

HARPERS NEWS

HARPERS HEALTH 2023 WRAP UP

December 2023

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A message from Alex & Trent

The first thing we would like to say is Thank you! Thank you for the ongoing work you do as parents and carers. Thank you for letting us be part of your story and thank you for being part of ours.

It's been a big year for our family and we haven't been able to see many of you as much as we would have liked. Our youngest has been unwell, its been a difficult journey and we are learning so much about what we value, not only with our family, but with our team, this includes you, and our therapists.

In 2023 we have we been working hard to add value to what we do. We would love to ask you to provide us with any feedback to help us continue to learn and grow.

A couple of new things we are excited to offer in the coming months are;

Focused Sessions - A new therapy approach we've developed that can be used to focus on a particular skill. The team has nick named these sessions 'intensives', more simply, we hope to offer **focused sessions** with longer times to support the development of a specific skill. They can be in your home, or in the clinic, depending upon your situation. More information is in the latter parts of this newsletter.

We have included a couple of examples in this news letter, which, is our first. We hope to do this monthly.

Another thing we hope to offer is **more support for parents and carers**. If you would be interested in this program, please let us know. I (Trent) would love to run some groups for parents in the evenings to develop skills like navigating a transition, responding to distress and managing tricky behaviour. If you are interested please let us know!



December / January fun with Harpers!

School Holiday Groups

Our groups this summer will focus on fun and social engagement with our qualified Occupational Therapists. It's been a long year for the children we support and what better way to continue consistent therapy with some exciting excursions and activities. Bookings are essential.

The link to sign up is found on instagram or facebook.

Christmas Cookie Smash Up

Christmas cookie decorating - All ages
Thursday 21 December 11am-12.30pm

"Sleep My Horse" Art Exhibition and Creative Activity

Excursion to Maitland Regional Art Gallery - All ages
Thursday 11 January 10am - 12pm

Camping Capers

Practice setting up camp and plan a holiday campout (9yrs +)
Tuesday 16 January 9.30am - 11.30am

Minecraft Mania

All ages - BYO device
Tuesday 16 January 1.30pm - 3.30pm

Art Picnic

Painting and social group (tweens to teens)
Wednesday 17 January 10.30am - 12.00pm

School Starters Intensive Group (pre-kinder)

Monday 15 January 9.00am - 11.00am
Tuesday 16 January 9.00am - 11.00am
Wednesday 17 January 9.00am - 11.00am

Focused Sessions

..continuing from previous page.

We think focused support could offer value to many families and their journeys.

What does 'focused support' look like?

Focused support can be offered in addition to your treatment plan to help progress important goals you may have or goals we may flag with you; including things like; toileting, sleep routines, getting ready for school, managing melt downs, managing tantrums, brushing teeth, asking for help (this list could go on and on).

If you are working on something, and hope for more time, more review, or more momentum with the progression of a goal, focused sessions could be really useful.

We find progression of therapeutic goals tricky over the Holiday time. We hope you get to have a break with your loved ones! Below we have listed a few suggestions which can assist therapy progression during the break, some of these things are;

- Some more time together with your important people,
- A break from work for parents/ carers and a chance for therapists to catch up with you and make some plans for the coming year,
- A chance to work on skill development

How do I book a focus session?

Just tell us at reception, tell your therapist, or send us an email!

Short Notice Waiting List

We now have an additional waiting list to provide a service for 'Short Notice' appointments. New people wanting to connect with our team can ask to be on this list, so can existing people!

This list allows us to know who is more flexible to come in at short notice, and prioritise contacting you when we have a cancellation. Simply contact the office if you would like to be placed on our short notice waiting list .

When should you use the Short Notice Waiting List?

- If you are wanting additional support but cannot commit to extra time spots regularly
- If there is a complex skill or skill requiring mass repetition you are working on
- If you have had to cancel a recent appointment and don't want to wait until your next scheduled appointment
- If you are aware of upcoming changes and need extra support around this time

NDIS pace news

New NDIS software 'Pace' to be rolled out in Feb 24.

