



Katrina Thompson
Registered Provider trading as
Kat's Care Services.



Service Name: **Kat's Care Services**

Address: **8 Stafford Road Albury NSW**

T: 02 60458797 M: 0409 274 790

E: kat@katscareservices.com.au

W: www.katscareservices.com.au

ABN: 470 729 582 32

**My Service Information for
Participants.**

Contents

About My Service	3
My Values and My Philosophy.....	6
Orientation for New Participants	7
Arrival and Departure.....	7
What to Bring each Day	7
Fees and Payments.....	8
The Program.....	9
Excursions.....	9
Participants Behaviour Guidance	10
The Health and Safety Requirements of NDIS Premises	10
Working as Partners	11
The role of Kat’s Care Services.....	11

Welcome to my service.

About me

My family have relocated to Albury NSW December 2013; we are very excited to begin working with NDIS including Plan-Managed, Self-Managed and clientele that are privately funded.

I have passion; empathy and experience with all ages; including high needs and the disabled. My service allows participants to share experiences in a safe and loving environment by working together to achieve great outcomes; realising that we are not all the same.

My qualifications:

- Certificate 111 in Community Services: Community and Aged Care: CNO258: December 1999.
- Statement of Attainment: SCI Communication & Deaf Studies: June 1999.
- Excellence Award 1999: for exemplary standards in academic and practical achievements in Community Services: December 1999.
- Certificate IV in Community Services: Aged Care: CHC40199: March 2003.
- Statement of Attainment: Healthy Foods Childcare: December 2005.
- Shared stories; shared lives: Foster Care Training: March 2007: with Department of Community Services & Uniting Care Burnside.
- Statement of Attainment: Identify and respond to children and young children at risk of harm: CHCCHILD401B: December 2012 and yearly updated training.
- Study: 9 units completed in Bachelor of Early Childhood with Curtin University, I am awaiting transferring to a Bachelor in Psychological Sciences, through external studies, receiving full Advanced Standing for units completed toward this degree.
- Statement of Attainment: Provide an Emergency First Aid response in an Education and Care setting: expires 3rd February 2021 HTAID001, HLTAID002 & HLTAD003.

My experience:

- An Educator (*still current*) with Greater Hume Children Services from 2013, providing care for families with all needs.
- A provider of care for children Self-Managed and Plan-Managed through NDIS, their prospective planners and other services requiring care 2017- (*still current*).
- I have been an Educator with Mid-Western Regional Family Day Care Scheme since 22nd December 2003, working 24/7 by agreement: providing a full pre-school program; day and overnight care: for general; high needs; respite; or disabled children 0-18 years; finishing 1st December 2013 to relocate to Albury.
- Foster Carer: from July 2007 till December 2010; whilst working in Family Day Care.
- Before this I worked at ABC Long Day Care Wellington NSW, for 12 months in various areas including room leader of the pre-school room.

- Assistant in Nursing: Facility & In-Home Care: January 1999 until December 2003.
- NDIS 2017 – still current 24/7, Plan-Managed, Self-Managed, privately funded participants (not able to yet access NDIS funding) but are funded elsewhere.

My beliefs about children and the experiences I want for them:

Participants blossom with encouragement; all learning at different levels; whether due to age or ability. My program offers structure and routine with movement for spontaneous activities guided by observations and interest. During this time, I can assist with homework, or just to learn new skills required in self-care, daily life, or work skills. I am also able to support community based or centre based - social and recreational activities.

I am a huge believer in self-help and encourage all participants to achieve positive confidence within themselves by supporting and encouraging this through all activities of daily living (ADLS). I provide access to touch screen computers (which allow all ages to participate). 4 years old and above are registered (included in fee) to IXL Maths, Reading Doctor and Reading Eggs; which enhances key learning areas. Participants are given their own passwords so that they can continue to expand their learning at home; school or Library via computer or iPad.

About my family:

My partner Dane is with the NSW Police (*Forensics*), I have two daughters, Tanika and Dakoda, and a beautiful grandson Chad. Family play a big part in my business with guidance and role modelling. My family have supported me in my position as an Educator and Provider; this has allowed my own children to experience 'real life' and 'knowledge' for future work and life choices, in their adult lives.

