

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, Occupational Therapist and Dietician.

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, Sedgefield, 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.