



CLIENT HANDBOOK



We believe in providing the highest quality of service possible to children and families. We respect the individuality of each child and each family; we value the gifts that each child has to offer. We look for beauty and strength, and we are never disappointed. We honour the child, not the challenge, and seek to support the child in showing and being all that he/she really is. We recognize the power that belief, hope and love hold in the therapeutic process. We believe in what is possible, in what can be.

Welcome to The Sensory Gym®

We have developed this booklet to provide information and assist you in understanding what it means to be a client of The Sensory Gym® as well as inform you of the services we provide.

The Sensory Gym® is a paediatric occupational therapy practice that was established in 2005 by Colleen Hacker, MS, OTR. The Sensory Gym® provides services for families with children who have individual differences in their abilities; these differences in abilities create challenges in daily life sufficient enough to interfere with the child's occupational performance and function. While our services are primarily specialized intervention for the child, we also work directly with the family as we believe in the concept of family-centred care. We recognize the impact of the child's differences on the entire family system and aim to educate, inform, empower, and uplift families as they seek to better understand and support their child.

The Sensory Gym®, while operating out of one clinic in the Hawkesbury District of Sydney, provides services to clients Australia-wide. Our services include individual occupational therapy sessions, offered in either weekly therapy sessions or in therapy intensives. We also provide peer sessions and specialized groups that are tailored to the individual needs of our clients.

The Sensory Gym® is also the founder of the Camp Jabiru programs. Currently, we run Camp Jabiru in the April school holidays each year, Beyond Jabiru in the October school holidays each year, and Family Jabiru over a 3-day weekend in the spring. These programs, with their intensive staffing and individual goal establishment, allow for tremendous achievement in a very short time.

The Sensory Gym®, while offering only occupational therapy services on its premises, does believe in a team approach that centres around cohesive and comprehensive care for the client. Families integrally involved in all aspects of goal setting, treatment planning, and intervention. As well, we collaborate with other members of the child's team, including other health, medical and educational professionals, to ensure consistency and completeness in the client's care.

For more information about our services, please visit our website (sensorygym.com.au) or contact a member of our staff.

Service Standards

Australia and New South Wales have Disability Service Standards to which The Sensory Gym® is required to adhere, in order to ensure that The Sensory Gym® provides the highest quality of services and care. Although standards may differ slightly across Australia, they all support the same values and

beliefs. These standards promote effective management, appropriate access and service delivery, as well as service user/client rights and responsibilities.

Listed below is a brief outline of the NSW Disability Service Standards and their meanings, as a guide to assist you and provide some understanding:

Rights

This standard means that:

- You and your child will be respected and treated with dignity
- The Sensory Gym® will work to keep you and your child safe
- The Sensory Gym® will make sure that your care and support, and that of your child, is private
- The Sensory Gym® will keep your information and your child's information private
- The Sensory Gym® will work to maximize your family's choices for social participation and cultural inclusion
- The Sensory Gym® recognizes that your child has the same rights and freedoms as all other children, and the staff of The Sensory Gym® take each child's best interests into account when providing services

Client Outcome: My child and I are safe and free from harm, and the personal history of me, my child, and my family is respected and kept private.

Participation and Inclusion

This standard means that:

- The Sensory Gym® will work with you and your child to understand:
 - what you and your child are interested in
 - what you and your child would like to be able to do now
 - what you and your child would like to be able to do in the future
- The Sensory Gym® will help you and your child join in activities and will work with other organizations to make this happen

Client Outcome: The participation of my child and my family in my community is supported.

Individual Outcomes

This standard means that:

- You and your child get help to do the things that are important within your family and for your child
- The Sensory Gym® respects the things that are important to you and your child, such as your family, your interests, your religion, your community, your language, and your culture
- The Sensory Gym® develops a plan with you and your child about the things that are important to you, your child, and your family
- The Sensory Gym® assesses how you and your child are progressing with your plan; The Sensory Gym® changes your plan as requested

and needed, based on the changing needs of your child and your family

Client Outcome: The goals of my child and my family are reachable with the help of The Sensory Gym®.

Feedback and Complaints

This standard means that:

- You have the right to tell The Sensory Gym® that you do not like something or have a problem with The Sensory Gym®
- The Sensory Gym® will listen to your complaint
- The Sensory Gym® will help you if you need The Sensory Gym® to make a complaint on your behalf
- The Sensory Gym® will explain what they do after your complaint to help fix things
- The Sensory Gym® will make sure that the circumstances that led to the original complaint do not arise again
- The Sensory Gym® has a written complaint policy that you can access if needed
- The Sensory Gym® will provide you with information about how to contact the relevant external organization if a complaint is not handled to your satisfaction

Client Outcome: I have a say about what works and doesn't work in the intervention for my child and family at The Sensory Gym®. I have a say in how things can be fixed.

Service Access

This standard means that:

- The Sensory Gym® must give you information about The Sensory Gym® and its services in a way that you understand
- The Sensory Gym® must follow fair rules
- The Sensory Gym® will help you to get support when you need it
- The Sensory Gym® will help you with other options when you can't get access to The Sensory Gym®

Client Outcome: I understand what The Sensory Gym® offers and access to the service is fair. I am supported with other options when I cannot access a service.

Service Management

This standard means that:

- The Sensory Gym® is managed well
- The Sensory Gym® follows the law
- The Sensory Gym® staff are skilled and supported to do their work

- The Sensory Gym® involves people with a disability in planning and thinking about their services

Client Outcome: My family and my child receive services that are well planned and well delivered.

