities and contributions.

Philosophy of the service:

Vision Australia is the leading provider of blindness and low vision services in Australia. We work in positive partnership with Australians who are blind or have low vision to help achieve the possibilities they choose in life.

Services we provide:

Vision Australia provides

- Variety of Assessments eg. vision, developmental, adaptive technology, lighting
- Advice and counselling
- Coffee Club for parents to meet other families of children who are blind or vision impaired
- Braille learning programs for children and their carers
- Advice about toys, books and equipment to suit each child's level of vision
- Assistance with inclusion into community leisure and peer groups, childcare centres and preschools
- "Felix" library

Some other important information about our service:

Approaches we use:

Services are provided on an individual basis as well as linking with other appropriate agencies.

Locations we provide service:

Services are provided at the centre, at client's homes and in the community.

Staff in our service:

The service has a range of staff including: Occupational Therapists, Physiotherapists, Orthoptists, Adaptive Technology Consultants, Braille Trainers, Counsellors, Employment Consultants and Adaptive Technology Trainers.

Assessments we provide:

The service is able to provide vision, play-based developmental, lighting & adaptive technology assessments.

Resources we have available:

A large range of vision enhancement and vision substitution equipment to assist client's with many aspects of their daily lives.

Community Support Team - Hunter Region

Ageing, Disability and Home Care (ADHC)

Overview of Service

Case Management, Behaviour Intervention and Therapy Services to people with an intellectual disability.

People we provide a service to:

Services are provided to children from 0 - 6 years of age who have a global developmental delay and to children over 6 with an intellectual disability. Children may present with other secondary problems. Families may live in the following Local Government Areas: Cessnock, Dungog, Gosford, Lake Macquarie, Maitland, Muswellbrook, Newcastle, Port Stephens, Singleton, Wyong, Merriwa, Murrurundi and Scone.

Service details, operating hours and fees:

Address:	See below
Postal:	See below
Phone:	See below
Fax:	See below
Contact Person:	All initial contact must go via the Reception Team
Hours:	Monday to Friday, 9am to 5pm
Fees:	There are no fees - this is a free service
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	All services are on bus and train routes

Referral and entry process:

Anyone can make a referral - including parents. Parent consent is required when making a referral. Referrals can be made by phone, fax, email or post.

All referrals need to be made to an Information, Referral and Intake Officer via the Hunter Region Reception Team. **To make a referral:**

Phone:	1300 205 268
Fax:	4978 6299
Email:	disabilityintake-newcastle@dadhc.nsw.gov.au
Post:	PO Box 2161, Dangar 2309

For Central Coast, phone 4320 4100 and ask to be transferred to the central intake number.

The Community Support Team – Hunter Region is based in four offices located across the Hunter Region. Contact details for these offices are as follows:

Service:	Maitland Community Services Centre
Address:	1/12 Ken Tubman Drive, Maitland 2320
Postal Address:	PO Box 36, Maitland 2320
Phone:	4909 3000
Fax:	4909 3099

Maitland Community Services Centre has an Outreach Office at Muswellbrook which operates Monday, Tuesday, Wednesday and Friday. Contact via Maitland Office.

Service:	Muswellbrook Community Services Centre
Address:	Shop 6, Commercial Centre, Market Lane, Muswellbrook 2333
Postal Address:	PO Box 289, Muswellbrook 2333

Service: Newcastle Community Services Centre
Address: Level 5, 670 Hunter Street, Newcastle West 2302
Postal Address: PO Box 2161 Dangar 2309
Phone: 4978 6100
Fax: 4978 6299

Service: Central Coast Community Services Centre
Address: Level 5, Gateway Building, 221 Mann Street, Gosford 2250
Postal Address: Locked Bag 37, Gosford 2250
Phone: 4320 4100
Fax: 4320 4199

Once eligibility is determined a Needs Assessment can be conducted to discuss needs in more detail. The program may have a waiting list.

Role of the service:

The Community Support Team is a multidisciplinary community based team which provides assistance to individuals with an intellectual disability. Early intervention is just one aspect of the service with support being available to people of any age who have an intellectual disability. When working with young children the service targets children with, or at risk of developing, an intellectual disability.

Aims of the service:

The program aims to address the individual needs of each child and family through providing a range of support. The program is family focused and aims to involve the family in all decisions made regarding the types of services to be provided.

Philosophy of the service:

The program recognises that the early identification of children who are at risk of delayed development is essential, and that the earlier contact is made and support provided to children, the better the child's prospects are to reach his/her maximum potential.

Services we provide:

The program provides a range of services including:

- Assessment
- Service Coordination/Case Management
- Behaviour intervention
- Assistance with disability related issues
- Assistance seating and positioning
- Communication programs
- Assistance with eating and drinking problems
- Consultation

Some other important information about our service:

Approaches we use:

A range of intervention approaches is used - depending on what is most appropriate to address the families' needs. These include: one to one programs with the child, home programs, parent education, group programs, preschool programs, consultation and program support to other agencies involved with the family e.g. preschool.

Locations we provide service:

Services are provided at a range of locations as required. Home visits and itinerant based support are the most frequently used, however occasionally services are provided at the centre itself.

Staff in our service:

The program is supported by a multidisciplinary team including: Community Workers/Nurses; Occupational Therapists; Physiotherapists; Psychologists; Speech Pathologists; Behaviour Intervention Clinicians and Social Workers. The amount of time staff spend working with young children, as opposed to other children and adults using the program, varies on a needs basis.

Assessments we provide:

The service provides developmental and functional assessments. Also assessments in the areas of: psychology, occupational therapy, physiotherapy and speech pathology in relation to a specific request.

Resources we have available:

The service has a range of material available for families receiving services.

Early Intervention Program

NSW Department of Education and Training

Overview of Service

- Early Intervention Sessions [Small Group]
- Recourse/Outreach Support to Preschools
- Transition to school support

People we provide a service to:

Services are provided to children aged 2 years 9 months to school entry age who have a disability or developmental delay. Children may present with needs in the following areas: developmental delay/disability, cognitive impairment, behaviour, communication, genetic/birth defects, physical disability or fine/gross motor difficulties, difficulties related to social development [eg. autism], behavioural difficulties, sensory impairments, perceptual difficulties, self help needs, or difficulties related to emotional development, feeding, or genetic / birth defects.

Service details, operating hours and fees:

Address:	See below
Postal:	See below
Phone:	See below
Fax:	See below
Contact Person:	See below
Hours:	Monday to Friday during school hours. [school terms only]
Fees:	There are no fees however families are asked to provide morning tea and/or lunch for their child, depending on what is appropriate
Wheelchair Access:	There is wheelchair access to each of the Department's early intervention program facilities
Transport Options:	Most program settings are accessible via public transport. The Department may provide transport assistance if the family live within the geographic area served by the program and are: <ul style="list-style-type: none">· unable to provide or arrange transport for the child themselves· unable to use public transport facilities· experiencing financial difficulties To receive transport assistance the child must be attending the closest, most appropriate setting

Referral and entry process:

Anyone can make a referral - including parents. Referrals must be made in writing and referring agencies must have parent consent to make a referral. Wherever possible, reports should be attached to the referral, as relevant professional reports confirm the child's areas of need and may avoid the need for further assessment to establish the child's eligibility for service.

Referrals should be directed to the Department's Disability Programs Consultant in the area where the family lives. Contact details for these are as follows:

Lake Macquarie School Education Area, Disability Programs Consultant
Phone: 4972 3000
Postal Address: PO Box 162, Swansea 2281

Newcastle School Education Area, Disability Programs Consultant
Phone: 4904 3900
Postal Address: PO Box 82 Adamstown 2289

Maitland School Education Area, Disability Programs Consultant
Phone: 4931 3500
Postal Address: Level 1, 2 Caroline Place, Maitland 2320

Central Coast School Education Area, Disability Program Consultant
Phone: 4348 9100
Postal Address: Level 3, 40 Mann Street, Gosford 2250

Upon acceptance of a referral the Disability Programs Consultant, in consultation with the District Guidance Officer determines eligibility for entry. This may necessitate additional assessment by the local School Counsellor and observations of the child in their preschool by the local Early Intervention teacher. The child's case is then discussed at an Intake Committee Meeting attended by the Disability Programs Consultant, School Principal, Early Intervention Teacher, Guidance Officer and/or Counsellor. The purpose of the meeting is to decide the child's eligibility for entry into the program, his/her priority for placement and the suitability of the program to meet the child's needs. Parents are then informed by mail of the outcome of the meeting. If a vacancy exists in the program, and the child is eligible to enter, parents will be contacted by the School Principal or Early Intervention Teacher. If a vacancy is not available then the child goes on a waiting list to enter the program.

There may be a waiting list/period. The Department conducts at least two intake meeting per term and generally if a child is considered eligible they would probably wait no longer than 3 months, depending upon their priority for placement and the availability of vacancies in the program at each setting.

Priority is shown to children with significant needs [developmental disability/cognitive impairment], children not receiving other services; children who have high support needs which can be catered for in a group context.

Role of the service:

The Department of Education and Training operates Early Intervention Programs in the Greater Newcastle area at Waratah Public School, Kotara South Public School and Toronto Public School. In the Hunter area, at Telarah Public School and at Lake Munmorah Public School in the Central Coast area.

The programs are focused on providing early support to children with special needs to maximise their opportunity to achieve their individual potential. The programs:

- Provide young children with special needs with small group preschool experiences which are complementary to their preschool program.
- Provide each child with an individual education program designed to maximise their potential. This program is designed, implemented and monitored by all those involved with the child e.g. teacher, family, therapists.
- Prepare young children with disabilities or developmental delays for preschool and provides children/families with transition support into school.
- Provide resource/outreach support to preschools and childcare centres.

Aims of the service:

The program aims to provide each child with an individual program designed to maximise their potential and promote a successful transition into school. The program aims to provide age appropriate educational programs which promote the individual development of each child within a group context, and that encourage the child to generalise skills across different environments. Each child's program is developed using a collaborative approach - with the child's parents, teacher and therapists working together.

Philosophy of the service:

The Department recognises that for all children the early years are a time of rapid development when the foundation is established for many later skills, and that this period is critical for children with disabilities or developmental delays. The Department understands the importance of providing early intervention support to young children with special needs to ensure that children are given the support they need to achieve their maximum potential.

The Early Intervention Programs also recognise the vital role of the family and adopts a collaborative team approach to helping children. An Individual Education Plan is developed for each child through consultation with the child's family and other key personnel involved with the child [Early Learning Support Team]. Staff are committed to maintaining ongoing communication among all personnel involved with the child and family.

Services we provide:

The program provides a range of services including:

- Early intervention sessions
- Resource/Outreach support to preschools and child care centres
- Family/parent education
- Transition support into early intervention, preschool and school.

Some other important information about our service:

Approaches we use:

The program uses a variety of approaches including: one to one work with the child, group programs, preschool programs, parent education and consultation.

Locations we provide service:

Services are provided at the school and at local preschools and early childhood centres.

Staff in our service:

Each Early Intervention Class is staffed by a full-time Special Education Teacher and part-time aide and has access to a local School Counsellor.

Assessments we provide:

The program provides developmental assessment and educational/functional assessments. Psychological assessments [observational and psychometric] can be arranged with the District School Counsellor and are usually completed prior to the child's arrival in the program and every two years thereafter. Teachers can also arrange assessments with collaborating health and therapy professionals.

Resources we have available:

Each setting usually has a range of resource material available for families, including: general information handouts; printed leaflets and pamphlets; books or videos. These resources may be free or available for loan.

