

WELCOME AND THANKS FOR JOINING US. HERE IS SOME INFORMATION THAT YOU MIGHT LIKE TO KNOW ABOUT...

Let's Eat! Paediatric Speech Pathology



"Eating is one of the most complex tasks that requires every one of your organs to function correctly. It involves 6 cranial nerves and 26 muscles. It is the only task that children do that involves all of their 8 sensory systems". - Susanne Evans Morris, Feeding Speech Pathology expert in the US.



By Valerie Gent & Ashleigh O'Loughlan

2020

OUR VALUES

WHAT WE HOLD TRUE



Specialist Feeding practice

Founded by Valerie Gent, Let's Eat! Paediatric Speech Pathology is a Newcastle based Private Paediatric Feeding intervention service for babies and children from birth to adolescence. It is the only practice that specialises in feeding.

The goal of Let's Eat! Speech Pathology is to empower the family to be able to understand and respond to the feeding difficulties their child may present with. Feeding difficulties may have many underlying reasons including medical, sensory, motor, emotional or attachment based. We hope to create a platform of trust with your child so that we can walk their path and help them make positive changes one step at a time.

We treat children with:

- Breastfeeding difficulties
- Bottle feeding difficulties
- Difficulties with eating solids eg gagging on lumps
- Difficulties chewing finger foods
- Fussy eating and restricted eating feeding difficulties
- Drooling/ saliva management
- Difficulties with swallowing (commonly called aspiration or dysphagia)
- Transitioning from a tube/ NGT or PEG feeds
- Children with oral aversion/sensory oral defensiveness



Your first appointment

Before you come, please fill out these forms (click the blue ticks below), they will make the appointment much more productive for you and your child. When you have finished filling out the forms, press “submit” and they will be emailed to us directly.

Food inventory form:



Case history form:



Where to go?

We share rooms with Early Start Speech Pathology -

1/61 Nelson street,
Wallsend.

There is 1 hour parking on the main street and unlimited parking on side streets. The Clinic is round the corner from the main Wallsend shopping centre.

Look for Early Start Speech Pathology as you drive down Nelson Street, it's near a dental practice and Kip McGrath offices. There will be a Let's Eat Speech sign board out the front.



Please be on time for your appointment!

What to bring for your first appointment - parent only appointment.

- BLUE BOOK OR ANY GROWTH INFORMATION
- MEDICAL REPORTS
- THERAPY REPORTS
- DIAGNOSTIC REPORTS
- A VIDEO OF YOUR CHILD EATING AT HOME ON YOUR PHONE.

Parent only appointments are for complex clients where extended time to review medical history is needed. You will have a second appointment for your child. Some of you may only have one assessment appointment. If that's the case - go to the next page.

What to bring for your first appointment - your child and you.

- 3 FOODS THEY ENJOY EATING
- 3 FOODS YOU WANT THEM TO EAT
EG 1 FRUIT, 1 VEGETABLE, 1 MEAT
- A DRINK
- TODDLERS: ANY FOODS THEY
STRUGGLE TO CHEW + EASY
FOODS + BIB + CHANGE OF
CLOTHES
- BABIES: BOTTLES AND
FORMULA/EBM, DUMMIES +
BLUE BOOK + NAPPY BAG

We can heat up anything you need in our microwave or oven, we also have a kettle you can use.

If you are only attending 1 appointment, please don't forget your paediatrician reports + blue book.



COSTS AND REBATES

initial appointment with a baby (aged 0-5 months) \$270 for a 90 min appointment with follow up appointments at \$170/hour

Initial appointment with a toddler or preschooler (aged 6 months and up to 12 years of age) \$295 for a 90 min appointment with follow up appointments at \$170/hour

Complex assessments (2 hourly appointments) \$570 with follow up appointments at \$190/hour.

All initial assessments include a report and feeding plan.

See website for more details:

<https://www.letseatspeech.com.au/links-resources/>

Rebates can be claimed via

1. Private health funds (check with fund for level of cover)
2. Medicare enhanced primary care forms (EPC) for all follow up appointments - \$52.95 rebate x 5 sessions/12 months - this can be completed with your GP prior to your first rebated appointment.
3. NDIS - you will need to ensure you have at least 3 hours for the initial assessment. Therapy appointments can vary from 10-20 hours/year.

THE TRICKY STUFF THAT NEEDS TO BE SAID...

CANCELLATION POLICY

PLEASE RESPECT OUR TIME AND THE FOOD WE PREPARE FOR YOUR CHILD'S SESSION BY GIVING US **48 HOURS** FOR ANY CANCELLATIONS.