Certification

To ensure that we provide the highest quality of services and care, we comply and have received certification with the relevant State and national standards application to The Sensory Gym®.

Skilled People

The Sensory Gym® employs people who are appropriately trained and qualified to meet client needs and requirements. The Sensory Gym® provides ongoing supervision for its employees as well as many opportunities for continued professional development to ensure that the staff at The Sensory Gym® is practicing to the highest level and quality of service with respect to current knowledge in the fields of child development, neuroscience, and mental health. The Sensory Gym® staff provides services that are evidence informed.

Access to The Sensory Gym®

The Sensory Gym® aims to provide accessible services to you and your child and to ensure that these services meet the needs, choices, and requirements of your child and family. When we are unable to meet any requirements, we will do our best to assist you in accessing services that do meet your requirements. The Sensory Gym® also ensures that you and your child feel safe and free from discrimination when you receive our services.

Meeting Individual Needs

The aim of The Sensory Gym® is to assist you and your child in achieving any goals towards which you would like to work. We will discuss goals, needs and requirements for you and your family with you in order to understand how we can best work with you and your child to achieve them.

Acknowledging Diversity

The Sensory Gym® acknowledges that diversity is an important part of what it means to be Australian and to be human. The Sensory Gym® is supportive of and sensitive to diversity in our communities, including diversity in culture, religion, gender and sexuality. We will endeavour to facilitate any requirements you, your child, or your family may have.

Decision Making, Choice and Advocacy

The Sensory Gym® actively supports children in attaining their potential. We respect the importance of individuals in making informed choices, taking risks, and learning from new experiences. We will endeavour to foresee risks,

prepare for them and promote safety, while also supporting your freedom of choice.

Clients and their families participate as fully as possible in making decisions about the support and services they receive and may choose to involve an advocate to assist in making any decisions or supporting them in understanding what is happening.

Your Responsibilities

As a client of The Sensory Gym®, you have a number of responsibilities to assist us and others in ensuring you and other clients receive the rights services and support. These are briefly outlined below:

- Treat others in the same way you wish to be treated yourself
- Respect the rights of others and assist in providing an environment free from harassment and abuse
- Ensure the people responsible for your support and care have all relevant information they need to provide the support you require
- Understand that malicious damage of The Sensory Gym's® property may result in clients an/or their representative being liable for costs

Privacy, Dignity and Confidentiality

At The Sensory Gym® we value and respect the privacy, confidentiality and dignity of clients, families, and our staff. Our policies and processes are consistent with legislation and service standards to ensure we maintain and respect your personal information. When information and/or images need to be shared with others, your consent will be obtained.

Participation and Community Engagement

At The Sensory Gym®, we encourage clients to be involved in any community groups, social networks and other agencies that interest you and your child, support your needs or the needs of your child, and have significant meaning to you and your child. If you have any specific groups, social networks or community access requirements, please discuss these with staff so we can assist you as possible.

Valued Status

All individuals have the right to feel valued, contribute and develop abilities that enable them to participate and engage in activities of interest. The Sensory Gym® encourages you to discuss, participate in planning and enable us to assist you and your child in achieving any goals or ambitions that you have.

Service Reviews

The program developed for your family and your child is regularly reviewed to ensure that it is meeting your needs and to taken into account any changes that may be required. These reviews are also an opportunity for you to provide any feedback you may have about how the program is going and how it can be improved. You can ask for your program to be reviewed at any time,

and you are welcome to have any advocates, family members, carers, or others in attendance.

Service Quality and Feedback

The Sensory Gym® aims to provide a quality service that meets our clients' needs and which is continually improved to ensure it maintains the highest quality of services available. We are continually seeking feedback and suggestions on how we can improve the services we provide.

If you have any suggestions or ideas please discuss these with our staff so we can use them to improve our services.

From time to time, we also conduct client surveys to encourage your thoughts and feedback on the services provided. Please take the time to participate.

Complaints and Compliments

The Sensory Gym® encourages feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, these will be treated with appropriate confidentiality, sensitivity, support, and follow up to address the feedback.

If you feel a complaint you have raised has not been supported or dealt with appropriately, you can seek further support from the management of The Sensory Gym® or through the Office of the Ombudsman New South Wales (ombo.nsw.gov.au; 9286 1000).

Freedom from Abuse and Neglect

Clients, families, staff, and volunteers have the right to be free from physical, sexual, emotional, verbal, and other forms of abuse, harassment, and assault. Any allegation of abuse/assault or neglect is treated seriously and may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where this may be occurring, please discuss it with your service provider at The Sensory Gym®.

Health and Safety

Both client and staff safety is a priority for The Sensory Gym®. It is important that risks to safety are appropriately identified and addressed to ensure the health and well being of all. We have a legal responsibility to provide safe working environments to all clients, staff and visitors.

Record Keeping

The Sensory Gym® is legally required to store information on your behalf. The information stored includes your service arrangements, support plans and support needs. We retain records in accordance with legislative and regulatory requirements and observe the National Privacy Principles.

You have the right to access your records. If you would like to access your information, please discuss this with the office manager at The Sensory

Gym®. In some cases, a small fee may be charged to offset any administration and/or copying costs to provide the information.

Leaving The Sensory Gym®

All clients have the right to exit or cease services with The Sensory Gym®. Please speak to your relevant service provider at The Sensory Gym® if you wish to discuss changing service providers or leaving The Sensory Gym®.