Itinerant Support Teacher: Early Intervention

NSW Department of Education and Training

Overview of Service

Transition to School Support Program

People we provide a service to:

Services are provided to children 4 - 6 years of age who have difficulties with learning or behaviour, and are in the process of making the transition to school. Families living in the Port Stephens area are the priority.

Support is targeted at children who will have high support needs in the school setting. This includes children with: cognitive impairments, developmental disabilities, communication difficulties, emotional needs, difficulties related to genetic/birth defects, learning difficulties, physical disabilities or difficulties with social development e.g. autism, behavioural needs, fine/gross motor difficulties or perceptual problems. Children with sensory disabilities [hearing or vision] are referred to more appropriate services.

Service details, operating hours and fees:

Address:	C/- Raymond Terrace Public School, Swan Street, Raymond Terrace 2324
Postal:	See referral and entry process section
Phone:	See below
Fax:	See below
Contact Person:	See below
Hours:	Rotating roster – 3 days/week, 9am to 3pm [School terms only]
Fees:	There are no fees - this is a free service
Wheelchair Access:	Not relevant as staff go out into the community
Transport Options:	Not relevant as staff go out into the community

Referral and entry process:

Anyone can make a referral - including parents. Referrals must be made in writing and referring agencies must have parent consent to make a referral. Reports are not mandatory when making a referral, however copies of relevant professional reports which confirm the child's areas of need are appreciated e.g. doctor, psychologist, preschool, therapist. Such reports may avoid the need for further assessment to establish the child's eligibility for service.

Referrals for the service should be directed to the Disability Programs Consultant at the Maitland Department of Education office.

Phone: 4931 3500

Postal Address: Level 1, 2 Caroline Place, Maitland 2320

The child's referral is discussed at an Intake Committee Meeting attended by a representative of Raymond Terrace Public School, Disability Programs Consultant, Early Intervention Teacher, Guidance Officer and/or Counsellor. The purpose of the meeting is to determine the child's eligibility for entry into the program, his/her priority for placement and the suitability of the program to meet the child's needs. Parents are informed by mail of the outcome of the meeting. If a vacancy exists in the program, and the child is eligible to enter, parents will be contacted by the Early Intervention Teacher.

Priority is shown to children with significant learning or behavioural needs and to children not receiving other services. The service follows children through to the end of their first term at school.

Role of the service:

The main role of the service is to provide support in the transition of young children with difficulties in learning or behaviour from pre-school to school. This support is provided to families, schools, preschools and other agencies. Support includes planning, applying for integration funding [where

appropriate] and assisting with integration to school programs.

Aims of the service:

The aim of the program is to help achieve a successful transition to school for children with difficulties in the area of learning or behaviour. This is achieved through:

- Informing families of their educational options and the Department's transition process/guidelines.
- Providing families with programs/strategies that will assist their child prepare for school.
- Working closely with school personnel to ensure transition guidelines are implemented.
- Ensuring school staff are prepared for the child's entry and able to provide continuity of support and learning experiences.

Philosophy of the service:

The service recognises that the successful transition to school of children with significant learning and behaviour difficulties requires key school personnel be adequately prepared for the child's arrival, and that continuity of support and learning experiences be provided to the child.

Services we provide:

The service provides: support with behaviour management; early special education; parent/ family education; integration support and transition support into school.

Itinerant Support Teachers: Hearing Impairment

NSW Department of Education and Training

Overview of Service

- Home Visit Program
- Pre-school Support Program
- Centre Visits Program

People we provide a service to:

Services are provided to children 0 - 6 years of age who have a hearing impairment. Children may also have other disabilities, with the level of support provided by the program depending on the child's main disability. Families must live in the Hunter area.

Service details, operating hours and fees:

Address:	There are three locations: Kotara South Public School, Rae Crescent, Kotara 2289 Tenambit Public School, Edward Street, Tenambit 2323 Elernmore Vale Public School, McCaffrey Drive, Elernmore Vale 2287
Postal:	As above.
Phone:	Kotara South: 4956 1116 (ph/fax) Tenambit: 4933 7196 ElernmoreVale: 4955 9016
Fax:	Kotara South: 4956 1116 (ph/fax) Tenambit: 4933 7999 Elernmore Vale: 4950 2195
Contact Person:	Assistant Principal Itinerant Support Teachers: Hearing Impairment
Hours:	Monday – Friday, 9.00am to 3.30pm Services are provided during school terms only
Fees:	There are no fees - this is a free service
Wheelchair Access:	Not relevant as staff go out into the community
Transport Options:	Not relevant as staff go out into the community

Referral and entry process:

A professional referral is required from an Educator. Referrals must be accompanied by a recent audiogram from Australian Hearing Services; E.N.T. report from Community Health Audiometrist; Nurse Audiometrist report [if child has a history of Otitis Media] or a private Audiologist report. These reports are not necessary in every circumstance.

The service does not have a waiting list. If the child meets the criteria specified by the Department of Education and Training then their level of support is determined and service begins. Young children are usually fitted in very quickly as teachers can make adjustments to their overall caseloads. If the child does not meet the service's criteria then their progress may be monitored and consultation support negotiated and provided as required.

Role of the service:

The service provides support to children 0 - 18 years of age with a hearing impairment and has several roles: First, to provide individual educational programs to children with hearing impairments from the time of their diagnosis. These programs address communication skills [verbal and non-verbal], speech development and listening skills. Second, to prepare children for the transition to school or a support class [as appropriate]. Third, to provide information and skills development to families. Fourth, to offer consultancy support to other agencies as required. The program has several teachers who work with children throughout the area on a needs basis. There are no limits to

time available for individual children as long as Departmental caseload guidelines are followed.

Aims of the service:

The service has several aims. First, to prepare children for their future educational placement whether this is an integrated or support setting. Second, to establish competent communication skills for the child and his/her family and community. Third, to assist members of the wider community to understand hearing impairment and to interact appropriately with children who have a hearing impairment. Finally, to develop the skills of preschool and school educators so that they can better assist children with a hearing impairment.

Philosophy of the service:

The service provides educational programs which focus on enabling children with hearing impairments to realise their full potential and to contribute to the local community in which they live. The service is also committed to promoting wider community understanding and awareness of disabilities and the needs of children with hearing impairments.

Services we provide:

The service provides: access to aids/equipment; early special education; family/parent education; integration support; transition support into early intervention, preschools and schools. The Department of Education and Training also provides other services such as counselling and transport assistance.

Some other important information about our service:

Approaches we use:

The program uses a variety of approaches including one to one work with the child, parent education, home programs, support visits to preschools and consultation.

Locations we provide service:

Support Teachers for children with hearing impairments are based in various public school locations throughout Newcastle, Lake Macquarie and the Lower and Upper Hunter. They provide services at a variety of settings including homes [with special permission], preschools and other suitable venues agreed upon by family and service.

Staff in our service:

The service is staffed by Special Educators.

Assessments we provide:

The service provides educational/ functional assessments and communication mode assessments. Hearing assessments are carried out by Australian Hearing Services. Assessments are multidisciplinary cross agency.

Resources we have available:

The service has a range of material available for families. This includes: general information handouts [free and loan]; books [loan].

Itinerant Support Teachers: Vision Impairment

NSW Department of Education and Training

Overview of Service

Advice and Support Program for Children with Vision Impairment including children who are blind.

People we provide a service to:

Services are provided to children 3 years of age and over who have a vision impairment. Families must live in the Hunter Region including: Lake Macquarie, Newcastle, Port Stephens, Maitland, Cessnock, Gloucester, Dungog, Singleton and Muswellbrook.

Service details, operating hours and fees:

Address:	Newcastle School, Cnr. Union and Laman Streets, Cooks Hill 2300 Budgewoi Public School, Woolana Avenue, Budgewoi 2262 Cessnock West Public School, Cnr. Wollombi and Campbell Streets, Cessnock West 2325
Postal:	As above
Phone:	Newcastle: 4929 1663 Budgewoi: 4390 9166 Cessnock West: 4990 1637
Fax:	Hamilton: 4929 2319 Budgewoi: 4399 1958 Cessnock West: 4991 1523
Contact Person:	Assistant Principal Itinerant Support Teachers: Vision
Hours:	Monday to Friday 9am to 3 pm (During school terms only)
Fees:	There are no fees - this is a free service
Wheelchair Access:	Not relevant as staff go out into the community
Transport Options:	Not relevant as staff go out into the community

Referral and entry process:

A professional referral is required from an Educator. Referrals must be accompanied by a medical report documenting the child's vision status. After a referral is received a consultation process occurs at the education centre. The service does not have a waiting list.

Role of the service:

The service provides support to children 3 - 18 years with a visual impairment. Children under 3 years of age through negotiation with local support centres.

Aims of the service:

The aim of the program is to facilitate and maximise educational outcomes for children with a visual impairment.

Philosophy of the service:

The service provides assistance with educational programs which focus on enabling children with vision impairments to realise their full potential and to contribute to the local community in which they live. The service is also committed to promoting wider community understanding and awareness of disabilities and the needs of children with vision impairment.

Services we provide:

The types of support provided are needs based. The service provides transition support into Public Schools and may provide support to enable inclusion into preschools. Support to private centres must be negotiated at a support centre.

Some other important information about our service:

Approaches we use:

The service uses a range of approaches including one to one with the child, group programs, consultation and providing support at Departmental Preschool programs. [Support to private preschools is negotiated at a district level].

Locations we provide service:

Support Teachers for children with vision impairments are based in various public school locations throughout Newcastle, Lake Macquarie and Maitland. Teachers provide services in a variety of settings.

Staff in our service:

The service is staffed by Special Educators who work with young children on a needs basis.

Assessments we provide:

The service provides functional vision assessments.

Resources we have available:

The service is able to provide support for families and professionals - information handouts, books, video/audio materials relevant to the educational setting.

Child and Adolescent Mental Health Service

Hunter New England Mental Health Service and Kaleidoscope, Hunter Children's Health Network

Overview of Service

Child Psychiatry Service

People we provide a service to:

The Child and Adolescent Mental Health Service (CAMHS) provides a range of specialist mental health services in both community and inpatient settings across HNE to infants, children, young people, their families and carers with a view to optimising mental health outcomes.

In addition, CAMHS provides a range of prevention, promotion and early intervention activities that aim to increase awareness of mental health issues for children and young people, improve early detection and intervention in the development of mental illness and to actively promote mental health and wellbeing.

CAMHS provides a service to young people between 0 and 17 years living in the Hunter Region.

Wiyiliin Ta provides assessments of emotional wellbeing issues for children and adolescents from an Aboriginal background. The staff work in close partnership with Awabakal Medical Centre. Contact details for Wiyiliin Ta are the same as CAMHS Newcastle.

Examples of the types of problems treated include: Adjustment Disorders; Tourette's Disorder; Obsessive Compulsive Disorder; Post Traumatic Stress Disorder; Separation Anxiety; Conduct problems; Anorexia or Bulimia Nervosa; Personality problems; Autistic Spectrum Disorders; Depression; Anxiety; Phobias; School Refusal; Enuresis; Schizophrenia; Sleep problems; Bereavement; and Encopresis

Please note: This Service does not cater for young people with a developmental disability or in need of paediatric review, children with specific difficulties in academic areas, or children needing assessment for Attention Deficit Hyperactivity Disorder.

