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NDIS REGISTERED PROVIDER



ODEEP SERVICES AND SUPPORTS

Welcome to ODEEP

We are here to help you and your family. We will work with you to identify challenges, develop goals and strategies and celebrate your wins. Our passionate and very experienced staff are dedicated to making a positive difference in the life of your child and your family.

What is ODEEP?

ODEEP is an NDIS registered early childhood intervention service providing supports for children aged 0-12 years with disabilities and developmental delays. ODEEP's specialised team of early childhood educators and allied health practitioners partner with families and communities to achieve the best outcomes for children with a disability or developmental delay through a range of individual or group education and therapy services.

Early Childhood Intervention aims to help families:

- Understand their child's strengths, interests and needs.
- Recognise the skills they have, and gain new skills to help their child.
- Gain the confidence to work with professionals on equal terms.
- Gain the knowledge to make the best decisions for their child.
- Meet with other families of children with disabilities and or developmental delays.

What Areas do we Cover?

ODEEP provides services and support in Orange, Cabonne and Blayney local government areas. We can also provide services to families who live outside of these areas by negotiation.





A Team Approach

ODEEP is fortunate to have a team of Allied Health professionals, consisting of Speech Pathologists, Physiotherapists, Occupational Therapists, Dietitians, Allied Health Assistants and Early Childhood Educators who have many years of experience working with young children and their families. Rather than working with children in isolation, staff members work in collaboration with each other, families and other professionals to enhance optimum learning opportunities for the whole child.

ODEEP's team of early childhood educators and allied health staff work using a **trans-disciplinary model**. This means that each family relates to one of the ODEEP staff as their Key Worker who is responsible for collaborating with the family and the rest of the team to provide services. Staff members make a commitment to teach, learn and work together across disciplinary boundaries to implement coordinated services. For example, a family may be seeing a Speech Pathologist who during her speech and language sessions is also including the intervention strategies suggested by the Occupational Therapist for developing fine motor skills and the problem solving strategies suggested by an Educator.

ODEEP uses **family-centred practice** to provide supports. This is a set of values, skills, behaviours and knowledge that recognises the central role of families in children's lives. It is sometimes described as working in partnership or collaboration. Early childhood intervention services are based on the idea that help for young children with delays or disabilities works best when parents and professionals work together as partners. Parents/Carers know their child best.

