



PARTICIPANT HANDBOOK

www.rf4f.com.au

02 8060 6499

reception@rf4f.com.au

Unit 1, 10 Denney Street, Broadmeadow NSW 2292

Welcome to Red Frog for Families



We have developed this booklet to provide information to assist you in understanding what it means to be a member of the Red Frog Family, as well as inform you of the services we provide.

Red Frog for Families is a multidisciplinary practice that was created in 2012, by the family of a boy with autism, to support other families affected by disability.



ALEX

Red Frog for Families provides services for families with children, teenagers, and young adults who have individual differences in their abilities; these differences in abilities create challenges in daily life sufficient enough to interfere with their development, function, and participation in everyday life. While our services are primarily specialised intervention for the individual, we also work directly with the family as we believe in the concept of family-centred care. We recognise the impact of the individual's differences on the entire family system and aim to educate, inform, empower, and uplift families as they seek to better understand and support their family members. Red Frog for Families has also assisted many teens and adolescents transition into adulthood and assisted them (and their support teams) to lead a quality life.

Red Frog for Families, while operating out of our clinic in Broadmeadow, provides services to participants Australia-wide. Our services include individual multidisciplinary sessions, offered in either regular therapy sessions or in therapy intensives. We also provide peer/dyad sessions and specialised social programs that are tailored to the individual needs of our participants. Additionally, we offer parent consultation and education consultation as well as therapy assistants. Our community access program allows us to provide much more support outside of the clinic environment by providing assistance for individuals to access their community independently.

Welcome to Red Frog for Families (Cont.)

Red Frog for Families, while offering multidisciplinary services on its premises, does believe in a team approach that centres around cohesive and comprehensive care for the participant. Families are integrally involved in all aspects of goal setting, treatment planning, and intervention. As well, we collaborate with other members of the participant's team, including other health, medical, and educational professionals, to ensure consistency and completeness in their care.

For more information about our services, please visit our website or contact a member of our team.

<http://www.rf4f.com.au/>

Red Frog for Families Vision

The Red Frog for Families vision is to be part of a world where all families and individuals (regardless of their differences) are celebrated by, empowered by, and included in their community.



Red Frog for Families Mission

The Red Frog for Families mission is to (through the empowerment of our team) support and empower all families and individuals to live a quality life through education and support of the family and their community.



Goals

Red Frog for Families focuses on achieving the following goals:

- Independence;
- Seeking out, and enjoying, real-world challenges;
- Quality of life (friendships, meaningful employment);
- Participation in personally-meaningful activities;
- Giving parents/carers tools to help support the participant;
- Well-balanced family life;



Services Offered

Occupational Therapy

Occupational therapy sessions are designed to focus on building capacity and learning to manage difficulties. Areas of focus may include functional difficulties (e.g. toileting, feeding, dressing etc.) emotional regulation, school participation, attention, motor planning, visual processing, and social interaction.

Speech & Language Therapy

Speech and language therapy is tailored within our developmental framework, utilising spaces that allow bodies to move. Pre-language skills, language development, play and interaction skills, pre-literacy and literacy skills, routine and scheduling, feeding, articulation, fluency, and alternative methods of communication such as AAC, PECS, or keyword signing may be explored. Language processing may also be targeted for older learners.

Social Programs

We offer a number of social-based therapy options, and will tailor social matches to the needs of individuals we are working with. Programs may include:

- School readiness/recess readiness
- Peer-matched dyads
- In-school sensory programs
- In-clinic school programs
- Social Thinking
- Zones of Regulation
- Adventure Club
- Team-building programs
- Ninja Warrior programs
- Girl Power programs
- Creative programs
- Swimming programs

Transdisciplinary Therapies

Many of our therapists are able to move beyond their single-discipline area of speciality to offer transdisciplinary sessions integrating occupational therapy, speech and language, and other developmental goals into single sessions.