Service details, operating hours and fees:

Address:	CAMHS Hunter Valley Melbee House, C/- Maitland Hospital, 550-560 High Street, Maitland 2320 CAMHS Lake Macquarie (based at Wallsend) Harker Building, Wallsend Campus, Longworth Avenue, Wallsend 2287 CAMHS Newcastle 621 Hunter Street, Newcastle West 2302
Postal:	Hunter Valley - Melbee House, C/- Maitland Hospital, 550-560 High Street, Maitland 2320 Lake Macquarie - Locked Bag 1014, Wallsend 2287 Newcastle - 621 Hunter Street, Newcastle West 2302
Phone:	Hunter Valley - 4939 2449 Lake Macquarie - 4924 6200 Newcastle - 4925 7800
Fax:	Hunter Valley - 4939 2378 Lake Macquarie - 4924 6199 Newcastle - 4925 7863
Contact Person:	Intake Officer
Hours:	Monday to Friday 8.30 am to 5 pm.

Fees: There are no fees - this is a free service
Wheelchair Access: There is wheelchair access to all facilities
Transport Options: The service is accessible via the local bus service.

Referral and entry process:

Enquiries about referrals are welcome from families and professionals actively involved with young people. This may include: Early Childhood staff, Community Health Centres, DOCS staff, Educators, General Practitioners, Health Professionals, Medical Specialists and School Counsellors.

An Intake Officer is available for phone calls regarding referrals or enquiries between 9am and 4pm each week day. Referrals can be discussed by phone but can only proceed when a written referral is received accompanied by an appropriate report.

Preliminary assessment and/or treatment of the young person or the family must have been made by another professional e.g. GP, Specialist, Community Health Worker and School Counsellor.

Once an informal or formal referral is received it is discussed at a weekly Intake Meeting to decide the appropriateness of the referral. An appointment is offered to the family on receipt of the written referral. The first appointment involves the whole family and two clinicians.

The service may have a waiting list and families usually need to wait around four to six weeks before being seen. A young person considered a high priority are usually seen within one to four weeks, and there is an urgent appointment time available at the same time each week to allow for urgent referrals to be seen quickly e.g. a young person threatening self harm.

Role of the service:

CAHMS is a Hunter regional provider for mental health services for identified young people [0 to 17 years] in the public sector. The service provides assessment and treatment of children and their families where a child is exhibiting, is suspected of having, or is at risk of developing emotional and psychological problems. Young people must be living in the Hunter.

Aims of the service:

CAMHS provides assessment and management support to young people and families with the aim to preventing the development of more serious problems in later life.

Philosophy of the service:

CAMHS adopts a family based approach to working with young people, with family therapy being the main intervention technique used by the service.

Services we provide:

The service provides:

- Family Therapy
- Counselling
- Parent/Family Education
- Parent /Family Support Group [limited]
- Integration Support
- Medical services

Some other important information about our service:

Approaches we use:

The service predominantly uses family based approaches, as well as one to one young person therapy and parent education.

Locations we provide service:

Services are provided at the centre.

Staff in our service:

The service's staff include: Child Psychiatrist, Medical Officer [Psychiatry Registrar], Psychologists, Social Worker and Occupational Therapist.

Assessments we provide:

The service is able to provide psychological, developmental and functional assessments.

Resources we have available:

The service has limited resource material available for families.

Child and Family Health Team

Kaleidoscope, Hunter Children's Health Network

Overview of Service

Community Based Multidisciplinary Health Team for children 2 to 12 years of age

People we provide a service to:

Services are provided to families with children 2 to 12 years of age who are experiencing difficulties in several areas of their lives. These difficulties may include: development; behaviour; physical health; school performance; peer and family relationships; emotional well being. Families may live in any of the following areas: Newcastle, Lake Macquarie, Port Stephens, Maitland, Cessnock, Dungog, Singleton, Muswellbrook, Scone, Merriwa and Murrurundi.

Service details, operating hours and fees:

Address:	Harker Building, Wallsend Campus, Longworth Avenue, Wallsend 2287
Postal:	Locked Bag 1014, Wallsend 2287
Phone:	4924 6400 or 4924 6190
Fax:	4924 6401
Contact Person:	Intake Officer
Office Hours:	Monday to Friday, 9am to 4.30pm
Fees:	Nil
Wheelchair Access:	There is wheelchair access to the centre
Transport Options:	The service is accessible via the local bus service. Car parking on site costs \$4/day or visit. Free parking is available in surrounding areas.

Referral and entry process:

Referrals are accepted from a wide range of health, welfare and education workers, rather than direct referrals from parents. Initial enquiries can be made by phone. Referrals should be made by completing the services referral form (available on request). Staff members are available to accept telephone enquiries between the hours of 2pm and 4pm, Monday to Friday. Copies of relevant reports are appreciated.

Following receipt of the referral an Intake Meeting is held to decide if the family is eligible for support and to determine staff members to be involved in initial assessment and priority to be accorded to the case. There is a waiting list for this service.

Role of the service:

The Child and Family Health Team is a community based specialist, multidisciplinary team for families where children are experiencing difficulties with development and/or behaviour.

Aims of the service:

The Child and Family Health Team is a specialist community health service for children and their families. The service aims to promote the health, development, wellbeing and adjustment of children and provide appropriate support.

Services we provide:

The team provides the following clinical services:

- Medical assessment and management
- Child Counselling
- Family Therapy
- Assessments by Speech Pathology and Occupational Therapy including brief interventions
- Psychological evaluation
- Outreach services to children and families in their home and other centres

The team's medical staff works in conjunction with the Department of Ageing, Disability and Home Care for children eligible for their services. Staff consult and liaise with other community agencies, schools and preschools who may have ongoing involvement with a child and family. The centre also works in conjunction with the Department of Education and Training to provide some limited integration support for children with physical problems.

Some other important information about our service:

Approaches we use:

The service uses a variety of approaches including individual therapy; parent education and group programs.

Locations we provide service:

Services are usually provided at Wallsend Health Campus, however, home visits are occasionally provided. Outreach services are available at Muswellbrook, Toronto and Newcastle.

Staff in our service:

The Team includes: Clinical Psychologists; Community Child Health Physician; Occupational Therapists; Paediatricians; Social Worker; Speech Pathologists and Administrative Assistants.

Assessments we provide:

The Team can provide a range of assessments in the following areas: developmental, medical, occupational therapy; psychology and speech pathology.

Resources we have available:

The service has a range of general information handouts [free], pamphlets [free], books [loan] and videos [loan] available to families.

Child and Family Health Nursing

Kaleidoscope, Hunter Children's Health Network

Overview of Service

- Child Health Clinics
- Audiometry Clinics
 - Immunisation Clinics
 - Encopresis Clinic

People we provide a service to:

Services are provided to families and children 0 - 18 years of age.

Service details, operating hours and fees:

Address:	Administration, Harker Building, Wallsend Campus, Wallsend 2287
Postal:	Locked Bag 1014, Wallsend 2287
Phone:	4924 6300
Fax:	4924 6304
Contact Person:	Nurse Manager, Wallsend Campus
Hours:	Monday to Friday, 8.30am to 5pm
Fees:	Nil - this is a free service
Wheelchair Access:	The service has wheelchair access
Transport Options:	Some service points are accessible via public transport, others require private transport

Referral and entry process:

Referrals may be made by families, GP's, hospital staff and other health professionals. Referrals can be made by phone. Families are offered an initial home visit within two weeks of discharge from hospital. The service does have a waiting list.

Role of the service:

Primary health care service providing a wide range of health care and health promotional services to children and families.

Aims of the service:

The service aims to maintain and improve the health of children, youth and families in the Greater Newcastle and Lake Macquarie areas.

Philosophy of the service:

Child Health Nurses promote the physical, emotional and social health, well being and development of children from birth to high school, as well as their families.

Services we provide:

Child Health Centres

Assessment

- Growth and development of young children
- Family functioning and parental management skills
- Infant feeding and nutrition
- Early detection and management of postnatal depression

Monitoring

- Growth and development of young children
- Families with child protection issues
- Parenting skills

Lactation Clinics

- To assist and support breastfeeding – referral needed

Group Education

Group support and education, run from centrally located centres include:

- Early bird groups
- New parent group
- Behaviour management for toddlers
- Postnatal Depression
- Adjustment to motherhood

Information, Advice and Support in:

- Care and management of young children
- Feeding and nutrition including lactation
- Immunisation
- Toddler behaviour and management
- Child safety
- Postnatal Depression
- Adjustment to motherhood

Audiometry Clinics

Secondary hearing testing and referral of children 3 years to 18 years

Immunisation Clinics

- Opportunistic immunisation at child health centres or home visits as required
- Monthly immunisation clinics – contact local Child and Family Health Centre or check Kaleidoscope website www.kaleidoscope.org.au for dates

Encopresis Clinic

Community based program. GP referral required. The aim of the service is to treat children with longstanding soiling problems. Service includes: Nursing assessment; Management plan; Clinic appointment.

Some other important information about our service:

Approaches we use:

The service uses a variety of approaches including:

Individual consultations

Clinic services for individual consultations

Home visiting where appropriate

Groups: new mothers, toddlers and postnatal depression groups

Education groups: parent groups, students and teachers within schools

Community consultations

Locations we provide service:

At Child and Family Health Centres (listed below), schools and community locations.

Aberdeen - Outreach - 6542 2050

Belmont - Hospital, Croudace Bay Road - 4923 2163

Beresfield - Cnr Lawson and Ogilvie Streets - 4966 1034

Booragul - Hayden Brook Road - 4959 1762

Bulga - via Mobile Toy Box - 6571 9248

Cassilis - Hall - 6542 2050

Cessnock – Community Health Centre, View Street - 4991 0480

Charlestown - Cnr Smith and Smart Streets - 4943 4999

Clarence Town - Public School, Queen Street - 4939 2530

Denman - Multipurpose Centre, Olgivie Street - 6542 2050

Dungog - Hospital, Hospital Road - 4995 7000

East Maitland - Community Health Centre, Stronach Avenue - 4931 2000

Edgeworth - Minmi Road - 4958 4202

Glendon - via Mobile Toy Box - 6571 9248

Gresford - Community Health Centre, Park Street - 4932 9768

Greta - Primary School, Wyndham Street - 4991 0480

Hamilton - Bridge Street - 4961 3007

Jerry's Plains - via Mobile Toy Box - 6571 9248

Kotara - Seaview Street - 4952 2985

Kurri Kurri - Community Health Centre, Lang Street - 4936 3276
Lambton - Lambton Park, Elder Street - 4957 1987
Lemon Tree Passage - Meredith Avenue - 4982 3009
Maitland - Family Care Cottage, Bonar Street - 4939 2530
Maryland - Neighbourhood Centre, Maryland Drive - 4950 2826
Meadowie - Cnr Ferodale and Main Road - 4981 8510
Merewether - Caldwell Street - 4963 1450
Merriwa - Hospital & Day Care Centre, McKenzie Street - 6548 2006
Morisset - Multipurpose Centre, Dora Street - 4973 3025
Murrurundi - Hospital/ Community Health Centre, Cnr O'Connell St & Paradise Rd - 6546 6106
Muswellbrook - Community Health Centre, Brentwood Street - 6542 2050
Muswellbrook - Hunter Park Community Centre, Wollombi Road - 6542 2050
Muswellbrook - Sams Centre, Bridge Street - 6542 2050
Paterson - School of Arts, Paterson Road - 4932 9768
Raymond Terrace - Port Stephens Street - 4987 2078
Rutherford - Neighbourhood Centre, Arthur Street - 4932 9768
Scone - Hospital & Community Health Centre, Stafford Street - 6540 2100
Singleton - Community Health Centre, Dangar Road - 6571 9248
Stockton - Mitchell Street - 4920 1796
Thornton - Library, Taylor Avenue - 4966 1034
Tomaree - Aquatic Close - 4981 0129
Toronto - Polyclinic, James Street - 4935 8172
Wallsend - Harker Building, Longworth Avenue - 4924 6161
Waratah - Waratah Health Campus, Turton Road - 4985 3199
Windale - Community Health Centre, Cnr South and Cherry Streets - 4944 5300
Woodberry - Lawson Avenue - 4966 1034

Staff in our service:-

The service has Registered Nurses with qualifications in general nursing and child and family health. Some nurses have additional qualifications e.g. family planning, lactation consultancy, audiology, counselling and women's health. The service has a clerical assistant.