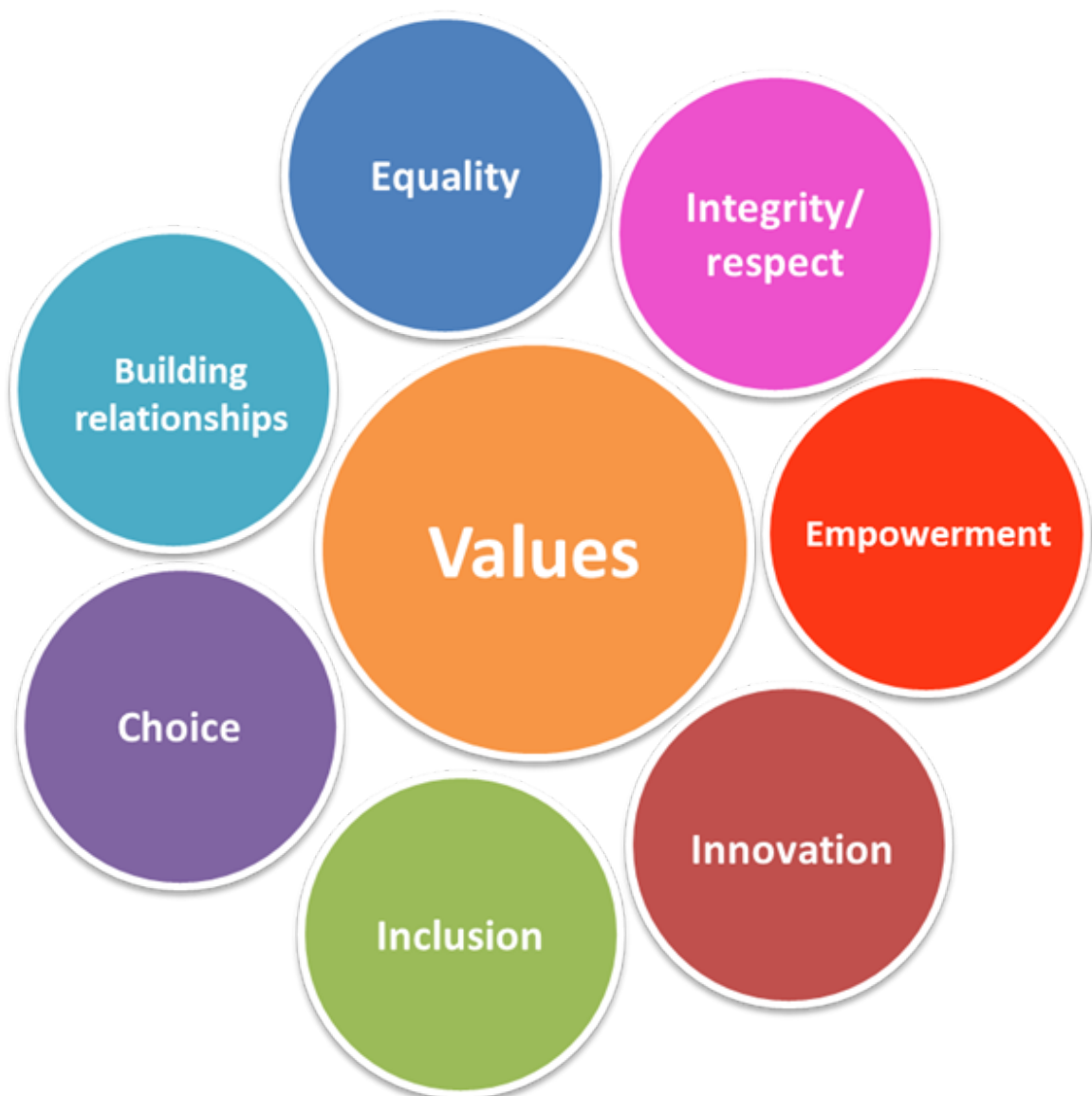
Our Vision

ODEEP's vision is that all young infants, preschoolers and primary school aged children with disabilities and/or developmental delays and their families are fully included into their community.

Our Mission

ODEEP provides specialist early intervention and education services and supports to children, young people, their family and community, through an inclusive approach, to participate and be valued in everyday life. We work alongside families to use children's strength's and interests to motivate, challenge and excite their learning.

Our Values



The Board of Management

Orange & District Early Education Program is run by a voluntary Board of Management. Meetings are held on a monthly basis at the centre in Yarrawong Place. The members of the Board of Management are elected each year at the Annual General Meeting.

2021/2022

Chair – Peter Roan

Vice Chair – Lawrence Breen

Treasurer – Christine Hannus

Secretary – Eve Blore

General Committee – Tim Dalla, Jamie Newman and Andrew DeGraaff

ODEEP and the NDIS

ODEEP is a registered service provider for NDIS participants. ODEEP therapists and Early Childhood Educators can provide services to infants, preschoolers and primary school aged children who have approved NDIS plans.