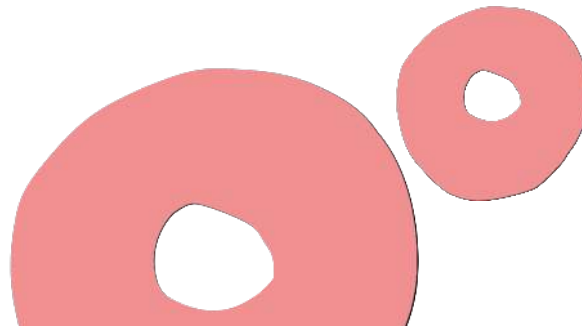
Music Therapy

Music therapy utilises music to support individuals to meet their goals in health, function, and wellbeing. Sessions can involve talking, listening to music, moving or dancing to music, and making music through singing or instrument play.

Assessments

Assessments at Red Frog for Families identify areas of strengths and difficulties to determine if therapy is appropriate for the child.

Assessments are available for occupational therapy or speech and language therapy. Multidisciplinary assessments are also available.



Services Offered (Cont.)

NDIS Plan Review Support

The NDIS Plan Review process can be challenging for participants and their representatives. Red Frog for Families are able to assist with the process of gathering information, preparing for the planning meeting, and attending the meeting as an advocate to help families access more appropriate funding for their child.

Behaviour Support

Behaviour support at Red Frog for Families focuses on understanding that behaviour is a form of communication. Together with the participant's support team we identify common triggers and focus on strategies to implement consistently across settings and support people. Behaviour support includes implementation of strategies and training for carers and the individual's support team.

Social Skills Training

It is identified that social ability is one of the primary contributors towards quality of life. In keeping with Red Frog for Families' primary goal of improving quality of life, social skills training is available utilising techniques and strategies taken from leading programs along with resources that have been developed by Red Frog for Families to tailor programs to individual needs.

Sibling Support Programs

Siblings are often the forgotten family member when a child with disability is part of the family unit. This can lead to resentment and unnecessary stress for the sibling and additional stress for parents. Red Frog for Families Sibling Programs support siblings to understand the impacts of disability and develop resilience and coping strategies to deal with their own difficulties related to a sibling's disability.

Social and Community Participation

Sometimes known as Community Access, Social and Community Participation is designed to support the participant to access and interact with their community. True to our values, we preference therapists-in-training and provide in-depth and ongoing training supports to our Community Access workers, and facilitate close links between the participant's therapy team and support workers to assist with generalisation of therapeutic outcomes into the home and community environments.

