

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.