Registered NDIS Provider

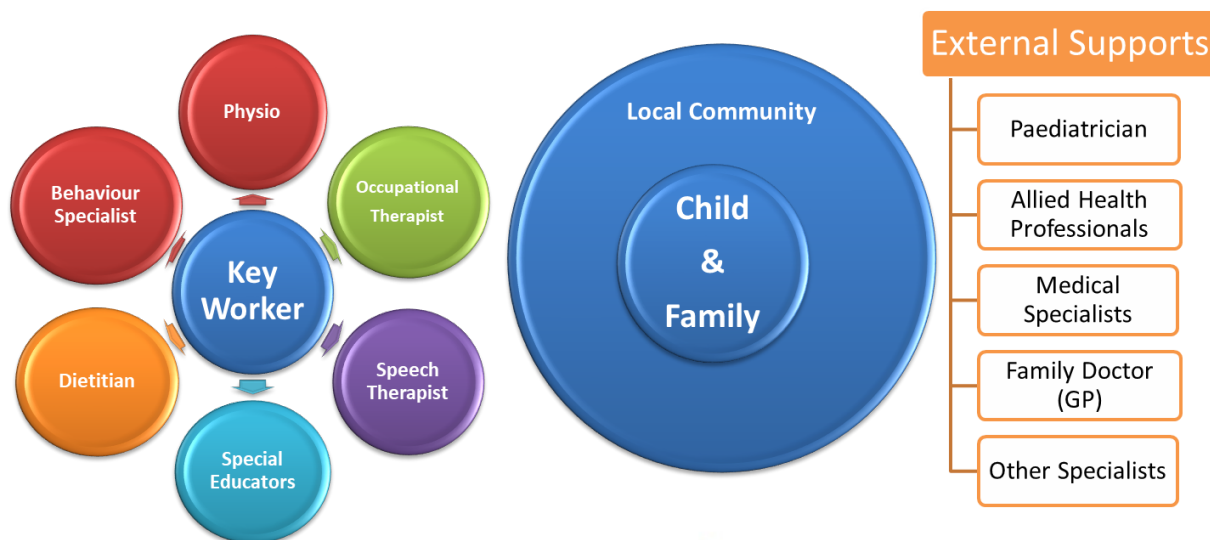
For further information about the services and supports ODEEP provides under the NDIS please call us to book an appointment 02 6361 4093.

What do we do?

ODEEP will work with you to identify what goals and outcomes you want for your child. We then work with you to implement a plan to make this happen. We are able to offer a unique and large range of services and supports. These include:

Key Worker Support

At ODEEP families can access a Key Worker who is your main point of contact at ODEEP. Your Key Worker is able to provide information and options to you to help you find the services and supports you want. Your Key Worker will work with you to help set goals for your child and family. The Key Worker will also connect you to other staff on the ODEEP team and to other professionals in the community and other activities in the community that your family may be interested in.



Picture sourced from Early Childhood Intervention Australia (ECIA) | www.ecia.org.au

Speech Pathology

A Speech Pathologist works with children and their families to identify and enhance their communication skills. Your child might see a speech pathologist if they are having difficulty:

- Understanding what people say.
- Saying what they want to say.
- Being understood by others.
- Speaking like other children their age.
- Using social communication skills such as eye contact and gestures.
- With feeding and swallowing.

Occupational Therapy

An Occupational Therapist aims to restore, enhance or adapt the child's abilities and functioning within the family, at school, with everyday activities and play.

They possess detailed knowledge of child development and are able to carry out assessments in the areas of cognitive development, self-care skills, play, movement, sensory-processing and hand skills.

Particular skills that an OT may help children develop include:

- Fine and gross motor skills.
- Motor planning activities.
- Self-care skills.
- Sensory processing skills.
- Attention and concentration.





Physiotherapy

A Physiotherapist possesses detailed knowledge of child development and are skilled in assessing and treating movement and posture problems.

You may see a Physiotherapist because:

- Your child is slow to achieve major movement milestones such as head control, rolling, sitting, crawling and walking.
- Your child feels too 'stiff' or too 'floppy' or dislikes being moved, your child strongly favours one side of the body.
- Your child appears clumsy, or has trouble with ball skills, position sense, coordination and balance.
- Your child shows poor posture when sitting or standing.

A Physiotherapist can carry out movement and posture assessments, and subsequently devise a program for a child's individual needs including purposeful play with toys, balls, climbing and balance activities. We can teach parents/carers how to encourage normal movement in everyday situations, as well as being able to advise them on suitable equipment, footwear and toys for their child.

Early Childhood Educators

Our specialist Early Childhood Educators have detailed knowledge of child development, learning and inclusion. Since learning begins at birth in all of these areas, Early Childhood Educators are able to be involved in developing sequential programs through play to enhance a child's natural learning progression from birth. This involves assessing a child's needs across all areas of learning, identifying how this child learns best, and then developing individual programs based on play.