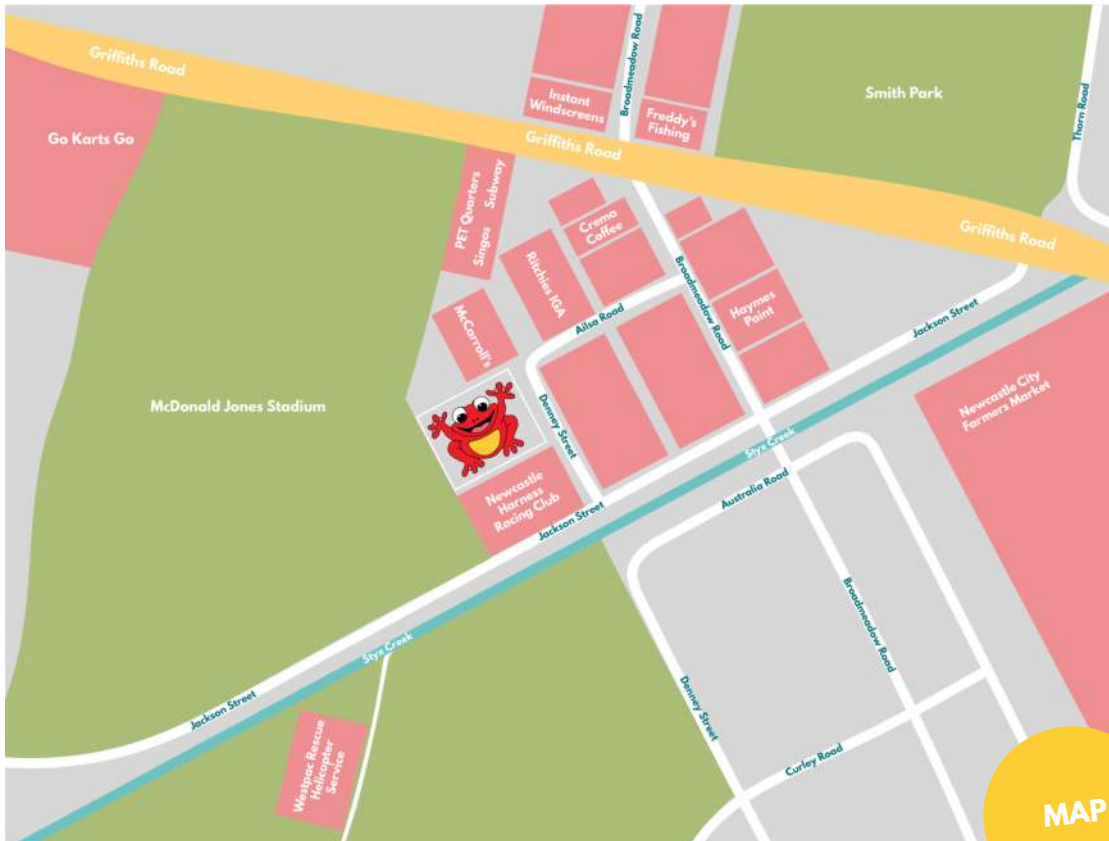


Session Procedures



Location

Red Frog for Families, 1/10 Denney Street, Broadmeadow, NSW 2292



MAP



CLINIC

Session Procedures

Confirmation of Session



An SMS reminder will be sent to the mobile number you have provided us with before your session. There is no requirement to respond to this message to confirm your appointment, however if you cannot make the appointment it is best to call our reception team on (02) 8060 6499.

Arriving



Please be present five minutes before your appointment to ensure sessions can commence on time.

At the beginning of sessions there will be many participants arriving and leaving at the Red Frog for Families clinic. Please be patient when arriving and consider people leaving.

You will find a carpark outside the clinic. Please ensure you keep an eye on any children (including your own) in the carpark as it can get busy with families accessing our services.

Waiting



Please remain in the waiting room until your therapist comes to accompany you to the treatment rooms. If your child has difficulties waiting, we can organise a plan around this to make the transition in to the clinic easier. Please contact us to make us aware if you predict you may have transition difficulties.

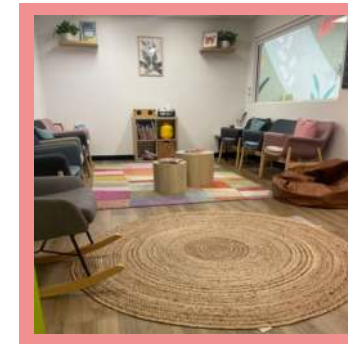
No children are to be left unsupervised, nor is access to therapy rooms permitted without a member of Red Frog for Families team.

Please respect that the Red Frog for Families waiting room is a shared space. Do not allow anyone to harm or intimidate other people, and always pack away any books or toys your child has been using. Please be aware that the use of technology may be a trigger point for some of our visitors and participants. It is advised to keep technology packed away.

Parent Retreat



We have created an environment at Red Frog for Families, that promotes well-being for our parents and carers. Our retreat is designed for you to relax if you are not required to be in the participant's session. The retreat is also a safe space for other young family members to be occupied while waiting. Let our team spoil you with a cold drink or hot beverage. We also have a family kitchenette for you to utilise if you prefer to make your own hot beverages or to heat food.



Commencing Services Paperwork

Consent

Red Frog for Families requires your consent to provide best quality of service for you and your family. Our consent form asks for your consent across a broad range of possible circumstances including photography, contacting other professionals to discuss your case, and how to manage toileting. You may grant or refuse consent to each item as best fits your needs.

Risk Assessment

A risk assessment is an important part of determining how we can best support you. We will ask you questions about how the participant reacts in certain situations so that we can ensure appropriate supports are available.

Service Agreement

When beginning with Red Frog for Families all participants will undertake a Service Agreement that outlines the terms and the length of engagement. Service cannot be provided without completion of a valid Service Agreement.

A Service Agreement will require either renewal or extension as the engagement time comes to a close. A Service Agreement can be updated to reflect changes as they occur.