Assessments we provide:

The service provides assessments in early childhood, audiology and parental issues.

Resources we have available:

The service has resource material e.g. literature, videos etc, for families and schools.

First Steps Parenting Centre

Kaleidoscope, Hunter Children's Health Network

Overview of Service

- Parenting Support/Interventions to families with children 0 to 5 years
- Social Work, Nursing, Medical and Early Childhood staff
- Intervention to special needs groups eg. Adolescent parents, women with post-natal depression
- Individual and group programs

People we provide a service to:

First Steps Parenting Centre is a parenting service for parents with children aged 0 -5 years. Families referred to the centre have multiple issues impacting on parenting or likely to adversely affect child health outcomes.

Service details, operating hours and fees:

Address:	Lowrey Lane, Wallsend Campus, Wallsend 2287
Postal:	PO Box 119, Wallsend 2287
Phone:	4985 5150
Fax:	4985 5155
Contact Person:	Team Leader
Hours:	Monday to Friday, 8.00am to 4.30pm
Fees:	There are no costs - this is a free service
Wheelchair Access:	There is wheelchair access to the service
Transport Options:	The service is accessible via public transport The service can provide transport assistance in special circumstances

Referral and entry process:

An intake officer is available Monday to Friday from 9am - 12 midday on 4985 5150. Referrals are accepted from health professionals and community organisations who have seen the client within the last four weeks. We accept referrals for families with children 0 - 5 years where there are multiple issues impacting on parenting. Self referrals are not accepted.

Detailed assessment required including:

- presenting signs and symptoms
- current support systems
- other professionals involved

Referrals are discussed at team level at a weekly allocation meeting. A letter is sent to the family requesting they contact the service within a week if they wish to proceed with the referral. First Steps Parenting Centre has a waiting list, however, the longest people usually wait is around 4 – 8 weeks. Breast feeding difficulties and little babies are given priority, generally seen within 1 – 3 weeks.

Role of the service:

First Steps Parenting Centre is a parenting service for families with children aged 0 -5 years. Referrals are accepted for families where there are multiple issues impacting on or likely to lead to adverse parenting outcomes. The centre provides a combination of home and centre-based activities to support families with the many issues that can confront their parenting.

Aims of the service:

The aim of First Steps Parenting Centre is to provide intensive multidisciplinary support to families experiencing parenting difficulties, or where their own health and lifestyle issues are affecting and impacting on parenting.

Philosophy of the service:

First Steps Parenting Centre is family centred and support people are encouraged to attend with the family. Interventions are tailored to each individual family according to their particular needs and beliefs.

Services we provide:

First Steps Parenting Centre provides multidisciplinary interventions to family and group programs.

Groups include:

- Post-natal depression group
- Adolescent parents groups
- Music groups
- Individual services are provided to families both at the centre and in the home

Some other important information about our service:

Approaches we use:

A variety of interventions are employed including individual work, group work and counselling. Facilities enable video recording of parent/child interactions.

Locations we provide service:

Services are provided in the centre or by home visiting.

Outreach to community organisations and other locations on request.

Staff in our service:

Our multidisciplinary team includes nursing staff, social workers, medical officer, early childhood trained play worker and administration staff. The team have expertise and specialist training in areas of child and family health and infant mental health.

Assessments we provide:

Parenting assessments

Developmental assessments

Resources we have available:

First Steps Parenting Centre has a range of resource material available for families including general information, handouts, printed leaflets, books and videos.

Hunter Genetics Service

Hunter New England Health

Overview of Service

Hunter Genetics is comprised of 3 services: General, Family Cancer Service and GOLD (Genetics Of Learning Disability). The General Service provides a diagnostic and counselling service in relation to genetic conditions in children and adults, as well as prenatal genetic counselling.

Speciality services are listed below. Main clinic is at Waratah with outreach clinics conducted at Taree, Port Macquarie, Coffs Harbour, Lismore/Tweed, New England, Dubbo, Muswellbrook and Broken Hill.

Speciality clinics and services:

Family Cancer Service. Investigation and counselling for individuals who are at risk for cancer by virtue of their family history.

The GOLD Service (Genetics Of Learning Disability). State-wide service to individuals and families with fragile X syndrome and other known and unknown X-linked conditions that cause learning disabilities.

Huntington Disease Service. Social work support, genetic counselling and a liaison psychiatrist provide psychiatric support, including a monthly clinic to manage emotional and behavioural effects associated with Huntington Disease.

Prenatal Diagnosis Clinic. Multidisciplinary clinic in conjunction with Maternal Foetal Medicine Unit and other relevant specialities at John Hunter Hospital every Thursday morning to discuss ultrasound findings, family history and genetic counselling.

Cystic Fibrosis Clinic. Held at John Hunter Children's Hospital every Tuesday morning with genetic counsellor in attendance as required. New diagnoses of cystic fibrosis are seen along with Paediatric Respiratory Specialists, Paediatric Respiratory Nurses and Cystic Fibrosis Social Worker. Genetic Counselling is offered.

Metabolic Clinic. Outreach clinic of the Children's Hospital at Westmead, provided at Hunter Genetics twice a year for patients with metabolic disorders, such as PKU, homocystinuria and galactosaemia.

Baby Hearing Clinic. A multidisciplinary clinic held at John Hunter Hospital once a month to review and investigate the cause of hearing loss in babies as identified through the Newborn Hearing Screening Program.

People we provide a service to:

Services are provided to families living in the Hunter and New England regions that have an identified need for genetic counselling and diagnostic support.

Service details, operating hours and fees:

Address:	Cnr Turton and Tinonee Roads, Waratah 2298
Postal:	PO Box 84, Waratah 2298
Phone:	4985 3100
Fax:	4985 3105
Contact Person:	Clinical Geneticist or Genetic Counsellor on call
Hours:	Monday to Friday 8.30am to 5pm
Fees:	The service bulk bills on Medicare with appropriate referrals
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	The service is accessible via the local bus service Patients with special transport needs can contact the Hunter New England Health Transport Service on 188-660-361 who may be able to assist

Referral and entry process:

A written referral from a general practitioner or health professional is required. Reports are not necessary when making a referral, however copies of relevant reports are preferred.

Once a referral has been accepted the family is contacted by phone and an interview arranged - either at the centre or by phone. The service does have a waiting list with high priority individuals usually being seen sooner.

Role of the service:

To assist with diagnosis of genetic conditions in prenatal situations, and for children and for adults.

Aims of the service:

To provide clients with relevant and up to date information about genetic conditions in their families.
To provide access to support services, and assist with prenatal diagnosis (where appropriate).
To promote research in the area of genetic conditions.

Philosophy of the service:

The service is committed to providing individuals with the necessary information they require on genetic conditions to make informed choices and decisions in their lives.

Services we provide:

A range of services are provided including: diagnosis of genetic conditions, advice regarding risks in pregnancy, genetic screening, genetic counselling and assessment for inherited forms of cancer, and research/education.

Some other important information about our service:

Approaches we use:

Services are provided on an individual basis.

Locations we provide service:

Services are provided in clinics at our Waratah centre and at outreach clinics in community health centres in Taree, Tamworth and Muswellbrook.

Staff in our service:

The service has a range of staff.

Assessments we provide:

Not relevant.

Resources we have available:

The service has a range of material available for families including: general information handouts [free], printed leaflets [free]; books [free]; and videos [loan].

Paediatric Brain Injury Rehabilitation Team

Kaleidoscope, Hunter Children's Health Network

Overview of Service

Multidisciplinary assessment and management of rehabilitation needs for children and young people with an acquired brain injury. This includes medical assessment, case management and allied health assessment and management.

People we provide a service to:

Services are provided to children and young people who acquire a brain injury after birth. We provide services to the Newcastle and Lake Macquarie area as well as Upper and Lower Hunter and Central Coast region. We also provide consultative services to the Manning, North Coast, New England and surrounding areas.

Service details, operating hours and fees:

Address:	Level 1, 621 Hunter Street, Newcastle West 2302
Postal:	PO Box 2563, Dangar 2309
Phone:	4925 7963
Fax:	4925 7955
Contact Person:	Team Leader or Clinical Nurse Consultant
Hours:	Monday to Friday, 8am to 4.30pm
Fees:	Services are provide free of charge. If a child's rehabilitation is compensable then the relevant authority (insurance company or Life-Time Care and Support Scheme) will be billed for services
Wheelchair Access:	Yes
Transport Options:	The service is accessible via the local bus service Services can be provided at the client's home or school

Referral and entry process:

A referral can be made by anyone (with parental consent). Reports or documentation verifying that the child or young person has sustained a brain injury may be required. Once eligibility for service has been confirmed, services may begin.

Role of the service:

The role of the service is to assess, manage and support the rehabilitation needs of children and young people with an acquired brain injury. Long term support and assistance with school and leisure is also provided.

Aims of the service:

The aims of the service are:

- Support the child and family with transition from the acute hospital into the community setting.
- To educate and support the family, school and other community agencies involved with the child and young person.
- To provide interdisciplinary assessment and management to children and young people with an acquired brain injury.
- To provide consultation and outreach support to the child or young person and their family who live in rural and regional areas as well as provide support to rural and regional health workers and educators working with the child.

Philosophy of the service:

The philosophy of the service is to minimise disability and promote successful school and community outcomes of children and young people with an acquired brain injury.

Services we provide:

- Medical Review
- Case Management
- Neuropsychology
- Physiotherapy
- Occupational Therapy
- Speech Pathology
- Social Work

Some other important information about our service:

Approaches we use:

The team provides interdisciplinary assessment and treatment, consultation as well as education and advocacy for the client, family and school.

Locations we provide service:

Clinic Based
Home
School
Other appropriate community locations

Staff in our service:

Medical Specialist
Team Leader
Clinical Nurse Consultant
Case Manager
Occupational Therapist
Physiotherapist
Neuropsychologist
Speech Pathologist
Social Worker
Administration Assistant

Assessments we provide:

Medical Assessment
Neuropsychological Assessments
Speech, Language and Literacy Assessments
Assessments of Activities of Daily Living
Fine Motor Assessments
Gross Motor Assessments
Behavioural Assessments
Psychosocial Assessments
Educational Facility Assessments
Vocational Assessments

Resources we have available:

DVD for teachers and schools on acquired brain injury
Information sheets for strategy implementation
Outreach clinics
Multidisciplinary support

Paediatric Occupational Therapy Department

Kaleidoscope, Hunter Children's Health Network

Overview of Service

Occupational Therapy Service - Primary Therapy and Specialist Services

People we provide a service to:

Outpatient Occupational Therapy services are provided to children 0 - 18 years of age with a diagnosed physical disability, or a child under investigation of a physical disability, and children with early intervention needs as a result of developmental concerns referred before the end of kindergarten. Families must live in Lake Macquarie, Newcastle or Port Stephens. Note: Specialist services and referral back to local OT's are provided for children in other areas of the Hunter, Central Coast, North Coast and New England regions. Also note that children aged 0 – 12 years who are experiencing difficulties with behaviour or emotional well being are serviced by the Child and Family Health Team.