I also have 2 therapy dogs Kobba (8yrs), and Russell (9yrs), whom play a very big part of the program (*colour coded in for privacy*) and experiences. Due to confidentiality I cannot disclose which participant (*individual*) they are matched to, what I can say is that they know their job, and know when a participant is anxious, ill or in need of love. The beauty of this is that all the participants are inclusive, and allowed to grow, develop, care and help with their daily needs, whilst also benefiting from Kobba and Russell's, unconditional love.

Orientation:

Before and on orientation I will explain that I have a **swimming pool on site**. This is key locked, with the key kept accessible for adults on the deck – out of reach of young participants to ensure everyone safety.

The external wire doors are always all key locked - while participants are in attendance. Participants only go outside with adults (where age and safety require), this is at the discretion of the provider and participant, family and guardians and will be discussed at orientation. In this instance for any reason if younger participants are in care, we must go back inside (if the *doorbell rings*), and the door is again locked.

For this reason, I ask any parent / guardian to advise of arriving time so that I can ensure we are indoors.

Doors are locked to ensure and teach safety within the home, whilst providing an added protection due to the fact I have a swimming pool on site. This being with all the negative media attention over recent years.

I believe the pool is an important part of my programming, for health, valuable life skills, therapy, communication and fun within my home.

We use the swimming pool with authorisation from families, only when 2 adults are in attendance and it suits with weather.

Participants cover all topics of water safety, such as the recovery position, our 'Do the 5 stay alive,' what do in an emergency etc. We build on this within the pool see: Risk Assessment in the Enrolment - drop down information section on www.katscareservices.com.au

Before and on orientation I will explain that I have 2 Therapy dogs. Another important reason for knowing arrival times is to ensure Kobba and Russell are outside. When Kobba and Russell bark - all the participants have learnt to acknowledge, that they are telling us something and go to look, this makes your entry a little bit easier.

VALUES:

Being open minded and allowing participants to build on their learning experiences; by scaffolding learning and mirroring positive behaviours of those within my service. Throughout the participants day I will observe and implement changes within the program to embrace and challenge curious minds; via technology; hands on experiences; books; discussion; especially outings. Respecting themselves and others is a huge developmental milestone.

PHILOSOPHY:

- To provide a warm, caring; structured environment; for participants.
- To acknowledge and embrace the needs; potential and abilities of each participant unconditionally; by enhancing; strengths; competence; self-esteem; regardless of race; disability or gender.
- To work with the parents/guardians of the participant; to build on social behaviours; manners; respect for self and others; and assist each family to develop a sense of belonging and inclusion.
- Advocate in relation to issues that impact on my profession and on participants and their families whilst supporting workplace policies; standards and practices.
- Advocate for the development and implementation of laws and policies that promote participant and pet friendly communities and work to change those that work against participant, pet and family wellbeing.
- Work to ensure participants and families with additional needs are supported; by advocating for 'Indirect Discrimination' which is often sometimes harder to spot.
- I hear, and I forget; I see, and I remember; I do, and I understand.
- Every participant can learn; just not on the same day; or in the same way.
- To provide a home that allows Kobba and Russell, the ability to work with specific participants daily, for companionship – whilst maintaining privacy, safety and hygiene.
- When working Kobba and Russell are alert to when a participant is anxious, ill or needing a cuddle, whilst remaining inclusive to all participants attending, regardless of needs. For without Kobba and Russell, our home would not be a home, it would just be a service!

Orientation for New Participants

When new participants start, they and their parents/guardians are sometimes anxious. It is always preferable for participants to get used to our environment by coming to visit us with a parent/guardian prior to starting. This is a good time to collect any forms, or return same, allowing the participant to feel familiar within my service.

Does the participant have any separation anxiety?

I find if participants are teary it is easier to say goodbye, tell them what time you are back to collect them and leave. Often tears are stopped with re direction or a cuddle, in a very short period, please call or text if you have any concerns.