Service Delivery Record

For all out of clinic services we will ask you to sign our service delivery record. This record assists us to ensure we have documentation needed to accurately invoice for the session. Our therapist or community access worker will present you with the service delivery record for review and signature on their phone or iPad.

Goal Planning

During the initial meeting, and at regular times thereafter, goals will be created to guide treatment plans. You are encouraged to continually assess if the current goals are still valid.

Goals are used to measure progress and determine treatment methodologies. If you feel your goals have been met, or changed and need to be revised, please consult with your therapist or our clinical support team.

Participation

Parents/Carers are encouraged to participate within the session. Please communicate with your participant's therapist if you do not feel comfortable to engage in the session.

Please be aware that mobile phones are not to be used whilst within the treatment rooms.

Leaving

If a parent/carer is unable to attend and participate in the session, please be present 15 minutes before the end of the session.

At the end of a therapy session, the therapist will be available to debrief you on the outcomes and instruct on intervention activities that can be continued at home.

The last 15 minutes of a session may be used to debrief with parents, to work on transition strategies, for therapists to reflect on sessions, ensure the therapy space has been cleaned and ready for the next session, or for therapists to document progress and concerns and communicate with other professionals. This time is an important part of the participant's therapy program even though you may not be face-to-face with the therapist during this time.

Session Handover

If you have not been in attendance during the session, a therapist will want to provide you with information about the session. If additional time is required to complete this (e.g., you would like an email handover each week), this time will be added to the session time to ensure it is given appropriate priority.

Cancellations

Red Frog for Families understands that things happen. You may not be able to attend all scheduled sessions. Red Frog for Families requires appropriate notice prior to the scheduled session. This notice period is described on our web site in our cancellation policy, which is kept up to date and should be referred to for the latest information. As of the time of the publication of this handbook, the notice period is three clear business days.

When cancelling please call us on 02 8060 6499. We do not have a messaging service for out-of-hours calls, so please call during our office hours (7:30am to 5:40pm).

The Cancellation Policy can be found printed at reception, on our website (<http://www.rf4f.com.au>), or requested as hardcopy from your therapist.

Certification

To ensure that we provide the highest quality of service and care, we maintain registration with the NDIS Quality and Safeguards Commission for all standards applicable to Red Frog for Families. Red Frog for Families is a registered NDIS provider.

Skilled People

Red Frog for Families employs people who are appropriately trained and qualified to meet participant needs and requirements. Red Frog for Families provides ongoing supervision for its employees as well as many opportunities for continued professional development to ensure that the team at Red Frog for Families is practicing to the highest level and quality of service with respect to current knowledge in the fields of child development, neuroscience, and mental health. Red Frog for Families team provides services that are evidence informed.

Access to Red Frog for Families

Red Frog for Families aims to provide accessible services to participants and to ensure that these services meet the needs, choices, and requirements of the participant and their support network. When we are unable to meet any requirements, we will do our best to assist you in accessing services that do meet your requirements. Red Frog for Families also ensures that the participant and their support people feel safe and free from discrimination when you receive our services.

Meeting Individual Needs

The aim of Red Frog for Families is to assist you and your child in achieving any goals towards which you would like to work. We will discuss goals, needs, and requirements for you and your family with you in order to understand how we can best work with you and your child to achieve them.

Guidelines (Cont.)

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Acknowledging Diversity

Red Frog for Families acknowledges that diversity is an important part of what it means to be Australian and to be human. Red Frog for Families is supportive of, and sensitive to, diversity in our communities, including diversity in culture, religion, gender, and sexuality. We will endeavour to facilitate any requirements you, your child, or your family may have.



Decision Making, Choice & Advocacy

Red Frog for Families actively supports participants in attaining their potential. We respect the importance of individuals in making informed choices, taking risks, and learning from new experiences. We will endeavour to foresee risks, prepare for them and promote safety, while also supporting your freedom of choice.

Participants and their families participate as fully as possible in making decisions about the support and services they receive and may choose to involve an advocate to assist in making any decisions or supporting them in understanding what is happening.