Service details, operating hours and fees:

Address:	John Hunter Children's Hospital, Lookout Road, New Lambton 2305
Postal:	Locked Bag 1, Hunter Region Mail Centre 2310
Phone:	4921 3700
Fax:	4921 3599
Contact Person:	Occupational Therapist in Charge
Hours:	Monday to Friday, 8.00 am to 4.30 pm
Fees:	There are no fees - this is a free service
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	The service is accessible via the local bus service

Referral and entry process:

A professional referral is required to access the service. Once a referral is accepted the child's case is prioritized according to the level of urgency for treatment and the child placed on the service's waiting list as appropriate. When the child's case comes up the family is then contacted and an initial assessment organised and provided. Once these are completed services are co-ordinated and provided, or the family is referred elsewhere if appropriate. The amount and type of therapy to be provided is determined according to the child's needs. Assessment reports are circulated to the referring agency, the family and any agency to which the family is being referred. Families are also put in contact with social and educational networks available in the community including community support groups and early intervention services.

The service may have a waiting list depending on priority. Priority is shown to children with a physical disability whose safety is at risk. Children under the age of two years are shown the next priority. High priority children are given appointments immediately. It is our aim to see all children referred within 4 - 8 weeks of referral.

Role of the service:

The service is focused on all age groups with a disability. It is often the first referral point from a paediatrician for occupational therapy, and in such cases children are often referred on to another service e.g. DADHC, Spastic Centre etc.

Aims of the service:

The service aims to improve, maintain or restore the level of functional independence of children taking into account the important issues which relate to development, and their occupational roles, including: play, preschool and school. To do this we must: assess, diagnose and treat children appropriately referred; work as part of a multi-disciplinary team; educate other staff [medical, nursing, allied health] with regard to independence and occupation; and work in conjunction with DADHC therapists, community services and the Department of Education and Training.

Philosophy of the service:

The Paediatric Occupational Therapy Department is committed to facilitating children to attain their optimal level of functioning in all areas of their life appropriate to their level of development. We work, where possible, within a multi-disciplinary framework. This team may include John Hunter Children's Hospital staff, therapists and preschool staff together with the family.

Services we provide:

The service provides specialist and primary occupational therapy services.

Some other important information about our service:

Approaches we use:

The service uses a variety of approaches including individual therapy; home programmes with reviews; preschool programme recommendations [for teachers to implement].

Locations we provide service:

Services are mainly provided at the hospital - however home visits and school visits are occasionally provided.

Staff in our service:

The service is staffed by 3 fulltime and 2 part-time Occupational Therapists. Staff also provide OT services to inpatients at the John Hunter Children's Hospital.

Assessments we provide:

The service is able to provide screening and comprehensive occupational therapy assessments.

Resources we have available:

The service has a range of general information handouts and pamphlets available free of charge to families.

Paediatric Outpatient Clinics

Kaleidoscope, Hunter Children's Health Network

Overview of Service

Paediatric assessments are available through various clinics across the Hunter region. To access these clinics contact the closest hospital via the numbers listed below.

Belmont Hospital	4923 2030
John Hunter Children's Hospital	4921 3750
Maitland Hospital	4939 2600

Services we provide:

The John Hunter Children's Hospital provides a range of clinics including:

Baby Hearing (SWIS-H)

Cardiology

Cerebral Palsy

Cleft Palate

Cystic Fibrosis

Diabetic / Endocrine

Gastroenterology

General Paediatrics

Hip Screening

Immunology/Allergy

Lung Function

Neonates

Neurology

Orthopaedics

Pain

Respiratory

Sleep Disorders

Spina Bifida

Surgical

Talipes

Paediatric Physiotherapy Department

Kaleidoscope, Hunter Children's Health Network

Overview of Service

Paediatric Physiotherapy Service

People we provide a service to:

Services are provided to children 0 to 18 years of age who have needs in the following areas: orthopaedics, spina bifida, cystic fibrosis and other respiratory conditions, burns, problems related to premature birth, developmental delay/disability and various other neurological disorders. Ongoing services are not usually provided to children with moderate to severe cerebral palsy or a moderate to severe intellectual disability as other community services and the Department of Ageing, Disability and Home Care cater for these groups.

Service details, operating hours and fees:

Address:	John Hunter Children's Hospital, Lookout Road, New Lambton
Postal:	Locked Bag 1, Hunter Region Mail Centre 2310
Phone:	4921 3700
Fax:	4985 5460
Hours:	Monday – Friday, 8am – 4.30pm
Fees:	There are no fees – this is a free service
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	The service is accessible via the local bus service

Referral and entry process:

A referral from a Medical Practitioner, Early Childhood Clinic Nurse or therapist is required. [Medical Practitioner referral is preferred].

Once a referral is accepted, the family is contacted by phone and an appointment made to assess and treat. Where possible, appointments are scheduled at a mutually suitable time. Once the assessment is completed, two courses of action may occur. If the child does not require physiotherapy from the service the family is referred elsewhere and appropriate documentation, including the assessment report is sent to the agency to which the family is being referred. If the child requires physiotherapy, the service is commenced. Assessment reports are circulated to the referring agency, the family and any agency involved with the child. Families are also put in contact with social and educational networks available in the community including support groups and early intervention services.

The service does have a waiting list. Urgent in-hospital cases are seen immediately, high priority cases within two days and non-urgent cases within a maximum of three months.

Role of the service:

The Paediatric Physiotherapy Department provides a service to both inpatients and outpatients of the John Hunter Children's Hospital. The outpatient service caters for children 0 to 18 years of age with special needs – with early intervention representing just one aspect of the service.

Aims of the service:

The service has several aims:

- To assess, diagnose and treat children referred to the service
- To work within an interdisciplinary framework
- To provide appropriate services to children
- To offer a range of therapy – individual, group and intensive
- To educate medical, nursing and paramedical staff, parents, families and carers
- To contribute to student clinical education
- To disseminate clinical information to professionals in the Hunter
- To work in conjunction with other services including the Department of Education and Training, to establish and maintain a holistic approach to children's care

Philosophy of the service:

The Physiotherapist works within a multidisciplinary framework – a team approach to working with children/families. The therapist works closely with other professionals involved with the child to ensure continuity in the provision of services. A care plan is prepared for each child receiving therapy. This plan is made available to all professionals working with the family and is reviewed on a regular basis.

Services we provide:

The service provides physiotherapy assessment, therapy services and support.

Other important information about our service:

Approaches we use:

The Physiotherapist uses a variety of approaches in providing therapy support to children. Therapy may take the form of consultation, individual and/or group therapy and parent education. The amount and type of therapy offered will vary depending on the child's needs and the stage of the therapy program.

Locations we provide service:

Services are provided mainly at the hospital, although, some support to schools and preschools is provided where required.

Staff in our service:

The service is operated by ten staff in both full time and part time capacities.

Assessments we provide:

The service is able to provide screening and comprehensive physiotherapy assessments. Assessments are cross and within agency.

Resources we have available:

The service has a range of resource material available for families. This includes: general information handouts [free]; pamphlets [free] and a small collection of videos and tapes for loan.

Paediatric Speech Pathology Department

John Hunter Children's Hospital

Kaleidoscope, Hunter Children's Health Network

Overview of Service

Paediatric Speech Pathology Service. John Hunter Children's Hospital (JHCH) is one of three Children's Hospitals in NSW. The Paediatric Speech Pathology Department at JHCH provides a service to both inpatients and outpatients, including specialist outpatient clinics. Service is provided to children aged 0 to 18 years. The department is staffed by 2.3 FTE (full time equivalent) Speech Pathology positions.

People we provide a service to:

Services are provided to children 0 - 18 years of age in the following categories:

Inpatient services include: Assessment and treatment of speech, language, and swallowing disorders for children admitted to any of the Paediatric wards. Children may be referred by their managing Doctor, or by multidisciplinary team members with the Doctor's permission.

Outpatient services include: Specialised services delivered to three prioritised patient groups following a referral from a medical professional or specialist, or from an allied health professional with the doctor's permission:

1. Children with cleft lip/palate, velopharyngeal disorders.
A specialist consultative service is provided to children with cleft lip/palate and velopharyngeal disorders. If ongoing treatment is required, this would take place at the child's local Community Health Centre.
2. Children with acquired neurological disorders (including traumatic brain injury)
Specialist consultation and treatment is provided to families if travel to the service is geographically viable. If not, children will be referred to local community health services for ongoing treatment.
3. Children with feeding difficulties or dysphagia who meet the following criteria
(NB: referral criteria includes children with identified medical issues related to feeding such as failure to thrive; children who require help from other services related to feeding such as OT, dietetics, physiotherapy).

Assessment and treatment is offered, provided travel to the service is geographically viable for families. Treatment may include individual programmes, or multidisciplinary clinic management.

Other Services

Modified Barium Swallow (MBS) procedure is available for children within the Greater Newcastle Sector. Palatal videofluoroscopy (PVF) is available for children across Northern NSW as required. Referral from a treating medical officer or specialist is required.

Service details, operating hours and fees:

Address:	John Hunter Children's Hospital, Lookout Rd. New Lambton 2305
Postal:	Locked Bag 1, Hunter Region Mail Centre 2310
Phone:	4921 3727
Fax:	4921 3599
Contact Person:	Paediatric Speech Pathologist
Hours:	Monday to Friday, 8.00am to 4.30pm
Fees:	There are no fees - this is a free service
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	The service is accessible via the local bus service Parking is available at JHCH at a cost to visitors

Referral and entry process:

A professional referral from a Medical Specialist or Allied Health Professional is required to enter the service.

Referrals are prioritised according to medical and surgical need. If the child meets the service's eligibility criteria then their management will occur at JHCH. If the child does not meet the criteria for service the family is given advice on appropriate management strategies and/or information regarding appropriate alternate speech pathology services.

There is a waiting list for this service. Priority is determined according to the following:

1. Need to receive service prior to surgery
2. The potential for physical harm
3. Severity of the child's communication or swallowing impairment
4. The need for urgent school integration
5. Perceived family distress

Reports are circulated to the referring agent, other health professionals involved in the child's care (with carer consent), and the family or carer as appropriate.

Aims of the service:

The service has several aims:

- To assess, diagnose and treat children referred to the service.
- To work within an interdisciplinary framework.
- To educate medical, nursing and paramedical staff regarding communication skills and deficits.
- To participate in education and research in the areas of clinical specialty.
- To contribute to student clinical education.
- To disseminate clinical information to professionals in the Hunter and New England Area Health Services.
- To work in close conjunction with community services and the Department of Education and Training to establish and maintain a holistic approach to children's care.

Paediatric Speech Pathology

Greater Newcastle Sector, Community Based Services

Kaleidoscope, Hunter Children's Health Network

Overview of Service

Paediatric Outpatient Speech Pathology

People we provide a service to:

Services are provided to children birth to school age (up to high school), who have difficulties with speech, language, communication and/or swallowing.