In an early intervention program Early Childhood Educators may work with small groups of children, with individual children or at other community or preschool/school settings to implement these programs.



Dietitian

A Dietitian works to improve overall health and wellbeing by translating the science of nutrition and feeding into practical everyday advice about eating.

A Dietitian can help your child with the following:

- Growth concerns (i.e. under or overweight).
- Allergies and sensitivities.
- Nutrient deficiencies.
- Fussy eating and feeding difficulties.
- Gastrointestinal disorders such as coeliac disease, IBS, IBD or other digestive problems.

Inclusion Support

The Key Worker is able to partner with a family and the community to meaningfully include children who experience developmental delay or disability and their family into everyday life activities. These may include, but are not limited to, preschool and other early education and care settings, big school and community activities such as story time at the library, shopping, going to the park or the pool.

ODEEP staff are able to work collaboratively with these community organisations and activities to offer support so that their capacity to fully include children experiencing a developmental delay or disability is improved.

Transition to School and Early Childhood Settings

Transition points in your child and family life such as into early childhood settings and school can be a stressful time. The ODEEP team is experienced and have already established relationships with these services so that they will be able to work together to support your child and family through these transitions.

Aqua Therapy

Aqua Therapy provides water-based therapy designed to improve areas that impact the everyday functioning for children with disabilities. Our one-on-one aquatic therapy sessions with qualified Autism Swim, Access and Inclusion and AustSwim Instructors provides a supportive environment to support your child towards achieving their goals.

Some of the benefits of aqua therapy are:

- Improve gross and fine motor skills – Strength, balance and coordination to facilitate the development of walking, running, climbing and participation in meaningful activities. Developing pincer grip, hand and finger strength and in-hand manipulation to facilitate the development of hand skills, such as using cutlery and writing.
- Expand communication & Social skills – Expressive language and following instructions to enable the child to meaningfully communicate with others.
- Develop Water Safety & Awareness – To better enable your child to go on to learn how to swim and be safe in aquatic environments.

Our aqua therapy program aims to incorporate these skills along with your NDIS goals to maximise the opportunities for skills development.



Groups

MyTime

MyTime groups provide support for mothers, fathers, grandparents and anyone caring for a child aged 0 to 18 years with a disability or chronic medical condition.

It's a place for you to unwind and talk about your experiences. It's a world away from appointments and therapy. It's support for you.

MyTime groups provide facilitated peer support to families raising children with complex needs. Peer support groups provide an opportunity for people who are living similar experiences to share those experiences and support each other. A play leader provides educational activities and experiences to under school age children who attend the group.

Facilitators work with group members, helping them to get to know each other and learn more about the services and supports in their area. Through talking and sharing experiences, you can build relationships with other families. You can also access research-based parenting information and learn new skills. Members choose what they would like to discuss in their groups, with help from the facilitator. Depending on what the group wants to do, the facilitator might guide group activities or provide resources.



Groups

Parents as Teachers

ODEEP offers the very successful Parents as Teachers Program to all parents in the Orange, Cabonne and Blayney region. Each week parents with children from birth to 3 years will meet with other parents along with the ODEEP Educator. Families have the opportunity to interact with other families and share common parenting concerns or accomplishments. Each session will provide an opportunity to learn about and receive information relating to a different area of child development. Practical demonstrations and hands on involvement will assist in ways to actively stimulate your child's development. Throughout the play there is further opportunity to share and discuss the joys and challenges that may arise in this age group.

Other Groups

ODEEP has a package of groups that run at various times throughout the year. These groups change depending on demand but we often run groups to target skills in:

- Gross motor
- Fine motor
- Ball skills
- Social skills
- Mealtimes
- Emotional Regulation
- Communication
- School readiness

Keep an eye on our Facebook page and your email inbox for information on what groups are currently running.



What Can You Expect From ODEEP?

The ODEEP Family Service Charter outlines ODEEP and family Rights and Responsibilities.