Please speak with your therapist or any member of our support teams if you require information about advocacy services. Alternatively, you will find brochures with further information available in our parent retreat.

Guidelines (Cont.)

Your Responsibilities

As a participant of Red Frog for Families, you have a number of responsibilities to assist us and others in ensuring you and other participants receive the rights services and support. These are briefly outlined below:

- Treat others in the same way you wish to be treated yourself;
- Respect the rights of others and assist in providing an environment free from harassment and abuse;
- Ensure the people responsible for your support and care have all relevant information they need to provide the support you require;
- Understand that malicious damage of Red Frog for Families property may result in participants and/or their representative being liable for costs.

Participation & Community Engagement

At Red Frog for Families, we encourage participants to be involved in any community groups, social networks, and other agencies that interest and have significant meaning to them. If you have any specific groups, social networks or community access requirements, please discuss these with our team so we can assist you where possible.

Privacy, Dignity & Confidentiality

At Red Frog for Families we value and respect the privacy, confidentiality, and dignity of participants, families, and our team. Our policies and processes are consistent with legislation and service standards to ensure we maintain and respect your personal information. When information and/or images need to be shared with others, your consent will be obtained. For more information, our Privacy and Confidentiality Policy is available on our website or from a member of our team.

Service Reviews

The program developed for each participant is regularly reviewed to ensure that it is meeting their needs and to take into account any changes that may be required. These reviews are also an opportunity for you to provide any feedback you may have about how the program is going and how it can be improved. You can ask for your program to be reviewed at any time, and you are welcome to have any advocates, family members, carers, or others in attendance.

Valued Status

All individuals have the right to feel valued, contribute and develop abilities that enable them to participate and engage in activities of interest. Red Frog for Families encourages you to discuss, participate in planning and enable us to assist you and your child in achieving any goals or ambitions that you have.

Service Quality & Feedback



FEEDBACK

www.rf4f.com.au/feedback

Red Frog for Families aims to provide a quality service that meets our participants' needs and which is continually improved to ensure it maintains the highest quality of services available. We are continually seeking feedback and suggestions on how we can improve the services we provide.

If you have any suggestions or ideas, please discuss these with our team so we can use them to improve our services.

From time to time, we also conduct participant surveys to encourage your thoughts and feedback on the services provided. Please take the time to participate.

Guidelines (Cont.)

Feedback, Compliments & Complaints

Red Frog for Families encourages feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, these will be treated with appropriate confidentiality, sensitivity, support, and follow up to address the feedback. Feedback is welcome in person, via email (feedback@rf4f.com.au) or phone (02 8060 6499).

If you feel a complaint you have raised has not been supported or dealt with appropriately, you can seek further support from the management of Red Frog for Families.

Email: admin@rf4f.com.au

Phone: 02 8060 6499

Or through the Office of the Ombudsman New South Wales

Website: www.ombo.nsw.gov.au

Phone: 9286 1000

For more information, our Feedback, Compliments, and Complaints Policy is available from our website or any member of our team.

www.rf4f.com.au/feedback

Freedom from Abuse

Participants, families, the Red Frog for Families team, and volunteers have the right to be free from physical, sexual, emotional, verbal, and other forms of abuse, harassment, and assault. Any allegation of abuse/assault or neglect is treated seriously and may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where this may be occurring, please discuss it with your service provider at Red Frog for Families.

All team members at Red Frog for Families are Mandatory Reporters.

Health & Safety

Both participant and team safety is a priority for Red Frog for Families. It is important that risks to safety are appropriately identified and addressed to ensure the health and wellbeing of all. We have a legal responsibility to provide safe working environments to all participants, our team, and visitors. All identified risks or incidents should be reported via our reception team.

In the event of an emergency evacuation, please note the evacuation instructions displayed within the clinic, remain calm, and follow the instructions of the Red Frog for Families team.

Record Keeping

Red Frog for Families is legally required to store information on your behalf. The information stored includes your personal details that inform service delivery, clinical notes of sessions, records of correspondence, service arrangements, support plans, and support needs. We retain records in accordance with legislative and regulatory requirements and observe the National Privacy Principles.