Service details, operating hours and fees:

Address:	Multiple sites in Greater Newcastle Area – see sites listed below
Postal:	As below
Phone:	As below
Fax:	As below
Contact Person:	Referral and Information Centre, see further details below
Hours:	Monday to Friday, 8am to 4.30pm
Fees:	This is a free service
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	Parking is available (contact local centre for details). The service is accessible via the local transport service (contact local rail and bus services for timetable details)

Referral and entry process:

Parent referral is recommended, however, any other agency/health professional can refer a child to the service. **Referrals can be made by phoning the Referral and Information Centre on 4925 7990.** Once a referral is received it will be directed to the appropriate Speech Pathology community health centre.

There are waiting lists for Speech Pathology services which vary between sites. An estimated waiting time will be advised when a referral is made. Please contact the Referral and Information Centre for updates on waiting times.

Role of the service:

Community Health Speech Pathologist provide speech pathology services to children who are up to 18 years and are attending school, and who have communication and/or swallowing difficulties.

Aims of the service:

The service has several aims:

- To assess, diagnose and treat children referred to the service.
- To work within an interdisciplinary framework.
- To provide appropriate services to children.
- To educate families, parents and carers.
- To contribute to student clinical education.
- To disseminate clinical information to professionals in the Hunter.
- To work in close conjunction with other services to establish and maintain a holistic approach to care.

Philosophy of the service:

The Speech Pathologist works closely with other professionals and community agencies involved with the child to ensure high quality of services.

Services we provide:

The service provides speech pathology management [assessment, consultation, therapy] and parent/community education.

Some other important information about our service:

Approaches we use:

The services use a variety of evidence based, family centred approaches including: home/school programmes, group therapy, parent education and consultation.

Locations we provide service:

Services are provided at the following Community Health Centres:

Belmont Child and Family Health Centre, Croudace Bay Road, Belmont
Phone: 4923 2229 – Fax: 4923 2166

Westlakes Community Health Centre, 6 James Street, Toronto
Phone: 4935 8100 – Fax: 4935 8163

Eastlakes Community Health Centre, Cnr South and Cherry Streets, Windale
Phone: 4944 5300 – Fax: 4944 5310

Western Newcastle Community Health Centre, Nash Street, Wallsend
Phone: 4924 6100 – Fax: 4924 6101

Raymond Terrace Community Health Centre, 59 Port Stephens Road, Raymond Terrace
Phone: 4987 2078 – Fax: 4987 1660

Nelson Bay Community Health Centre, Kerrigan Street, Nelson Bay
Phone: 4981 4935 – Fax: 4984 0730

621 Hunter Street, Newcastle West
Phone: 4925 7800 – Fax: 4925 7955

Staff in our service:

The services are staffed by Speech Pathologists in both full and part time capacities.

Assessments we provide:

The service is able to provide speech pathology assessments for communication and/or swallowing.

Resources we have available:

The service has a range of resource material available for families, including general handouts.

Paediatric Speech Pathology, Lower Hunter Cluster

Hunter New England Health

Overview of Service

Speech Pathology Service

People we provide a service to:

Services are provided to children 0 – 18 years of age in the communities of the Lower Hunter.

Service details, operating hours and fees:

Address:	Multiple sites in Lower Hunter Area – see sites listed below
Postal:	As below
Phone:	As below
Fax:	As below
Contact Person:	Speech Pathologist
Hours:	Monday to Friday, 8.30am to 5pm
Fees:	There are no fees, this is a free service
Wheelchair Access:	There is wheelchair access to all facilities

Referral and entry process:

Referrals are accepted from parents/caregivers only. Referrals may be made by phone, mail or in person.

The service has a waiting list. Waiting times vary between 6 weeks to 6 months for Category 2 referrals (see below). Priority is determined according to the following:

1. **High Priority** Feeding issues or mandated priorities from DoCS
2. Referrals not in category 1 or 3
3. **Low Priority** Eligible for alternative public speech pathology services

Role of the service:

Paediatric Speech Pathology services in the Lower Hunter provide services for children in the community 0 to 18 years of age with problems of speech, language, voice, fluency or swallowing. As there is an emphasis on early intervention, limited resources are directed to younger age groups.

Aims of the service:

To work with our communities to deliver quality health services.

Philosophy of the service:

Healthier communities. Excellence in healthcare.

Services we provide:

The service provides speech pathology assessment and therapy services for children at risk of or with delays/disorders in speech, language, voice, fluency (stuttering) or swallowing.

Some other important information about our service:

Approaches we use:

The Speech Pathologist uses a variety of approaches in providing therapy support to children. Therapy may take the form of consultation, individual therapy, parent education and groups.

Locations we provide service:

Communities can access Paediatric Speech Pathology services at Cessnock Hospital, Kurri Kurri Hospital, Singleton Community Health Centre, East Maitland Community Health Centre, Maitland Hospital and Dungog Hospital. Address and contact details are as follows:

Cessnock District Hospital, View Street, Cessnock 2325

Phone: 4991 0571 – Fax: 4991 0514

Cessnock referrals come from families living in Aberdare, Abernethy, Allandale, Bellbird, Branxton (East), Bucketty, Cedar Creek, Cessnock, Congewai, Ellalong, Elrington, Freemans Waterhole, Kearsley, Kitchener, Laguna, Lovedale, Loxford, Millfield, Mootai, Mount View, Narone Creek, North Rothbury, Nulkaba, Paxton, Pelton, Pokolbin, Quorrobolong, Rothbury, Sweetmans Creek, Watagan, Wollombi, Yallambie.

Kurri Kurri District Hospital, Lang Street, Kurri Kurri 2327

Phone: 4936 3243 – Fax: 4936 3239

Kurri Kurri referrals come from families living in Abermain, Bishops Bridge (part), Black Hill, Brunkerville, Buttai, Greta, Heddon Greta, Keinbah, Kurri Kurri, Mount Vincent, Mulbring, Neath, Pelaw Main, Sawyers Gully, Stanford Merthyr, Stockrington, Weston.

Singleton Community Health Centre, Boonal Street, Singleton 2330

Phone: 6571 9248 (general) 4931 2003 (referrals) – Fax: 6571 9248

Singleton referrals come from families living in Appletree Flat, Belford, Big Ridge, Bowmans Creek, Branxton (West), Bridgman, Broke, Bulga, Camberwell, Carrowbrook, Clydesdale, Combo, Dalwood, Darlington, Dawson Hill, Doyles Creek, Dunolly, Dural, Dyrring, Falbrook, Fern Gully, Fordwich, Garland Valley, Glendon, Glendonbrook, Glennies Creek, Glenridding, Goorangoola, Gouldsville, Gowrie, Greenlands, Hambledon Hill, Hebden, Howes Valley, Howick, Hunter View, Jerry's Plains, Leconfield, Leminton, Long Point, Lower Belford, Maison Dieu, McDougalls Hill, Middle Falbrook, Milbrodale, Mirannie, Mitchells Flat, Mount Olive, Mount Royal, Mount Thorley, Obanvale, Putty, Ravensworth, Redbournberry, Reedy Creek, Rix's Creek, Roughit, Scotts Flat, Sedgfield, Singleton Heights, Saint Clair, The Retreat, Warkworth, Wattle Ponds, Westbrook, Whittingham, Wollemi, Wylies Flat.

East Maitland Community Health Centre, 58 Stronach Avenue, East Maitland 2323

Phone: 4931 2000 (general) 4931 2003 (referrals) – Fax: 4931 2002

Maitland and Dungog referrals come from families living in Maitland and Dungog areas, as well as Beresfield, Woodberry and Tarro.

Staff in our service:

Each service has qualified Speech Pathologists.

Assessments we provide:

Each service provides a speech pathology assessment of any or all of the communication and/or swallowing skills that are in question.

Resources we have available:

The service has a range of general information and handouts available free of charge to families and early childhood organisations.

Commonwealth Respite and Carelink Centre – Hunter

Overview of Service

- Short term and emergency respite for carers
- Provide information on community and support services available to assist people to live independently in the community

People we provide a service to:

Respite to carers of:

- people with dementia
- people with dementia and challenging behaviour
- people with a terminal illness in need of palliative care
- frail older Australians (i.e. 65 and over, 50 and over if indigenous)
- people over 30 with moderate, severe or profound disabilities who are living at home
- people under 30 with severe or profound disabilities who are living at home
- young carers
- people with mental illness

Service details, operating hours and fees:

Address:	Walker Building, Wallsend Campus, Longworth Avenue, Wallsend 2287
Postal:	PO Box 385, Wallsend 2287
Phone:	1800 052 222 during office hours (8.30am – 5pm) 1800 059 059 after hours (after 5pm and before 8.30am)
Fax:	4924 6092
Contact Person:	Information and Respite Coordinator rostered on intake
Hours:	8.30am – 5pm 24 hour emergency line, after hours calls handled by Nursing Agency
Fees:	Carers are asked to make a contribution - inability to pay does not exclude people from service
Wheelchair Access:	Yes
Transport Options:	Bus

Referral and entry process:

Carers phone 1800 052 222. Carers can self refer. The Commonwealth Respite and Carelink Centre prefer to speak to carers – telephone referrals accepted from service providers.

Role of the service:

- To provide short term and emergency respite to carers (24 hour) – after hours call 1800 059 059
- To assist carers to plan respite
- To provide information on community services available and how to contact them

Aims of the service:

- To give the carers a break from their caring role and provide emergency respite, for example, if the carer became suddenly ill.
- To assist people to remain living independently within the community.

Philosophy of the service:

Funded under the Commonwealth National Respite for Carers program. Funded by the Department for Health and Ageing and the Department of Family and Community Services and Indigenous Affairs. Auspiced by Hunter New England Health - Community Options. Philosophy in accordance with these organisations.

Services we provide:

- Commonwealth Respite and Carelink Centre uses brokerage funds to provide carers with services in an emergency or for the short term in the carer's own home, or in an approved community respite facility (eg. a respite cottage).
- Coordinating access to respite in Aged Care facilities.
- Occasionally initiatives provide funding for special projects: eg. Funding is available for tutoring for young carers who are struggling with schoolwork because of the caring role, extra assistance for working carers and aging carers.
- Information database of service providers across the Hunter Region who provide services and support to assist the client to live independently.

Some other important information about our service

Approaches we use:

All referrals to the service are assessed by telephone.

Locations we provide service:

We provide services to carers across the Hunter region. i.e. Lake Macquarie, Newcastle, Port Stephens, Lower and Upper Hunter.

Staff in our service:

Our staff are experienced in the provision of respite care, for people who are carers in the Hunter region.

Assessments we provide:

Telephone assessments are used to determine eligibility for service.

Resources we have available:

Access to many brochures for a variety of services can be posted to the client on request.

Lower Hunter Temporary Care

Overview of Service

- Host Family Respite Care
- Flexible Respite Options
- Aged Parents Respite Options

People we provide a service to:

Host Family Respite Care targets people 0 to 64 years of age with a moderate to severe functional disability. The care is provided by volunteer caregivers in the caregiver's home for periods as short as a few hours or as long as fourteen days, by arrangement or on a regular basis.

Flexible Respite Options provides a range of respite support services tailored to the needs of the person with a disability and their carer. It is available to people aged 0 - 64, who have a disability with moderate to high support needs. There are limited places available in the Flexible Respite Options service, applications have to be made on an annual basis so that an assessment panel can determine the eligibility and priority of an individual to receive the service.

The above two services are available to families living in the Cessnock, Maitland and Port Stephens Local Government Areas.

The Aged Parents Respite Options service was established in June 2006 to increase access to respite services for older parents who provide primary care for a son and daughter with a disability. The service is specifically for parent carers aged 65 years and over and indigenous parent carers over the age of 45 years. The service is flexible and responsive to the needs of aging parent carers and can include the provision of own home, host family and peer support respite.