The new NDIS software is scheduled for release in February 2024 and may bring some minor changes for some participants as new Plans are rolled out.

The Participant and Provider Capability Experience (PACE) system is designed to enhance the overall efficiency and accessibility of NDIS services. This update brings about positive changes for our clients, streamlining processes to ensure smoother interactions and improved support. With PACE, you can expect a more user-friendly experience, simplified administrative procedures, and increased coordination of services. PACE will empower participants to have more control over their plans and services, enabling them to make informed choices and actively engage in their NDIS journey.

We will keep you updated along the way and are here to assist and guide you through any adjustments that may arise during this transition.

Late Notice Cancellation Changes for NDIS clients

Beginning January 2024, Harpers Health will be extending the short-notice cancellation period from 2 business days to 4 business days. This adjustment aligns within the NDIS practice guidelines. <https://www.ndis.gov.au/providers/pricing-arrangements>

NDIS appointments are extremely difficult to fill at short notice, as the appointments are often on a schedule, and if we connect with a new client it makes it hard to continue to see that new person. We are often stuck with an appointment we can't fill, and a therapist who has time to see people, and lots of people who are really needing support.

The Short notice waiting list and Focus Sessions (on the page above) aim to help fill cancellation spots. If we can fill your cancelled spot, no fee will apply!

By having a longer cancellation period, we think it will let us:

- Have more time to fill the cancellation,
- See people who are wanting additional support faster,
- Offer focused sessions in the cancellation times,

In summary:

- Cancellations outside 4 business days - no fee
- Cancellations inside 4 business days - standard fee charged if we are unable to substitute your appointment with an agreed task in relation to your therapy plan OR we are unable to accommodate another client in the open appointment spot.
- SMS Reminders will be sent 5 days prior to participants

We appreciate your understanding and cooperation in this matter as we work to accommodate the needs of all our clients. If you have any questions or concerns, please feel free to reach out to our team for further assistance.

can we hold spots?

Some families ask us to hold spots over the holiday period or at the start of the school year. We understand why people ask for this, as you or the person you support may be going away, need a break or need to plan for changes in your routines for 2024.

In order to provide quality care for all our clients, including continuity of support, we are not able to hold time spots for clients that are not able to attend during the holiday period. If you know there will be a disruption to your usual services, please discuss with your clinician what options are available to continue support, such as parent only sessions, resource packs or consultations with your other professionals.

If you have an appointment time that is cancelled, we will do our best to offer this time to someone who is wanting support. If we have people who are needing support and have been waiting for a long time, it is unethical for us to not use this time to support new people in connecting with Harpers Health.

what about when schools wont allow visits?

A lot of our families access therapy sessions at their child's school. Most schools have informed us therapists are unlikely to be able to re-enter school based appointments until Week 5 of Term 1.

In order to continue supporting your child, we will need to move sessions to a clinic or home based environment during this period, depending on clinician availability and travel limitations.

If you are unable to attend sessions at the clinic or home, we will place you back onto the waitlist until school sessions can resume. **Schools require parents to initiate the request for therapists to enter the school, even if the therapist has previously accessed the site.**

When your school has approved for sessions to resume, please contact the office and we will determine our current clinician availability to support your child at school. Unfortunately due to the nature of school restrictions, we are unable to guarantee a mutual time spot can be found.

If you are worried about continued support for your child, clinic sessions are the best option over the school holiday period and for the commencement of Term 1.

Merry Christmas

On behalf of the entire team at Harper's Health we would like to thank you for your continued support in 2023 and wish all a safe and happy Christmas with your families and loved ones!

We are hoping the New Year brings challenges, successes and growth and look forward to a fresh start for our Harpers community.

Closing over Xmas

Our Harpers clinics will close from Friday afternoon, 22 December and re-open to clients on Wednesday 10 January. Please note that clinicians will not be contactable during this time.

As we approach the Christmas break, now is a good time to speak to your therapist regarding continuation of support during the school holiday period. It is important to have a plan with your therapist should your child's support be impacted by the new guidelines for 2024.