You have the right to access your records. If you would like to access your information, please discuss this with the Chief Operations Officer (David Appleby) at Red Frog for Families. Note that clinical notes include therapeutic judgements, shorthand, and jargon, and typically require a therapist to provide interpretation. A fee may be charged to offset any administration, access assistance, and/or copying costs to provide the information.

Leaving Red Frog for Families

All participants have the right to exit or cease services with Red Frog for Families. Please speak to your relevant service provider at Red Frog for Families if you wish to discuss changing service providers or leaving Red Frog for Families.

Service Standards

Australia and New South Wales have Disability Service Standards to which Red Frog for Families is required to adhere, in order to ensure that Red Frog for Families provides the highest quality of services and care. Although standards may differ slightly across Australia, they all support the same values and beliefs. These standards promote effective management, appropriate access and service delivery, as well as service user/participant rights and responsibilities.

Listed below is a brief outline of the NSW Disability Service Standards and their meanings, as a guide to assist you and provide some understanding:

Rights

This standard means that:

- You and your child will be respected and treated with dignity
- Red Frog for Families will work to keep you and your child safe
- Red Frog for Families will make sure that your care and support, and that of your child, is private
- Red Frog for Families will keep your information and your child's information private
- Red Frog for Families will work to maximize your family's choices for social participation and cultural inclusion
- Red Frog for Families recognises that your child has the same rights and freedoms as all other children, and the team at Red Frog for Families take each child's best interests into account when providing services

Participant Outcome: My child and I are safe and free from harm, and the personal history of me, my child, and my family is respected and kept private.

Participation & Inclusion

This standard means that:

- Red Frog for Families will work with you and your child to understand:
 - what you and your child are interested in
 - what you and your child would like to be able to do now
 - what you and your child would like to be able to do in the future
- Red Frog for Families will help you and your child join in activities and will work with other organizations to make this happen

Participant Outcome: The participation of my child and my family in my community is supported.

Service Standards (Cont.)

Individual Outcomes

This standard means that:

- You and your child get help to do the things that are important within your family and for your child
- Red Frog for Families respects the things that are important to you and your child, such as your family, your interests, your religion, your community, your language, and your culture
- Red Frog for Families develops a plan with you and your child about the things that are important to you, your child, and your family

Red Frog for Families assesses how you and your child are progressing with your plan; Red Frog for Families changes your plan as requested and needed, based on the changing needs of your child and your family

Participant Outcome: The goals of my child and my family are reachable with the help of Red Frog for Families.

Feedback & Complaints

This standard means that:

- You have the right to tell Red Frog for Families that you do not like something or have a problem with Red Frog for Families
- Red Frog for Families will listen to your complaint
- Red Frog for Families will help you if you need Red Frog for Families to make a complaint on your behalf
- Red Frog for Families will explain what they do after your complaint to help fix things
- Red Frog for Families will make sure that the circumstances that led to the original complaint do not arise again
- Red Frog for Families has a written complaint policy that you can access if needed

Red Frog for Families will provide you with information about how to contact the relevant external organization if a complaint is not handled to your satisfaction

Participant Outcome: I have a say about what works and doesn't work in the intervention for my child and family at Red Frog for Families. I have a say in how things can be fixed.

Service & Access

This standard means that:

- Red Frog for Families must give you information about Red Frog for Families and its services in a way that you understand
- Red Frog for Families must follow fair rules
- Red Frog for Families will help you to get support when you need it
- Red Frog for Families will help you with other options when you can't get access to Red Frog for Families

Participant Outcome: I understand what Red Frog for Families offers and access to the service is fair. I am supported with other options when I cannot access a service.

Individual Outcomes

This standard means that:

- Red Frog for Families is managed well
- Red Frog for Families follows the law
- Red Frog for Families team members are skilled and supported to do their work
- Red Frog for Families involves people with a disability in planning and thinking about their services

Participant Outcome: My family and my child receive services that are well planned and well delivered.

Now the formality is done and dusted we at Red Frog for Families would like to say welcome to our family. We look forward to working with you to achieve your goals to enhance your child's life. Don't be afraid to contact us if you have a question or three.

Disclaimer

MARCH 2023

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FOR FAMILIES