IF YOUR CHILD IS SICK, WE ARE HAPPY TO SPEND THE TIME PRODUCTIVELY FOR YOU WITH A PHONE CALL WITH YOU, EMAIL WITH SCHOOL TEACHER, HOME WORK SHEET FOR YOUR CHILD OR FEEDING ROUTINE VISUALS.

IF YOU DON'T GIVE US 48 HOURS NOTICE, YOU WILL BE CHARGED 90% OF THE COST OF YOUR SESSION. REPEAT CANCELLATIONS WILL RESULT IN TERMINATION OF ANY BOOKED APPOINTMENTS.



THE TRICKY STUFF THAT NEEDS TO BE SAID...

PAYMENT

PAYMENT IS REQUIRED ON THE DAY OF YOUR APPOINTMENT (CREDIT CARD OR CASH).

IF YOUR SESSION IS BEING FUNDED BY THE NDIS, YOU WILL NEED TO ENSURE YOU HAVE THE REQUIRED FUNDS TO PAY FOR YOUR APPOINTMENT. **IF YOU DON'T HAVE THE FUNDS, YOU WILL BE EXPECTED TO PAY FOR THE APPOINTMENT YOURSELF.**

IF YOU ARE A SELF MANAGED NDIS FAMILY, THEN YOU WILL NEED TO PAY YOUR INVOICE WITHIN 7 DAYS PROMPTLY.

ALL UNPAID BILLS (INCLUDING PRIVATE) WILL BE REMINDED VIA EMAIL AND PHONE TO PAY. AFTER 2 MONTHS, YOUR OVERDUE INVOICE WILL GO TO A DEBT COLLECTION AGENCY AND THEIR COLLECTION FEES WILL BE ADDED TO THE AMOUNT DUE.

PLEASE TALK WITH US IF YOU ARE HAVING DIFFICULTIES PAYING YOUR THERAPY BILLS, WE CAN WORK OUT A PAYMENT PLAN.



FOOD SAFETY

THIS CLINIC IS EXPOSED TO ALL ALLERGENS INCLUDING NUTS, DAIRY, GLUTEN AND SEAFOOD.

IF YOUR CHILD HAS AN ALLERGY OR SUSPECTED ALLERGY, PLEASE CONTACT THE CLINIC ASAP SO A RISK ASSESSMENT AND PLAN CAN BE PUT IN PLACE.

IT IS EXPECTED THAT YOU BRING FOOD FOR YOUR CHILD'S APPOINTMENT. BUT IN OUR AUSTRALIAN CLIMATE, FOOD NEEDS TO BE TRANSPORTED SAFELY TO KEEP YOU, YOUR CHILD AND US SAFE,

THERE IS A RISK OF FOOD POISONING IF THE FOOD IS NOT STORED OR HANDLED CORRECTLY SUCH AS:

1. FOOD KEPT UNREFRIGERATED FOR TOO LONG.
2. FOOD THAT HAS BEEN KEPT FOR TOO LONG.
3. FOOD THAT HAS NOT BEEN SUITABLY REHEATED.
4. FOOD THAT HAS BEEN TOUCHED WITH UNWASHED HANDS.
5. FOOD THAT HAS BEEN TRANSPORTED AND/OR STORED INCORRECTLY.

TO KEEP FOOD SAFE, PLEASE

1. PLACE ALL MEAT, DAIRY AND EGGS IN A THERMOS BAG WITH ICE BRICKS
2. WHEN YOU ARRIVE AT THE CLINIC, PLEASE ASK THE FRONT DESK TO PUT YOUR FOOD IN OUR FRIDGE ASAP.

WHEN LEAVING THE CLINIC WITH LEFTOVERS, PLEASE

1. PUT THE FOOD IN THE FRIDGE WITHIN 2 HOURS.
2. REHEAT THE FOOD TO PIPING/STEAMING HOT BEFORE EATING.
3. THROW THE FOOD OUT IF NOT CONSUMED WITHIN 24 HOURS.



Total time limit between 5°C and 60°C	What you should do
Less than 2 hours	Refrigerate or use immediately
Between 2 hours and 4 hours	Use immediately
More than 4 hours	Throw out

KEEPING YOUR INFORMATION SAFE

PRIVACY POLICY

We need to know some things about you. There are laws to make sure your information is kept private.

These laws say:

- How we can collect information
- How we can store information
- Who can see your information
- What we can do with your information

We will protect your information and only use it for the right reasons and only show the right people.

The people who work with you need to see your information. It helps them deliver better services.

We will only share information if:

1. You give permission to share it or
2. We are very worried about your safety
3. If the law requires us to share it.



You can see your information too. Just ask us.