Arrival and Departure

This can be a hectic time of the day. It is important that parents/guardian sign the participant in or out as soon as they arrive at the precise time (17.10HRS). This is a requirement for insurance. It is also important everyone understands participants are still in my care while at my home/premises.

Please let me know if you will be late picking up your child.

Because I offer 24/7 care, I will often have bookings (back to back); for this reason, pick up time 'as per contract' needs to be followed; unless agreed upon in certain agreed circumstances where numbers allow.

What to Bring Each Day

- Spare clothes.
- A hat for summer and winter (*sun safe hat and sun safe clothing Aug to May*).
- Pyjamas for overnight stay.
- Toiletries.
- Medication (*with participants name, dose, time to be given, specific details*), or contained in a Webster pack, same will require a medication form for each medication.

Does the participant have any allergies or special needs that you need to provide for?

- Please clearly mark any creams or ointments with the participants name.
- Sheets and bedding are supplied and washed by service.
- All meals / drinks are provided by service (*excluding bolus feeds*).
- Medications are to be handed to Provider (*not left in bag*) so same can be locked away in my safe; fridge or cupboard (*as per legal requirements*). Medications MUST have the participants name with directions as per Doctor instruction.

You are required to pay the fee if you book care without funds being available – so please have conformation made before booking.

My payment arrangements are:

The Invoice for care is based on ratio at time of booking and signed upon arrival by parent/guardian. Once care has been completed the signed attendance records are attached to the invoice and sent to accounts, where they are processed. Your fee is calculated via Price Controls via NDIS and paid directly into my bank account.

Katrina Thompson
BSB: 062 619
ACCOUNT: 10103944

- **NOTE: Outstanding invoices will be directed to Prushka for debt recovery. this will include the debt and debt recovery costs.**
- *In the event of the Customer being in default of his obligation to pay and the overdue account is then referred to a debt collection agency, and/or law firm for collection the Customer shall be liable for the recovery costs incurred and if the agency charges commission on a contingency basis the Customer shall be liable to pay as a liquidated debt, the commission payable by the Supplier to the agency, fixed at the rate charged by the agency from time to time as if the agency has achieved one hundred per cent recovery and the following formula shall apply. Commission = Original Debt 100 – Commission % charged by the agency (including GST) In the event where the agency is Prushka Fast Debt Recovery the applicable commission rate for the amount unpaid is as detailed on www.prushka.com.au.*
- *In the event where the Supplier or the Supplier's agency refers the overdue account to a lawyer the Customer shall also pay as a liquidated debt the charges reasonably made or claimed by the lawyer on the indemnity basis.*

The Program

Please take the time to look at the program I provide to participants every day, which includes the Early Years Learning Framework (*for 0-6*), My Time Our Place (*older*) curriculum is based on the needs of school age participants in their leisure time away from school.

The Early Childhood Early Intervention (ECEI) approach supports participants aged 0-6 years who have a developmental delay or disability, including their families/carers. The ECEI approach supports families to help participants develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life.

The NDIS has engaged Early Childhood Partners around Australia to deliver the ECEI approach. Early Childhood Partners are experienced in providing early childhood intervention for participants.

<https://www.ndis.gov.au/understanding/supports-funded-ndis>

The framework is based on the following 5 outcomes for children:

1. Participants have a strong sense of identity
2. Participants relate to, and contribute to their world
3. Participants have a strong sense of wellbeing
4. Participants are confident and involved learners
5. Participants are effective communicators

Older participants self- direct their program as per outcomes, needs and interests. This is discussed on orientation. At times another participant may not be able to attend an activity for personal/medical reasons, in this instance all effort will be made to find a more suitable activity that all participants can enjoy, this will not apply if (1-1).

I welcome your questions and input into the program.

Excursions

Excursions provide participants with opportunities to connect with our community and add to the range of experiences provided in the program. Please see risk assessments on www.katscareservices.com.au which require signatures by either the guardian, parent or participant (where applicable). Note spontaneous excursions can be authorised via clear authorisation sent via email/text – same will be printed and kept in the participants portfolio under authorisations.