The Aged Parents Respite Options service is available to ageing parent carers, there are limited places available in the Aged Parents Respite Options service, applications have to be made on an annual basis so that an assessment panel can determine the eligibility and priority of an individual to receive the service.

The above service is available to people who live in the Cessnock, Maitland, Port Stephens and Dungog Local Government Areas.

Service details, operating hours and fees:

Address:	C/- Kurri Kurri Hospital, Lang Street, Kurri Kurri, 2327
Postal:	As above
Phone:	4937 5502
Fax:	4937 5502
Email:	temporarycare@lhrc.org.au
Website:	www.lhrc.org.au
Contact Person:	Flexible Respite Options and Aged Parents Respite Options Coordinator Administrative Assistants
Hours:	Monday to Friday, 9 am to 4.30 pm
Fees:	Host Family Respite Care: \$4 per 24 hours of care Flexible Respite Options: \$4 per 24 hours of care Aged Parents Respite Options: Contribution negotiated
Wheelchair Access:	The organisation's office is wheelchair accessible. When wheelchair access is required by families receiving respite care they are linked to caregivers who have wheelchair access to their home
Transport Options:	The organisation's office is accessible via the local bus service

Referral and entry process:

Anyone can refer a family to the service - including families themselves.

Once a referral is accepted a meeting is arranged with the family to complete a Client Information and Referral Record and to identify the particular care needs of the child and family. A care plan is developed outlining the type of help required, the frequency of help and the preferred location for receiving help.

The services may have a waiting list with waiting times fluctuating according to the priority of the client and the availability of volunteers to link to the family. Priority is decided by looking at the person with a disability, their carer, and other factors e.g. support available to the family. Families are ranked according to their need for medical/nursing help, presence of a carer with a disability, type of disability, availability of social support/contact and whether the family is geographically isolated.

Role of the service:

The role of the organisation is to provide respite care to the families/carers of individuals who have moderate to severe functional disabilities.

Aims of the service:

The purpose of Lower Hunter Temporary Care Inc. is to assist people who have disabilities to remain living in their home, who are at risk of premature or inappropriate institutionalisation

Philosophy of the service:

Lower Hunter Temporary Care Inc. believes in:

- the right of people to make choices in their own lives
- the right of people to dignity, respect, privacy and confidentiality
- the right of people to be valued as individuals
- the right of people to access services on a non-discriminatory basis
- the right of the community to accountable and responsive services

Services provided:

Services vary according to which particular program the family is accessing.

Some other important information about our service:

Approaches we use:

All programs provide services on an individual family basis.

Locations we provide service:

Services are provided at a variety of locations dependant on which program the family is accessing.

Staff in our service:

The service has a Manager, Coordinators, Administration Assistants, Direct Care Workers and Volunteers.

Assessments we provide:

Not relevant.

Resources we have available:

A regular newsletter is produced informing families of relevant issues and sharing information. Brochures on other support services are also available.

Newcastle Temporary Care Ltd.

Overview of Service

- Host Family Respite Care
- Time Away Respite Care
- In-home Respite Care
- Kidzlink
- Home Support Project
- Parent Support Groups

People we provide a service to:

Services are targeted at people with a disability from 0 to 55 years of age who live in the Newcastle and Lake Macquarie area. The service's priority group is people with a disability who have ongoing high support needs. This may include children with significant difficulties in the following areas: cognitive impairment, developmental disability, genetic or birth defects, hearing impairment, physical disability, autism, or visual impairment. It may also include children with communication difficulties, behavioural difficulties, perceptual difficulties and difficulties related to social development if these children also have needs in one of the other areas listed. Families need to be receiving the Carers Allowance.

Service details, operating hours and fees:

Address:	Unit 3 / 33 Newton Street, Broadmeadow NSW 2292
Postal:	As above
Phone:	4957 5008
Fax:	4957 4003
Email:	tempcare@bigpond.com
Contact Person:	Co-ordinator
Hours:	Monday to Friday 9am to 5pm
Fees:	The service charges minimal fees
Wheelchair Access:	There is wheelchair access to some facilities including the office and Respite Cottage, however not all respite host family homes have wheelchair access

Referral and entry process:

A referral is not needed to access the service - families simply need to ring the service. Once a family has contacted the centre they complete an application form. The application is reviewed and if the service is able to offer support then services are commenced. An eligibility criteria list exists for some programs and waiting times vary with each program.

Role of the service:

The role of the service is to provide respite care to the families/carers of individuals with moderate to severe disabilities.

Aims of the service:

To provide a range of respite care services within a normal community setting.

Philosophy of the service:

The service recognises that many carers of children/adults with disabilities need a rest from the constant demands and responsibilities they face. The service aims to provide respite support to those families with the greatest needs.

Services we provide:

The service operates five programs:

1. Host Family Respite Care

This service is provided by volunteer families in their own homes. This service is limited to four week nights or one weekend per month.

2. Time Away Respite Care

Person with a disability is accompanied on short break / holiday away from his/her family by a paid staff person for up to 21 nights. There is limited availability of this service.

3. Flexible Respite Care

Respite care provided by paid staff in the client's home. There is limited availability for this service.

4. Kidzlink

This program provides a range of out of school hours services including: Saturday programs, Vacation Care and Out of Schools Hours (OOSH) programs, and Teen Scene - a social and recreational program operating one Saturday per month and during the school holidays. Kindy group – 0 to 5 years, receiving less than 3 days service elsewhere.

5. Home Support Project

This program provides home based physiotherapy for children 0 - 7 years who are unable to attend the Stuart Centre or local hospital physiotherapy service.

Some other important information about our service:

Approaches we use:

Services are mainly provided on an individual family basis.

Locations we provide service:

Services are provided in a range of locations depending on the particular program. For instance whilst the Host Family Respite Care Program is provided in volunteers homes, the In-home Respite Care Program is provided in families' own homes.

Staff in our service:

The service is staffed by Coordinators and administration staff. Respite care is provided by casual workers and volunteers.

Assessments we provide:

Not relevant.

Resources we have available:

The service does not have resource material available for families.

Australian Hearing

Overview of Service

- Hearing assessment
- Advice and Counselling
- Supply and maintenance of aids and equipment

People we provide a service to:

Services are provided to children from birth onwards who have, or are suspected of having, a hearing impairment. Families may live anywhere in the Greater Newcastle area including: Lake Macquarie, Newcastle and Port Stephens.

Service details, operating hours and fees:

Address:	Suites 9 and 10, OTP House, 10 Bradford Close, Kotara 2289
Postal:	PO Box 387, Kotara 2289
Phone:	131 797
Fax:	4962 2184
Website:	www.hearing.com.au follow links to Our Services then to Children
Contact Person:	Staff person on duty
Hours:	Monday to Friday, 8.15am to 5.00pm
Fees:	Nil - support to infants and children is provided free of charge
Wheelchair Access:	There is wheelchair access to the service
Transport Options:	Families can get to the service by bus or train

Referral and entry process:

For children aged 3 years and under an appointment will be offered. For children aged 4 years and over (with no other disabilities) hearing needs are to be screened at their local Community Health Centre and referred to us if a permanent hearing loss is detected.

Children at any age, with risk factors specific to hearing loss, can be seen directly. Once a referral is accepted an initial appointment is made with the family to complete an initial assessment. If this assessment establishes that the child has a hearing problem then a priority appointment is arranged.

Role of the service:

Australian Hearing is a Commonwealth Government Authority and is the largest provider of hearing services and products in Australia. The Newcastle unit is one of over 95 hearing service centres across Australia.

Aims of the service:

The goals of Australian Hearing are:

- To provide quality hearing services which meet the needs of eligible hearing impaired people.
- To provide hearing loss prevention and noise consultancy services to the community.
- To undertake research to improve products and services as well as to enhance knowledge of hearing loss and noise.
- To co-operate with the private sector in the design, development and local manufacture of advanced technology hearing products.
- To operate in an efficient and effective manner.

Philosophy of the service:

Australian Hearing is dedicated to helping people with hearing impairments to manage their hearing impairment to improve their quality of life. The service aims to provide families of children with hearing impairments specialist assessment, advice and counselling support.

Services we provide:

Australian Hearing provides

- Hearing tests and assessment
- Advice and counselling
- Supply and maintenance of hearing aids and equipment
- Referral to appropriate support services

Some other important information about our service:

Approaches we use:

Services are provided on an individual basis as well as linking with appropriate stakeholders.

Locations we provide service:

Services are provided at the centre.

Staff in our service:

The service has a range of staff including: Audiologists, administrative and technical staff.

Assessments we provide:

The service is able to provide comprehensive hearing assessments.

Resources we have available:

Specific equipment to test the hearing of infants from birth to 3 years.

Newcastle/Lake Macquarie Physiotherapy Home-Based Support Program Newcastle Temporary Care Ltd

Overview of Service

Home-based physiotherapy support program

People we provide a service to:

Services are provided to babies and children who have, or are at risk of developing, physical or intellectual disabilities. Families need to live in Newcastle or Lake Macquarie.

Service details, operating hours and fees:

Postal:	PO Box 2161, Dangar 2309 or PO Box 27, Newcastle 2300
Phone:	4978 6100
Fax:	4978 6299
Contact Person:	Physiotherapist
Hours:	3 days per week [Monday to Wednesday]
Fees:	Annual \$10 fee, which may be waived under special circumstances
Wheelchair Access:	Not relevant - services are provided at families homes
Transport Options:	Not relevant - services are provided at families homes

Referral and entry process:

Anyone can refer a family to the service including parents themselves. Referrals can be made by phone, mail, fax or in person. Once a referral is accepted the family is contacted immediately and services commence. The program currently does not have a waiting list.

Role of the service:

The program aims to provide home-based support for families with infants or children who have, or are at risk of developing physical or intellectual disabilities.

Aims of the service:

The program aims to support parents/carers by teaching them how to handle, play, and encourage the development of their disabled infant, and so prevent compensatory abnormal movement patterns and deformities developing.

Philosophy of the service:

The program provides physical and emotional support to parents in their own environment.

Services we provide:

The program provides a range of services including:

- The establishment of early contact at the hospital, prior to discharge, with families of very young babies with or at risk of developing disabilities.
- Provision of home-based support to families.
- Assessment of infants and children referred to the service.
- Discussion and development of a specific physiotherapy program with the family and carers.
- Regular review of paediatric physiotherapy programs and modalities.
- Establishment and co-ordination of groups for parent/child activities.
- Provision of education for parent and carer groups.
- Physiotherapy contribution to the public education activities of allied community and health paediatric groups.
- On request, the assessment of infants with possible developmental problems can occur so that intervention can begin as indicated and/or appropriate referral made.

Some other important information about our service:

Approaches we use:

Services are provided on an individual basis.

Locations we provide service:

Services are provided at families homes.

Staff in our service:

The program is staffed by a part time paediatric physiotherapist.

Assessments we provide:

The service is able to provide comprehensive physiotherapy assessments.

Resources we have available:

The service has an information pamphlet available for families.

Speech Pathology Clinic, School of Humanities and Social Sciences University of Newcastle

People we provide a service to:

Services are provided to children and adults in the Hunter region who have communication and/or swallowing difficulties, on a program basis. Currently the clinic provides specialist programs for the management of stuttering, voice disorders and intervention for a more general caseload through SPinS (Speech Pathology in Schools) a school based program.