KEEPING YOUR INFORMATION SAFE

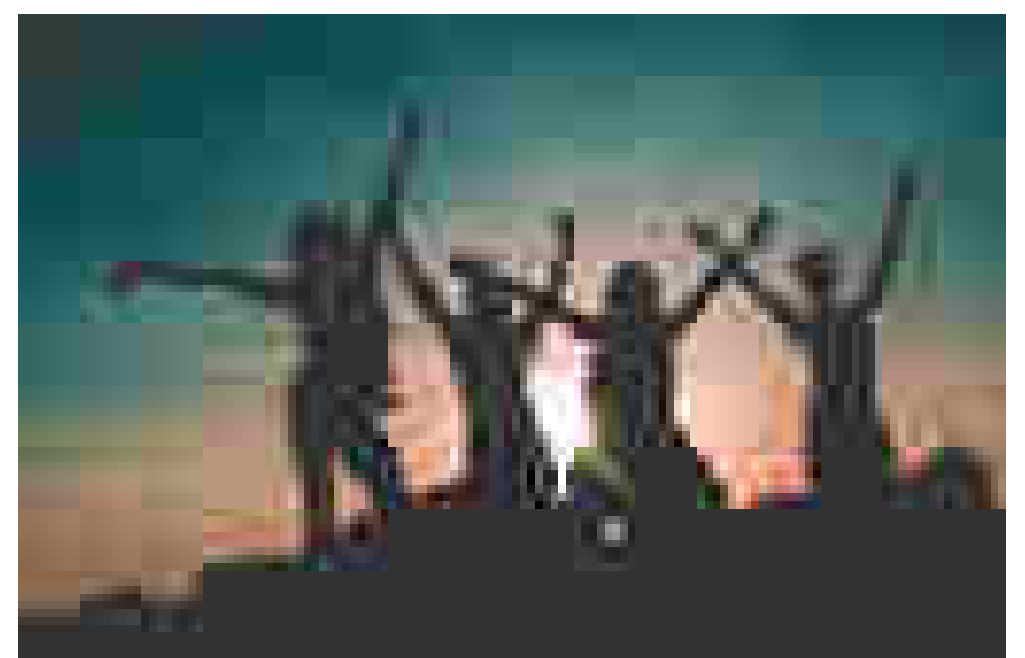
CODE OF CONDUCT

You and your child have a right to be treated well

- We will treat you with respect and dignity.
- We will treat you fairly and speak honestly.
- We will protect your personal information and only use it for the right reasons.
- We will provide good quality services that suit your needs, age, lifestyle and cultural background.

You can help

- Make sure to update your contact information as it changes.
- Keep your appointments or let us know if you can't.
- Choose someone to support you make decisions—an advocate, friend or family member.
- Treat other people with fairness, honesty and respect. That includes us - therapists and admin staff.
- Respect other people's right to privacy and confidentiality,
- Give us honest feedback about our services.



YOUR FEEDBACK

COMPLIMENTS AND COMPLAINTS

Your feedback helps us to improve so that you will be happier and get more out of our services.

We will often ask you for feedback. You can also comment or complain at any time. You can phone us or ask our team to help. They will make sure the right people get your message.

We love to hear compliments.

That means we are getting it right. If you are happy, we are happy!

It's OK to complain.

If you are not happy, tell us. We won't be angry. So don't be shy. We need to know how you feel. Help us to do better! We will always listen and reply to complaints as quickly as possible.



NDIS and reportable incidents

The NDIS says that some incidents involving the NDIS participants must be reported to them. This is to try and keep NDIS participants safe and to make sure that businesses providing supports are not doing anything wrong. We have to follow this rule very carefully.

WHAT IS A REPORTABLE INCIDENT?

The NDIS commission says that a reportable incident is:

- a death
- a serious injury
- a sexual assault or sexual grooming
- abuse or neglect
- unauthorised use of a restricted practice



WHAT WE HAVE TO DO

If we notice something or you tell us about something that has happened to you that is a reportable incident, we have to contact the NDIS commission and tell them about it.

WHAT ABOUT YOUR PERSONAL INFORMATION?

There might be times where a serious reportable incident has happened where we will need to give your personal information to the NDIS commission without your consent. This would also happen if a crime has been committed and we need to talk to the police.

WHAT DO YOU NEED TO DO?

You don't need to do anything. If a reportable incident happens, you can tell us about it and we will let you know what happens next. You can also contact the NDIS commission on 1800 035 544.

THAT'S IT!

Thank you

We look forward to working together with you and your child.

*Don't forget to celebrate the small steps - they could be the steps that turn out to be the **biggest step forward** for your child in their food journey.*



See you in clinic, Val, Ash and Glynis

Let's Eat Speech Team

www.letseatspeech.com.au