



# All Star Therapies

Information for parents  
and caregivers

# Connect with us!



[www.allstartherapies.com.au](http://www.allstartherapies.com.au)



[reception@allstartherapies.com.au](mailto:reception@allstartherapies.com.au)



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All Star Therapies



@allstartherapies



# Our Values

We recognise that each and every child - and their brain - is unique. We endeavor to support their uniqueness so they can contribute to the world in a way that is true to who they are.

We continue to grow and develop our skills and update our approaches, across all diagnoses, based on best practice and current evidence.

We pride ourselves on being:

## NEUROAFFIRMING



Our therapies are strengths-based and recommended by autistic adults, and focus on developing the community around the child, rather than a focus on changing the child.

## QUALITY FOCUSSED



We pride ourselves on delivering a quality service to every person who walks through our doors. Our therapies are evidence-based, and best practice according to autism and neurodivergent experts.

## FAMILY-CENTRED



Our services aim to strengthen the family and community around the child. This means that the child receives support regardless of where they are. It also means that the child is given the best possible opportunity to thrive in their day to day environments.

## SAFE



We're passionate about providing a safe space for our families and children. We know that often people come into our service with trauma from therapy and life experiences, and we want to do all that we can to support growth and development around the trauma.



# Our Services

Our clinical team is made up of Occupational and Speech Therapists, and Therapy Assistants. We also have our admin team, consisting of administrative support and cleaning helpers.

Our Occupational and Speech Therapists have degrees in their relevant fields, and are registered with the appropriate governing bodies (AHPRA or Speech Pathology Australia). Our Therapy Assistants are provided with regular supervision, mentoring and training to be able to provide the programs they do.

*Please contact us at any time if you would like to see the therapy program provided by our supervising Speech and Occupational Therapists that your child is working on with our Therapy Assistants.*

Please note that while our qualified therapists have some basic counselling training, **we are not a mental health service**. With your permission, we will refer your child on to a more relevant professional if we feel they need support for their mental health.

Our team have completed additional training to their degrees in the following areas:

- Neurodivergent communication styles, strengths and supports
- Feeding and mealtime support
- Toileting
- Collaborative Practice Solutions (Dr Ross Greene)
- Interoception
- Speech sounds
- Strength-based supports for autistic clients

Our therapy approaches include individual therapy, group programs, and parent workshops. We can provide therapy across multiple environments, such as at our clinic, in your home, or at your child's school.



# Our Therapy Cycle

The process of therapy with our team, from start to finish!



# Our Therapy Cycle

You are referred

You might self-refer, or be referred by an existing therapist, or support coordinator.

At the time of referral, we ask that our Expression of Interest form is completed with as much detail as possible. This helps us to understand the supports you are requesting, so that we can connect you with the most appropriate therapist, or connect you with a more appropriate team.

It is likely you will be waitlisted before we can start seeing you, however you can access many of our group programs and workshops while waiting for individual therapy.

Initial Assessment

When the appropriate therapist has availability for ongoing support, we will contact you to schedule an initial assessment. This is usually a parent consult, and our therapist will meet your child at a later date. If you live regionally, we will likely ask to meet your child at this first appointment.

In this first appointment, we will likely discuss with you:

- your child's goals and areas of support
- previous therapy that you've tried, what has worked and what hasn't
- your child's strengths and interests
- our approach to therapy
- our service agreement

Our service agreement also references many of our policies and procedures, of which you can read [here](#).

A Functional Capacity Assessment is sometimes requested by the NDIS, or by the support coordinator for NDIS participants. Often these are helpful if the participant is going through a big life change (such as leaving school) or if they are finding it difficult to establish an NDIS plan that accurately meets their needs.

For current clients, we ask that you discuss the need for this comprehensive assessment with the team. These assessments take upwards of 10 hours to complete, so we have a specific waitlist for these requests.