Families and the community can expect that ODEEP policies and procedures comply with the NDIS Practice Standards and Quality Indicators. The Family Charter and the Standards can be read on the following pages.

ODEEP Family Charter

- ODEEP provides family – centred early childhood intervention services and supports to infants, preschoolers and primary school aged children who have a disability and/or significant developmental delay.
- ODEEP is a Registered NDIS Provider.
- ODEEP operates for 50 weeks of the year from 8.30am –5.00pm Monday to Thursday & 8.30am –3.00pm on Friday.
- Services and supports are coordinated by a Key Worker who provides intervention and case management for the family.
- ODEEP staff can be contacted by phone – 02 6361 4093, by email admin@odeep.com.au or through the website www.odeep.com.au. ODEEP is also on Facebook.
- Families can expect to receive services and supports which are flexible, tailored to suit their family and which recognise them as the key people in their child's life.
- Families are fully included as partners with ODEEP staff in all the planning and intervention for their child.

Families have the right to:

- Be respected as the key supports and teachers for their child.
- Receive information in ways which is accessible to them and easily understood.
- Receive services and supports which are culturally appropriate for their family.
- Have their privacy and confidentiality respected.
- Be provided with a safe environment at ODEEP.
- Receive services from trained professionals.
- Exercise choice.
- Provide feedback and complaints without experiencing any discrimination.
- Have access to an advocate.
- Access family files by making a request to their Key Worker.

Families are responsible for:

- Providing information to ODEEP which assists staff to provide the requested services and supports to your child and family.
- Being as actively involved in the planning and delivery of their child's intervention as possible.
- Protecting their children from harm.
- Abiding by ODEEP policies and procedures.
- Notifying their Key Worker when unable to keep an appointment.
- Providing feedback and make complaints in order to improve the services.

Opportunities for feedback and complaints can be at anytime but also at NDIS Planning Meetings/IFSP meetings, policy review requests, involvement with the Board of Management, meetings, activities, discussions with Key Workers and through feedback and complaints forms which are available at the Centre and on the website or by using the "Contact Us" area of the website.

ODEEP has a comprehensive Feedback and Complaints procedure. This can be accessed on our website. You can submit personal or anonymous feedback using the forms on our website.

Families have opportunities to choose the type, frequency and location of their ODEEP services and supports.

ODEEP supports families to make decisions and exercise choices by providing them with information in forms which they can understand, providing access to interpreters and advocates or other support persons as required.

Quality Safeguards

What are 'Quality and Safeguards'? Quality and safeguards are the mechanisms put in place to ensure high quality supports and safe environments. In the NDIS, this means that service providers must meet quality standards set by the NDIS Quality & Safeguards Commission to ensure safety for people with disability, their families and carers, and their staff, in the provision of NDIS funded services.

ODEEP has a comprehensive set of policies and procedures that ensure we meet the quality standards set by the NDIS. We are committed to ensuring a quality, safe and great service for children with a disability, their families and our staff in the provision of all services including NDIS services.

1. Rights and Responsibilities

These policies set out the rights of participants and the responsibilities of ODEEP to deliver supports and services to them.

These policies include:

- Client Rights and Service Charter
- Decision Making and Choice
- Equity, Social Justice and Inclusion
- Valued Status
- Diversity and Cultural Inclusion
- Privacy
- Advocacy and Information
- Child Protection
- Incident Management. This policy informs participants on the reportable incident process and how it is managed. The policy can be viewed by contacting us or on our website www.odeep.com.au.

2. Service Management and Governance

These policies set out the governance and operational management responsibilities for ODEEP.

These policies include:

- Confidentiality
- Access to confidential Information
- Complaints and Feedback
- Social Media Communication

3. Services and Supports

These policies set out the responsibilities for ODEEP when providing supports to participants. They also set out the environment in which supports are to be provided to participants.