Participant Behaviour Guidance

It is important that participants have clear and consistent expectations. I have a small number of simple rules for participants:

- We sit down to eat and drink at the dining table.
- We care for each other and our things.
- We walk inside and respect peers' quiet spaces, outside is for active activities.
- We respect the house rules (*displayed within the home*).
- We care and love all animals within our home as they are family too.
- We do not assault, abuse or belittle others.
- We do not touch other participants or the providers belongings without permission.

The Health and Safety Requirements of my Premises

Providing a healthy and safe environment for participants is very important. I require all parents/guardians to be considerate and **keep unwell participants home**.

If the participant has been recently immunised, please inform the provider as this may compromise participants with weakened immune systems.

For those with mobility issues there is a second driveway and separate entry into the home. My goal is to complete a circular driveway for easier drop off/collection of participants.

Alternative care if I am sick or unavailable

I will do my best to inform families well in advance of my holidays or any days I take off, but inevitably may have to take sick leave from time-to-time. Please contact your Coordination Unit/Plan Manager or NDIS, if you require alternate care.

All families are different, and it is my aim to build a trusting relationship with each family. Communication is important, so I can find out about participants interests, strengths and abilities and listen to what parents/guardians want for the participant to achieve. Medical information is crucial to quality care and assisting in outcomes for goals.

Please help me to build our 2-way communication.

Over the years, I have found that the best source of communication is:

- E-mail with urgent concerns; positive feedback; newsletters; health outbreaks.
- Texting messages or sending photos of the participant direct to parents/guardian.
- Evaluations of programs participant directed (*completed weekly*) and attached to each participant observation sheets on One Note; with group and individual feedback on specific focus areas.
- Good 'old fashioned' communication to parents/guardians on drop off/collection of the participant.
- My program (*for younger participants*) is displayed above your sign in book; please take the time to see what the participant has been learning; if unsure please ask so I can prompt the participant to explain what they learnt, 'in their own words'.
- Participants weekend care consists of self-choice activities guided by interest, needs and required outcomes, weather – activities outside the home are relayed to parents/guardians where required and signed for via Hazard/Excursion forms located on www.katscareservices.com.au

The Role of Kat's Care Services

I am supported in my work by the services whom link families to my care. If the participant is Plan-Managed, it is imperative that your Plan Manager confirms care **and ensures funds are available – see above conditions**.

For short term care/casual I ask that **a booking form is completed**, or where required an email or text with dates and care required. I use emails or texts as proof of booking, so please be aware of same when booking care. This assists the families unable to access computer and ease of service. A Service Agreement is signed by families, before ongoing care commences as per NDIS/NDIA recommendations, this is for ongoing casual care or permanent and will be documented as same.

Families are **charged if their child is absent**, as per NDIS guidelines for notice, this includes for illness, family absences including holidays, as the participant is allocated into numbers when bookings are confirmed and quoted for – so please take care to ensure dates are correct. Private bookings: often when I am asked to quote, I am asked to do so months in advance, for this I often quote to a higher ratio (lower cost to the family). **Due to same if a participant fails to attend the family will still be charged** – as I have allowed for the participant in my numbers.

Participants that have been **quoted (1-1)** and have agreed to move to a group, will have their invoice reduced as per ratio, thus more funds will remain in their package to use later if required. **If I am absent/unable to work** your child/young adult will **not be charged** as I am unable to complete my agreement for that period. This includes if I am sick, or on annual leave.

For my absences some parents/families may accumulate extra funds that can be used on alternative casual basis – booking forms/or email detailing dates and times, are to be signed for same.

Due to the variety of ages, needs and interests often activities are booked at time of care, for activities such as movies parents/guardians, will be given a text or verbally advices of the movie participants have chosen. **All parents/guardians are asked to text/email conformation they approve same for those under 18 years of age.**

I aim to provide diversity with activities, this also allows participants to see the world from different eyes – **parent/guardian approval will also be asked to be given in text/email** whilst also completing Hazard and Risk Management forms for outings not normally routine.