

## **What is a Program Review?**

A program review is a dedicated time for us to check in with you to discuss:

- progress and challenges in the home and school environments
- how your child is progressing with their therapy goals
- how other therapy is going, or if other therapy may be required
- your family's priorities
- NDIS timeframes, reports, and budgets
- your Family Support Plan.

During your program review, your therapy team will identify your therapy priorities and plan the next steps for both you and us, to support your child's goals.

Out Loud conducts a program review with your family every three months. Face-to-face program review appointments are scheduled to take approximately one hour of your time.

## **Why do I have to have a Program Review?**

Out Loud is committed to providing therapy in partnership with families to produce outcomes in a child's everyday life. Program reviews allow therapists and carers the time to review the outcomes of the last term's therapy program, discuss progress towards goals shown in settings outside of therapy (e.g., advances shown by your child in their everyday life), identify new goals and priorities and craft a therapy plan for the next school term. They also provide your therapy team the opportunity to check in with you about how you and your family are going, discuss how therapy fits within your everyday life, work with you to overcome challenges and celebrate your child's achievements. Program reviews provide the opportunity to review how goals and therapy budgets link to your child's NDIS plan and check in on NDIS plan dates and reports, or meetings that may be coming up.

## **Does my child attend the Program Review?**

It is often easier to have an open discussion about a therapy program without your child in the room, and where possible, we ask parents to attend review meetings without their child. If you are bringing your child and/or their siblings to the meeting, please let us know so that we can set some toys up to allow them to play quietly while we meet with you.

We may ask you to bring your child if:

- they are at an age where they are directly involved in goal setting and feedback
- they are receiving support under a Therapy Assistant Program
- we wish to demonstrate specific strategies with your child to assist you with practice at home.

## **Do I need a Program Review if I already come into every session with my child?**

Our therapy sessions are focused on working directly with you and your child to achieve the goals you've most recently identified. While there are sometimes opportunities for us to briefly check in during these sessions, therapy appointments do not provide the opportunity to openly discuss all elements of your child's supports. A program review provides the opportunity for you to meet with all Out Loud therapists involved in your child's care to ensure communication is clear and co-ordinated. Where possible, Support Co-ordinators and therapists from other agencies are encouraged to attend your program review.

## **Do I have to come to the clinic for a Program Review?**

We are happy to complete some program reviews online or over the phone, however a face-to-face meeting will be required at least every six months. If you live in a regional area such as Collie, Bridgetown or Manjimup, you are welcome to attend our Bunbury clinic for your review, however therapists will also schedule a visit to these regional centres to allow you to attend your review closer to home.

If your last program review was a face-to-face appointment, you may be offered a phone review with your Key Worker to allow for a quick catch up, rather than scheduling another face-to-face meeting at our clinic. A Key Worker phone review is scheduled to take approximately half an hour of your time.

## **How will I know when my Program Review is due?**

Our team will contact you 2-3 weeks before school holidays to book your program review. If you miss our call, we will SMS and email you requesting you to contact us to book your appointment. To ensure we have adequate time to schedule your review, we will request you to contact us by a particular date. If we do not receive a response from you, we will assume that therapy for the next school term is not required and may offer your child's position to a family on our waitlist. If you contact us after the deadline specified, we may need to place your child on a short waitlist for therapy services. If that is the case, when a position for therapy becomes available, we will conduct a program review with you prior to commencing sessions.

## **What should I bring to the Program Review Meeting?**

Your therapist/s will have a copy of your child's notes and current Family Support Plan ready to discuss with you. We encourage you to bring:

- your Out Loud file with a copy of your previous Family Support Plan
- any recent reports from other professionals
- any documents you wish to discuss with your therapist/s.

## **What happens if I need to cancel my Program Review?**

We understand that life can be unpredictable and sometimes appointments need to be changed. Program reviews may be converted to a telehealth appointment or phone call if you are unable to come to our clinic. Our standard cancellation policy applies for any program review scheduled with one therapist. When two or more therapists are scheduled to attend your child's review, it becomes very challenging for us to offer these appointments to families on our waitlist, so we reserve the right to bill all appointments if less than 48 hours' notice of a cancellation is provided, as per NDIS's cancellations guidelines.

## **What happens if I miss my Program Review?**

If you forget to attend your scheduled program review, your therapist/s will send you an SMS requesting you to contact us. Your program review will be rebooked, and therapy may be paused until the program review can take place.

## **We just had an Individual Education Plan (IEP) meeting with school. Why do I need a program review as well?**

IEP meetings are meetings co-ordinated and held by your school to assist in planning the educational goals for your child and discuss supports to assist your child in the school environment. While these meetings may touch on therapy goals and strategies, they do not allow therapists and families to discuss therapy programs or review how your child is progressing in other environments. While an IEP meeting can contribute valuable information to your program review, it is not a replacement for our discussion about therapy outcomes, progress in the home environment, goal planning and future services.

## **What is a Family Support Plan (FSP)?**

Your FSP is a document created to capture the discussion we have during your program reviews and ensure that therapists and families are 'on the same page' when it comes to helping your child achieve their goals. The FSP outlines priorities, achievements, changes to goals and family and therapists' responsibilities for achieving each goal. Your FSP will be updated each term so that eventually you will have a document which represents 12 months of therapy. This can be given to other service providers and school or day care to provide information about goals, to allow therapy to be supported across all environments, or presented to your NDIS planner during your review meeting to demonstrate progress towards goals and justify your funding request. Your FSP will also assist you and your team to track progress across the span of your child's NDIS plan and ensures all therapy information is reflected in your child's Progress Report for your plan review.

## **What happens if my child accesses a Therapy Assistant (TA) Program?**

If your child is accessing a TA Program, you will require a face-to-face review, with your child present, every school term so that the therapist/s managing the TA program can directly observe how your child is progressing. After your review meeting, your therapist/s will update your child's TA program for the next term.

## **What happens after my Program Review Meeting?**

At the end of your program review your therapist/s will:

- provide you with a copy of a checklist to show items discussed and actions required
- update your Family Support Plan to capture details of your discussion and email you a copy
- update any other Out Loud therapist/s involved in your child's program if they were not in attendance at the review, and liaise with therapists and/or school to coordinate the next term's therapy schedule
- commence actions identified for the therapist.