Service details, operating hours and fees:

Address:	Speech Pathology, Ground Floor, General Purpose Building, University of Newcastle, University Drive, Callaghan 2308
Postal:	School of Humanities & Social Sciences, University of Newcastle, Callaghan 2308
Phone:	4921 6414 [all calls are handled through voicemail]
Fax:	4921 7386
Contact Person:	As advised per program
Hours:	As advised per program
Fees:	As advised per program
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	The service is accessible via both the local bus and train service. The service is unable to provide families with transport assistance. There are designated car parking spaces for clients

Referral and entry process:

No referral is necessary. Information about programs can be obtained by leaving a message on the above phone number.

Role of the service:

The Speech Pathology Clinic runs programs which research communication and swallowing problems. Currently, stuttering treatments for all ages. Voice programs for children and adults and school based programs are offered. The service provides clinical experience for speech pathology students as a major component of its activities.

Aims of the service:

The service has three major aims:

- To conduct for clinical research in the area of communication and swallowing disorders.
- To provide for clinical education of speech pathology students.
- To provide quality Speech Pathology services to professional standards to clients as part of the University's commitment to the community.

Philosophy of the service:

The University clinic offers an evidence-based approach to the assessment and treatment of communication disorders.

Our mission is to contribute to the understanding of communication and swallowing disorders and to the professional development of speech pathologists.

Services we provide:

The service provides speech pathology assessment and therapy services, consultation and education programs, as part of its research and teaching program.

Some other important information about our service:

Approaches we use:

Lidcombe Program for managing early stuttering.

La Trobe Smooth Speech Program for stuttering in adolescents and adults.

Locations we provide service:

Majority of the services are provided from the on campus clinic.

The school based program provides a model of service delivery at various primary schools around the Newcastle and Hunter region.

Staff in our service:

Services are provided by students undertaking undergraduate studies in Speech Pathology at the University of Newcastle. Students work under the supervision of experienced and qualified Speech Pathologists.

Resources we have available:

The service does not have resource material available for families.

Family InSight Inc.

Overview of Service

Family InSight provides volunteer home visiting services to families. Family InSight Programs are in the following regions: West Lake Macquarie, Cessnock, Maitland, Upper Hunter (Muswellbrook, Singleton, Merriwa, Murrurundi, and Scone), Raymond Terrace/Port Stephens, and Aboriginal Program – Hunter Region.

People we provide a service to:

Services are provided to families with children under five years of age, who may be isolated, (financially, geographically or socially), sole parents, parents new to the area, young parents/mothers, parents with multiple births, new mums/parents, families experiencing post natal depression, families experiencing parenting stress.

Service details, operating hours and fees:

Address:	20/54 Clyde Street, Hamilton North 2303
Postal:	PO Box 194, Waratah 2298
Phone:	4961 0700
Fax:	4961 0722
Website:	www.familyinsight.org.au
Contact Person:	Manager
Hours:	Monday to Friday, 9am to 5pm
Fees:	Nil - this is a free service
Wheelchair Access:	Not relevant - workers go out to families
Transport Options:	Not relevant - workers go out to families

Referral and entry process:

Families seeking help may be introduced to Family InSight from various helping agencies or families themselves can ask for support from Family InSight.

Once a family or referral agency has contacted our service, a Coordinator will contact them to discuss the different types of support the program offers. If families belong to the service's target group and are interested in receiving support the coordinator will meet with the family to discuss the options for working together.

Role of the service:

To provide volunteer home visiting services to families with at least one child under the age of 5 years. To recruit, train, appropriately link and support volunteers. We regularly review the family/volunteer link.

Aims of the service:

- To offer support to families with children under 5 years of age.
- To reassure parents that difficulties in bringing up children are normal and to emphasis the enjoyment of family life.
- Bring a focus to benefiting the children of the family (with the support of the Early Childhood Coordinator).
- Reduce isolation by supporting the family to build connections with the local community, e.g. community events, playgroups, relevant services, parks; engaging participation in community support networks.
- Recognise the importance of the contribution made by fathers and be more inclusive of them in our practice.
- Provide additional support and training to volunteers.
- Gathering information from families and volunteers about the service, what works well, how families are benefiting, what else could happen, collecting the "evidence", regularly review the progress of links.

- To encourage the parent's strength and well being in order that these may be transmitted to their children thus enhancing their development.
- Supplementing our core business by increasing the connection for families to professional child, family and relationship specialists.

Philosophy of the service:

Vision

Family InSight envisions a world where strong and healthy families are the cornerstone of our communities.

Mission

Family InSight seeks to profoundly enhance the lives of young children and their families in the Hunter region. Support is provided by staff and volunteers who are committed to the following:

We believe...

- Parents want the best for their children
- Families are diverse
- That the early years are critical
- All families need support some times
- In the value of volunteering
- Anyone can discover the joy of parenting
- In the uniqueness of children
- Play is important
- Stronger families build stronger communities

Values:

- Respect
- Fairness and justice
- Excellence
- Well being of children and their families
- Growth
- Innovation
- We value children

Services we provide:

Through volunteer home visiting we provide families with the support in their parenting role and to build appropriate social and community networks. We include a child focus approach to service and employ an Early Childhood Coordinator to enhance this work. We recruit and train volunteers to provide support to families; we also provide ongoing support and training to the volunteers. We refer families to relevant services in their area as required.

Some other important information about our service

Approaches we use:

We work from a strength-based perspective. We are respectful and inclusive of families. Services are provided to families on an individual basis however we also provides group activities such as playgroup, community activities, outings, etc.

Locations we provide service:

Services are provided at families homes and/or other agreed venues, in the program areas outlined above.

Staff in our service:

The service is staffed by a Manager, Program Coordinators, Early Childhood Coordinator, Financial Officer and Administration Officer and services are provided by a network of volunteer workers.

Assessments we provide:

Not relevant

Resources we have available:

The service has range of information pamphlets and other resources available for families on different services available in the community and also has a range of parenting magazines available for families. The service has a regular mail out to families on upcoming family activities and programs available in the community. We lend car seats to volunteers who are transporting families with young children.

Home Start Program

Family Action Centre - University of Newcastle

Overview of Service

Home Start Program

People we provide a service to:

Services are provided to families with children less than five years of age, who may be isolated financially, geographically or socially e.g. sole parents, mothers new to the area, teenage mothers, multiple births and new mums. Families may live throughout the Newcastle and East and North Lake Macquarie Areas.

Service details, operating hours and fees:

Address:	Family Action Centre, University of Newcastle, Callaghan 2308
Postal:	As above
Phone:	4921 6842 or 4921 5758
Fax:	4921 5724
Contact Person:	Home-Start Coordinator
Hours:	Monday to Friday, 9am to 4.30pm
Fees:	Nil - this is a free service
Wheelchair Access:	Not relevant - workers go out to families
Transport Options:	Not relevant - workers go out to families

Referral and entry process:

Families seeking help may be introduced to Home Start from various helping agencies or families themselves can ask for Home Start. Once a family or referral agency has contacted the centre the Coordinator talks with them about the different types of support the program offers. If families belong to the service's target group and are interested in receiving support then a meeting is held to work out the families needs and the type of support required. There may be a waiting period before which families are linked to an appropriate volunteer.

Role of the service:

The Home-Start program at the Family Action Centre supports families from three geographical areas: Newcastle, East Lake Macquarie and North Lake Macquarie.

Aims of the service:

The Home Start program has several aims:

- To offer support, friendship and practical assistance to families with children under 5 years of age.
- To be available to families who are experiencing frustration or difficulty.
- To visit families in their own homes where the problems exist and the individual's dignity and identity can be respected.
- To develop a one to one relationship in which flexibility of approach and understanding can be shared with the other parent.
- To encourage the parent's strength and emotional well being in order that these may be transmitted to their children thus enhancing their development.
- To reassure parents that the difficulties in bringing up children are not unusual and to emphasise the pleasures of family life.
- To encourage families to widen their network of relationships and to access community services effectively.

Philosophy of the service:

The Home Start mission is to increase confidence and independence and promote a positive future for families with children under 5 years of age.

Services we provide:

A range of services are available - depending on families needs. These include: help with appointments [transport], assistance with children and companionship. The aim is to provide families with the support they need to build a supportive social network. We are able to provide both male and female volunteers as required.

Some other important information about our service:

Approaches we use:

Services are provided to families on an individual basis however the service also provides group activities such as playgroup, outings etc.

Locations we provide service:

Services are provided at families homes.

Staff in our service:

The service is staffed by Home-Start Coordinators and services are provided by a network of volunteer workers.

Assessments we provide:

Not relevant.

Resources we have available:

The service has a range of information pamphlets available for families on different services available in the community and also a range of parenting magazines available for families. The service has a regular mail out to families on upcoming family activities and programs available in the community. The service may also be able to provide access to toys.

Intensive Family Support Options (IFSO), Stuart Centre The Spastic Centre

Overview of Service

IFSO provides a short term, in home, intensive support service to families with a child or adolescent with a disability.

People we provide a service to:

The service is provided to families with at least one child under the age of 18 years with a diagnosed disability that live in the Hunter and Central Coast regions.

IFSO might be useful to families when they might not be able to stay together unless some changes are made: when relationships are under a lot of stress; when the health and wellbeing of family members has significantly changed.

Service details, operating hours and fees:

Address:	61 Parklea Avenue, Croudace Bay 2280 3/2 Bounty Close, Tuggerah 2259
Postal:	PO Box 3038, Valentine 2280
Phone:	Croudace Bay 4979 4333, Tuggerah 4355 4752
Fax:	4946 9852
Contact Person:	Community Links Manager
Hours:	Flexible to suit family needs, including after hours and weekends
Fees:	There are no fees - this is a free service
Wheelchair Access:	N/A
Transport Options:	This service is provided in the family's home

Referral and entry process:

Referring Agency is required to obtain the family's consent to refer (Form A) and then complete a referral form (Form B). This information including any supporting documentation should be forwarded to the IFSO team for discussion and presentation to the IFSO Intake Panel for determination of eligibility and team allocation. If the referral is deemed eligible it is placed on the Active Register and when the next suitable vacancy occurs the referrer will be contacted to ascertain the family's current circumstances.

The referrer is encouraged to attend the initial family visit to introduce the IFSO therapist.

Role of the service:

IFSO provides a short-term intensive support service to families with a child or teenager with a disability. We can work with families from any sort of cultural or language background and we can get interpreters if needed.

Aims of the service:

We aim to:

- Work together with families to help them manage their situations
- Support parents to feel confident in managing their children
- Help families to get useful information
- Identify what is working well for families
- Work together with people to make sure children and teenagers are safe

Philosophy of the service:

The foundation of our practice is based on:

- Solution Focussed Brief Therapy
- Recognising and building on family strengths
- Understanding the benefits of flexible home based service delivery
- Holistic interventions
- Promoting a safe and healthy environment for children and their families
- Understanding the importance of community in helping families to raise their children

Services we provide:

Family Therapists work with families to establish their goals and how they want things to be different. We explore with the family what things are already working well for them and how to expand this into other areas of their family life. IFSO can help with:

- Handling family relationship issues
- Managing stress
- Living with the effects of a child's disability
- Planning daily routines
- Linking families to other support services

Some other important information about our service:

Best possible practice involves healthy working relationships between service providers. The IFSO program has been developed to provide an intensive, direct service for families that have a child with a disability, currently receiving services from a lease one family support provider. IFSO's role is to support the work being done by these agencies whilst direction and goals of service is family generated. We maintain contact with the referring agency during our service provision and prefer to have them present at our first and exit meetings with the family. The success of our program relies on our relationship with the referring agencies and their continuing involvement with the family once IFSO has exited.