# Our Therapy Cycle



Therapy is scheduled

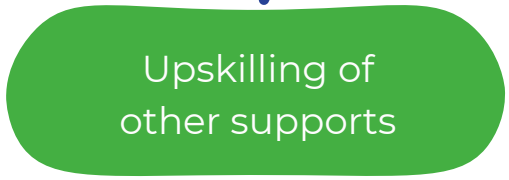
Ongoing appointments will be scheduled with you once we have established clear therapy goals. Appointments will be booked with your child's individual needs and goals in mind.

Please be aware that we may also have certain recommendations on where the therapy occurs, depending on the therapy goals.

Some important things to keep in mind about our therapy appointments include:

- we only book appointments for the coming term, not ongoing for the foreseeable future
- our appointment slots are usually 60 minutes - 45 minutes face to face time, and 15 minutes for your therapist to complete admin and documentation tasks. If you would prefer a longer session, please discuss this with us at the time of booking
- we recommend that if your child is booked to join us for a regular group program, that they don't also do weekly therapy. We find that this often contributes to therapy burnout. Please discuss this with your therapist if you are concerned.

See our **Frequently Asked Questions** about therapy.



Upskilling of other supports

We believe in, and best practice recommends, supporting the whole child. This means that if your child attends day care or school, it will be hugely beneficial for us to provide supports in these environments also. It is also helpful if we can meet with other family members, support workers and therapy providers to handover recommendations and to hear how your child is progressing in their range of environments.

We also have a lot to contribute to Individualised Education Plans (IEPs) and at case conferences, so we are more than happy to attend these with enough notice.



# Our Therapy Cycle

## Reviewing therapy progress

Regular parent/caregiver consults are required to review progress, check in with the therapy goals and to plan for therapy.

If your child is an NDIS participant, we will be required to provide an Outcome Summary Report to the NDIA 6 weeks prior to your plan review. We keep a track of your plan end date, however if you are contacted for an earlier review, please discuss this with your therapist to ensure we have enough time to complete the required documentation.

## Transitioning to reduced 1:1 therapy

Depending on your child's therapy goals, individual needs and general progress, we may suggest one of the following pathways:

### Therapy Assistant support

Clients on therapy assistant (TA) programs have goals that don't change quickly (such as fine motor development, articulation), or might see the TA as well as their regular therapist to boost their frequency of practice.

Please be aware that if you attend a session with your child with the TA, that the TA cannot answer your clinical questions. The supervising therapist is the best person to ask if you have questions.

As a child's goals change, they can always come off a TA program and return to regular 1:1 sessions with a clinician.

### Reducing 1:1 therapy

We might suggest that your child attends groups to develop their confidence, or to practice their skills in another environment. This is important for skill development, but also allows us to see you child in a different space and to assess what else might be influencing their difficulties.

### Therapy break

A break from therapy can be really important for some children. Children grow and develop without therapy, so a break allows us to assess how they are developing on their own, and also supports them to recover from any burnout.

Sometimes we plan a break in therapy, and other times it might be important to do before reviewing goals and progress.





# Our Therapy Cycle

Discharge/transition to other services

Depending on your child's therapy goals, individual needs and general progress, we may then look at discharging them from our services, or transitioning them to a more appropriate service.

As an example, we only have the resources and space to support children until they are 18 years of age, or attending school. Once their goals are more employment and adult-life focused, we support them to transition to therapy providers who can support these goals.



# Frequently Asked Questions

## **Can I attend the appointments with my child? Can they attend by themselves?**

Any school aged child can attend their sessions on their own. Younger children must be accompanied by an appropriate adult.

If you do not typically attend sessions with your child, at times we will request for you to join us for a session or two. This is so we can have appropriate discussions with yourself and your child together.

Any of the therapists are happy to have parents join in session, so you are more than welcome to do this. Joining a session with a therapy assistant will be up to the discretion of the supervising therapist.

## **What if I want more appointments than are scheduled?**

Appointment schedules are carefully designed before the start of each term. Therapists consider each child's funding capacity, suitability for group programs, school requirements, and therapy goals when scheduling appointments. If you would like to change the appointment schedule please contact our administration team on 9924 5115 or [reception@allstartherapies.com.au](mailto:reception@allstartherapies.com.au) to organise a parent consult so we can discuss the circumstances and goal areas.

