

What is Out Loud's Standby Stream?

Out Loud aims to support as many families as possible to access therapy services to achieve their child's goals. Due to the demand for our services, we currently have a significant waitlist for families wishing to access ongoing therapy support.

We created our Standby Stream to allow families who are eager for support and home strategies, to access assessment and occasional consults while they wait for a regular therapy position to become available.

When families contact us to place their child's name on our waitlist, our Customer Support team will ask a series of questions to help us determine if a child is suited to our Standby Stream. If this option is suitable, then we will ask families if they would like to be added to the Standby Stream in addition to our main waitlist.

How will I be offered a Standby appointment?

When we identify an opening that is suitable for your child, we will call or SMS you to offer the time. If we are unable to speak with you on the phone, then our text will ask you to contact us by a particular date and time, to accept or decline the appointment.

Will I lose my position on the waitlist if I decline an appointment?

Often our appointments are offered with short notice, so we understand when you are unable to accept an offer. Your position on our standby waitlist and main waitlist won't be jeopardised by declining an appointment. We do ask that you respond to our offer though, even if it is just by reply text, to let us know that you can't make the appointment but would like to remain on our standby list. If appointments prove challenging to set, we may contact you to discuss your availability so that we can refine our offers to match your schedule more closely.

Will I see the same therapist for each appointment on the Standby Stream?

Once you have attended your initial appointment on the Standby Stream, we will only offer subsequent appointments with the same therapist. When a position becomes available for a regular therapy time, it may be with a different therapist. If this is the case, we will discuss with you if you would like to transfer to the therapist who has ongoing availability or if you would like to remain on the standby list for your current therapist.

What support can my child receive on the Standby Stream?

Even though standby appointments aren't regular, we can still offer valuable support to your child and family by:

- completing skills-based assessments
- identifying goals for you to support at home and school and providing family strategies
- providing worksheets and activities for you to practise skills at home
- getting started with therapy while you're waiting for more regular support
- checking in with you to monitor a child's progress.

How often will my standby appointments be?

We aim to offer standby appointments every 4-6 weeks, though this may not be possible if therapists are on leave, or your availability is limited.

Will going on the Standby Stream slow down my access to regular appointments? Or will it help me to get a more regular timeslot more quickly?

Our Standby Stream runs separately to our general waitlist. Children registered on our waitlist are offered regular appointments in line with our waitlist process and this won't be impacted by your participation in our Standby Stream. Your child will remain on both waitlists simultaneously.