These standards include;

- Service Access, Demand and Capacity Management
- Individual Outcomes, Service Planning and Coordination
- Client Transition or Exit
- Interagency Service Coordination
- Cancellations Policy

4. Early Childhood Supports

These policies apply to NDIS providers like ODEEP who are registered to provide early childhood supports to NDIS participants.

These policies include;

- Behaviour Management
- Family Centred Practice Policy
- Client Participation and Social Inclusion
- Parent Carer Engagement Policy
- Informed Practice and Best Practice Early Intervention

Feedback and Complaints

ODEEP would like to receive your feedback, compliments or complaints to develop and improve our services and supports.

If you would like support or someone to advocate on your behalf you could have your Key Worker, a family member or contact DIAS, Phone: (02) 6331 2100 or Family Advocacy, Phone: (02) 9869 0866 or 1800 620 588

You can make a complaint:

- Verbally, in writing or by phone, email, fax, or via the Feedback button on the ODEEP website OR
- To your Keyworker OR staff member of your choice including the CEO Kylie Streatfeild at KylieStreatfeild@odeep.com.au.

Your complaint will be handled confidentially.

If you are not happy with the outcome, ask to make a time to talk to the ODEEP Manager.

OR talk to or write to the Grievance Officer on the ODEEP Board of Management. They can be contacted by leaving a phone message at ODEEP administration or in writing, attention to "Grievance Officer", PO Box 644 Orange, NSW.

Your complaint will be examined within the timeframe of 10 days from your complaint being received for a simple complaint, and one month for a more serious or complex complaint.

If you are still not happy with the way your complaint has been handled or resolved, you can contact any of the following organisations:

- NDIS Quality and Safeguards Commission 1800 035 544
- If you are unhappy with ODEEP supports call NSW Ombudsman on 1800 451 524
- If you are unhappy with the NDIA's actions call the Commonwealth Ombudsman on 1300 362 072
- If you are unhappy with a product or service you have bought call NSW Fair Trading on 13 32 20

Other organisations that can help you are listed below.

NSW Community Services Commission
Level 3, 128 Chalmers Street
SURRY HILLS NSW 2010
1800 060 409

Disability Discrimination Legal Centre
<http://disabilitylaw.org.au/>
Shop 99 1-5 Meeks St
KINGSFORD NSW 2031
1800 800 708

People with a Disability Australia
<http://www.pwd.org.au>

ODEEP also welcomes your feedback or suggestion for improvement. You can do this by talking to or emailing your Key Worker or staff member of your choice, using the purple suggestion box in the waiting room or participating in focus groups and completing surveys.



About Us

Our ODEEP team includes Speech Pathologists, Occupational Therapists, Physiotherapists, Dietitians and Early Childhood Educators. We understand your child's team may also include medical and other health professionals and we work with them to provide coordinated services to you.

We work using a transdisciplinary model. This means that each family relates to one of the ODEEP staff as their key worker who is responsible for collaborating with the family and the rest of the team to provide services. Staff members make a commitment to teach, learn and work together across disciplinary boundaries to implement coordinated services. For example, a family may be seeing a Speech Pathologist who during her speech and language sessions is also including the intervention strategies suggested by the Occupational Therapist for developing fine motor skills and the problem solving strategies suggested by an Educator. You can choose where your child will receive their therapy and our services are flexible to meet your family's needs. Services can be provided at our centre in Orange, in your home, or at your child's school or childcare centre.

ODEEP uses family-centred practice to provide supports. This is a set of values, skills, behaviours and knowledge that recognises the central role of families in children's lives. It is sometimes described as working in partnership or collaboration. Early childhood intervention services are based on the idea that help for young children with delays or disabilities works best when parents and professionals work together as partners. Parents/Carers know their child best.

Interpreting help is available from the Translating and Interpreting Service National (TIS National) on 131 450 (local call cost from anywhere in Australia). TIS National provides an interpreting service 24 hours a day, seven days a week.

This booklet can be made available in other language and formats as required.

CONTACT US

Orange and District Early Education Program (ODEEP)

2 -4 Yarrowong Place, ORANGE 2800

02 6361 4093

admin@odeep.com.au

www.odeep.com.au