## **What happens if I need a report or letter written by my therapist?**

Reporting is a big part of the NDIS and providing services within the school environment, so therapists consider this when planning therapy schedules (for example we might swap some appointments at the end of a plan or school year to write these reports).

Please contact All Star administration as soon as possible if there has been a change in NDIS review dates. Reports take 6+ weeks to complete and therapist may request to use scheduled face to face time to complete the report.

At times, supporting letters are requested for grants or other appointments. Please contact our admin team ([reception@allstartherapies.com.au](mailto:reception@allstartherapies.com.au)) detailing the purpose for the request. A response will be provided within 3 business days with the outcome of your request and plan.



# Frequently Asked Questions

## **Who should I contact about my child's appointment?**

All scheduling is done by our administration team. If you have questions or updates about your child's appointments, please contact us on 9924 5115 or via email. If you need to cancel, please call us as soon as possible.

## **What happens when my child is sick?**

We understand that everyone gets sick sometimes, please let us know as soon as possible when you know your child is too ill to attend. Please note that our usual cancellation policy applies here.

It is the parents' responsibility to contact All Star if their child is away from school because of illness.

All Star aims to provide a safe environment for everyone. As part of this, if your child attends a session (at the clinic, home, or school) and is observably too unwell All Star staff have the right to cancel the appointment.

If your child has recently been to an All Star individual or group session (within the previous 3 days) and has since become ill with something contagious we would appreciate a phone call to let us know. This can significantly impact other children/families who are immunocompromised. Please help us to keep everyone safe and healthy.

## **What if there is an event on at school?**

The school environment is a busy place and there are lots of events throughout the school year. All families will have access to the resources from each individual school, which includes termly calendars and incursion updates. If you know your child's appointment is booked for a date/time that conflicts with a school activity please contact All Star to tell us your preference – to pull out your child to attend therapy or to cancel the session. Please also communicate this decision with your child's classroom teacher.

## **Can I access other services as well as All Star?**

Of course! A key principle of the NDIS is choice and control, we believe that this also means you can access any services that fit best with your family and child. Our therapists are more than happy to work collaboratively with any other service provider who supports your child.



# Frequently Asked Questions

## **What if I miss or cancel multiple appointments?**

Failure to attend and late cancellations of two appointments in a six week period will result in all future appointments being cancelled, and your therapy plan with All Star Therapies being reviewed. We maintain an extensive waitlist, so we are required to enforce our cancellation policy to ensure a fair service for everyone.

## **How can I best communicate with my child's therapist?**

Our administrative team can be contacted on 9924 5115 or [reception@allstartherapies.com.au](mailto:reception@allstartherapies.com.au) if the matter is regarding:

- Invoices and payments
- Appointment schedules, missing appointments, or illnesses
- Report or letter requests

Unfortunately, our therapists are very busy and some spend a lot of time traveling to regional/remote areas. Please contact your child's therapist via email if you want to communicate an update in between sessions. If you haven't received anything within 3 business days please forward the email to our lovely Practice Manager Heather ([admin@allstartherapies.com.au](mailto:admin@allstartherapies.com.au)) for further support.

## **What if something pops up in-between sessions that might influence the current therapy plan?**

Please be aware that we are not a mental health or crisis service, so please do not expect us to be able to offer more services when you need them urgently.

If you feel that something important has come up that would likely result in a change of therapy priorities for your child's upcoming session, please contact our team (your therapist or the admin team) to determine if the next session should be swapped to a parent consult to discuss your concerns, and agree to a new therapy plan.

## **What happens if I have overdue invoices?**

You will receive notifications from our invoicing system when your invoices are 7, 14, and 21 days overdue. You will also be contacted by our administrative team to remind you about the overdue invoices. Once an invoice reaches 21 days overdue our administrative team will inform you that further appointments will be cancelled until payment is received.

Unfortunately, if invoices continue to be unpaid your child may be discharged from All Star Therapies, and debt collectors will be engaged.

