Do I need to buy the book?

The Talkability handbook and any associated worksheets are all included in the cost of the program. These will be provided at your first face-to-face appointment with the Hanen trained therapist who will be leading the group program and conducting the individual visits with you and your child.

Can more than one caregiver attend the program?

Yes. It is important that if more than one caregiver is attending the parent group sessions appointments that the same (or both) caregivers are available for video feedback sessions, to ensure progress can be recorded. When two caregivers attend, the pricing for group sessions does not increase. The only change in costing will be billing for the home video feedback session for the second caregiver in the program, and the length of time these appointments differ.

What does a parent session look like?

The parent group sessions will run for approximately 2.5 to 3 hours with a morning tea break provided. Tea and coffee is supplied by Out Loud and morning tea usually runs on a rotating roster should you wish to participate.

What do I need to bring?

You will need to ensure the Talkability handbook and any 'To do at home plans' are brought to each parent group session.

What happens in a Video Feedback home visit?

During the parent group sessions, the Hanen trained therapist will help you to prepare some home activities for you and your child. At your home visit, these activities will be observed and filmed by the therapist to discuss with you. Video recording can be a daunting experience; however, it assists caregivers to see how a child responds to you that can be difficult to for you to see in real time. Parent's report this is one of the most useful parts of the Hanen Talkability program. It also allows us to measure progress and see how your child's skills are progressing as a result of your interactions.

What happens if I need to cancel an appointment?

If you need to cancel an appointment, please contact our Customer Support team on 0421 729 625 or info@outlouddevelopment.com.

If possible, we ask that you give us at least 48 hours notice of cancellations for individual or group appointments.

What happens if I miss a session?

If you happen to miss a parent group session, it is preferable that you book a catch- up session with your Hanen trained therapist to update you on any missed content. This can be done in the clinic on a 1:1 basis or online via Zoom. This may incur an additional fee, above the program cost.

If you miss a Video Feedback home visit appointment, this will need to be re-scheduled at a different time with your Hanen trained therapist. These are an essential part of the Hanen Talkability program and missing a feedback session may impact the outcomes of the program for you and your child. Re-scheduling a home visit appointment will also incur an additional fee, above the program cost.

Why is this in a group instead of just my therapist and I?

Parent group sessions are a valuable way of meeting other families with children who are experiencing similar challenges to you. They allow for open discussion and sharing of thoughts and ideas that may be able to support your child. It sometimes nice to hear you're not the only one experiencing these challenges!

What happens if I live outside of Bunbury (for home visits)?

Travel for home visits within the immediate Bunbury region is included within the program cost. Visits outside of the Bunbury area (including Dalyellup and Australind), will have an additional travel fee in line with our current travel schedule (included in your Service Agreement).

If a home visit is not possible, or becomes difficult to schedule, we may choose to conduct these video feedback visits at the clinic. Using your child's own toys, and activities within the session in line with the plans you create in your group sessions would still occur within the clinic.

If this is not possible, then your Hanen trained Therapist will be able to consider other options that work for your family. Home or clinic visits are preferable.