

Paediatric Allied Health Services

@ Gippsland Lakes Complete Health



Welcome to our Paediatric Allied Health Service



Starting your child's development journey can feel like a big step, and we're here to support you every step of the way.

Our team work alongside families to build skills, confidence and independence - supporting children to grow and reach their goals.

Our occupational therapists, physiotherapists, speech pathologists and Key Worker, based in Lakes Entrance and Bairnsdale, support children and young people under 18.

We complete assessments and deliver therapy in a range of ways. Your therapist will work with you to find the approach that best supports your child and their goals. Therapy may be delivered through individual, paired or group sessions, along with home programs.

Our team is supported by allied health assistants and admin staff. We take a team approach, working together to understand your child's strengths and support the goals that matter most to your family.

What to expect:

- ✓ We'll listen to you
- ✓ We'll focus on goals that matter to your family
- ✓ Therapy usually runs in school-term blocks
- ✓ You'll be part of every session
- ✓ We'll adjust support as your child grows.



Our Team

Occupational therapy

Occupational therapy supports children to build everyday skills for play, learning and independence. This might include:

- Fine motor skills (like holding a pencil, using scissors or doing up buttons)
- Self-care skills (getting dressed, brushing teeth)
- Sensory processing (managing different sounds, textures or movement)
- Self-regulation (coping with big feelings)
- Participation at school and in the community.

We also provide assessments and trial equipment to support your child's independence.

Speech pathology

Speech pathology supports children to build communication and feeding skills for everyday life. This might include:

- Speaking clearly
- Understanding language
- Using words and sentences
- Social communication
- Feeding and swallowing.

We can also complete assessments and trial assistive communication devices to support your child's communication.

Physiotherapy

Physiotherapy supports children to develop mobility and movement skills. This might include building:

- Strength
- Balance and coordination
- Confidence in movement skills such as rolling, crawling, walking, running and ball skills.

We can also complete assessments and trial equipment to support your child's mobility.

Paediatric allied health key worker

Our Paediatric Allied Health Key Worker provides a coordinated approach to therapy for children with complex care needs or families who may need extra support to access services. This might include:

- Supporting you and your child to set and work towards goals
- Delivering therapy in your child's natural environment
- Working alongside other allied health professionals
- Supporting families to advocate for their child's needs with other services.

Allied health assistants

Our allied health assistants work under the supervision of qualified clinicians and support therapy programs tailored to your child's goals.

They may deliver individual or group sessions, helping your child practise and build skills between appointments with their therapist.

Therapy options

We offer a range of therapy options to suit your child and family. We'll talk with you about the options that best suit your child's goals and your family's routine. This might include:

- Individual sessions
- Small group sessions
- Parent training
- Home programs
- Reports for schools, paediatricians or the NDIS.

Please allow around four weeks for reports to be completed (longer for detailed NDIS reports).



Your Service Journey

Step 1 – Referral

A parent, carer or referrer completes a referral form.

This helps us understand your child's needs, identify key people involved in their care, and determine which allied health assessments may be required.

Step 2 – Waitlist

We review referrals regularly and place children on our waitlist. We know waiting can be hard. We'll be in touch as soon as an appointment becomes available.

If anything changes while you're waiting, please let us know.

Step 3 – Initial assessment

We meet with you and your child to understand their strengths, challenges and goals.

Goals are set together with you, and you'll receive a copy of your plan from your clinician.

Step 4 – Therapy

Therapy usually runs in blocks aligned with school terms. Together, we'll decide:

- How often sessions occur and where they're delivered
- Whether individual or group therapy is the best fit
- What home activities or additional supports may help.

Step 5 – Review and discharge

We regularly review your child's progress and adjust goals as needed.

When goals are achieved, therapy may pause or finish. This is a natural part of the therapy journey, our aim is to build your child's skills and your family's confidence to continue using strategies in everyday life.

Decisions about discharge are made together, with your insights and priorities at the centre. Children may be discharged when:

- Therapy goals have been achieved
- The agreed therapy plan has been completed
- We're unable to make contact with the family
- The child is receiving the same service from another provider
- There are repeated missed appointments or late cancellations
- The family chooses to discontinue therapy.

If new goals arise in the future, your child can be re-referred. We're here to support you as your child's needs change over time.

Service Delivery

Services for younger children (under 7)

We focus on building strong foundation skills for development and everyday life.

Therapy may run weekly or fortnightly during school terms, with breaks in between. These breaks give children and families time to practise and build on skills at home.

Some children may receive funding through the Early Childhood Approach (ECA) as part of the NDIS.

ECA supports young children under 6 with developmental delay, and under 9 with disability, during the important early years of development. Our approach is guided by best practice and focuses on what works best for children and families. This means:

- Families are at the centre of decision-making and support
- Services are tailored to each child's strengths, needs and family context
- Children are supported to participate in everyday routines at home and in their community
- Learning and skill development happen through daily activities and play
- Families and professionals work together in partnership
- Support builds the confidence, knowledge and skills of families and caregivers
- Goals are guided by what matters most to the child and family
- Services are delivered using high-quality, evidence-informed approaches.

Services for school-aged children (7+)

We focus on one priority goal at a time, usually over a school term.

At the end of each therapy block, your child may:

- Finish therapy if their goal has been achieved, or
- Be re-referred to work towards a new goal.



Attendance

We know life with children can be unpredictable. If you need to cancel, please let us know as early as possible so we can offer the appointment to another family.

Cancellation requirements

- 48 hours' notice for NDIS appointments
- 24 hours' notice for other appointments.

Repeated missed appointments or being unable to contact families may result in discharge, so we can support others on the waitlist.

Appointment locations

Your appointment location will be confirmed at the time of booking, as not all services are available at both sites.

Some sessions may also be delivered at your child's education setting, at home, or in the community, depending on your child's needs and therapy goals.

Our clinic locations

- Lakes Entrance: 18 Jemmeson Street
- Bairnsdale: 281 Main Street.

Fees and charges

Fees will be discussed when you book your appointment. If cost is a concern, please speak with us, we're happy to talk through options.

Costs may include:

- Session time
- Preparation and documentation
- Reports or resource development
- Travel time for offsite appointments.

If your child is NDIS-funded, a current Service Agreement will be in place. For further details, please refer to the NDIS Participant Handbook.



Child safety and wellbeing

Your child's safety is our priority. Children must be supervised by a responsible adult during appointments.

Our team members are mandatory reporters, which means we must act if we believe a child is at risk of harm.

We're committed to creating a safe and inclusive environment for all children and families accessing our service. If you have any concerns or are experiencing barriers to attending appointments, please speak with us – we're here to help.

Feedback

Your feedback helps us improve our services and better support children and families in our community. Anyone using our services is welcome to share feedback, including anonymously, if you prefer.

You can provide feedback by:

- Calling 5155 8300
- Emailing hello@glch.org.au
- Completing the online form at glch.org.au (or scan the QR code)
- Writing to PO Box 429, Lakes Entrance VIC 3909
- Completing a feedback form at our customer service areas.



You can also speak with your therapist or contact the paediatric administration team on 5155 8370 or via paediatrics@glch.org.au

We welcome all feedback – compliments, suggestions and concerns – as part of our commitment to continuous improvement.



We acknowledge the Traditional Custodians of the lands and waters on which we live and work. We celebrate the diversity, resilience, and continuing cultures of Aboriginal and Torres Strait Islander peoples, and pay our respects to Elders past and present.

Everyone is welcome at GLCH. We are committed to including all people, embracing diversity and eliminating all forms of discrimination.

