

A stylized sun graphic with a yellow center and orange rays, partially overlapping the orange banner.

**NDIS services**  
for kids aged 2-12

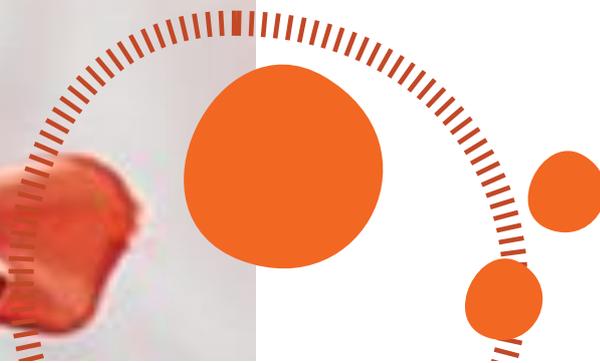
**Windmill Program**  
Powering Ability Together





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# Welcome



## We're here for you

At Royal Far West we are dedicated to supporting children in rural and remote locations to access the health and developmental care they need.

We are a non-government provider of developmental health, early intervention, education and therapy services for children and their families. We work collaboratively with you, your family and the professionals who support you.

Our Windmill Program offers therapeutic interventions for children aged 2-12 years who have Autism, Intellectual Disability, Developmental or Global Delay. Children may be eligible to access this program if they are National Disability Insurance Scheme (NDIS) participants.



## Did you know?

**Royal Far West have been connecting country kids to the healthcare they need since 1924.**

**We are leaders in the delivery of allied health services to children via technology.**

**We deliver speech, occupational therapy and psychology services in schools across New South Wales, Queensland and Western Australia.**



## Get in Touch



**1800 500 061**



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**[www.royalfarwest.org.au](http://www.royalfarwest.org.au)**

# The Windmill Program

The Windmill Program is suitable for children aged 2-12 years with mild to moderate disability who live in rural and remote areas.

The program supports Early Childhood Early Intervention (ECEI) and the National Disability Insurance Scheme (NDIS) Participants.

**We work collaboratively to support your child's:**



Communication



Social Skills



Movement and Mobility



Independence



School Readiness

## Where can you access Windmill services?

You can access Windmill services in your home, school and community, using telecare (video conferencing technologies) or onsite at our Manly campus as immersive therapy weeks. We also offer camps and blended services delivered face to face and remotely via telecare.

Why work with Royal Far West?

- We tailor supports for your child and family.
- We have a team of over 70 paediatric specialists.
- Our Windmill program was joint winner of the 2017 NSW Disability Innovation Award in the 'Innovation in Improving Outcomes for Children and Young People' category.

We offer programs to support parents, carers and teachers.

# Our approach



## **Partnership**

We work in partnership with families to develop integrated, high quality therapeutic solutions that meet the needs and goals of the child.



## **Flexible & Innovative**

We are flexible and innovative and will utilise technology where appropriate.



## **Responsive to family and child's needs**

We are responsive, open and easy to interact with - we use our specialist knowledge and skills to work with the family to achieve your child's goals.



## **Inclusive and Respectful**

We believe in mutual respect and promote an inclusive environment that values everyone, no matter where they live and the services they need.



# Your Windmill Journey



## Step 1 Getting to know you

We start by listening to you to understand your child's strengths and goals. The information you give us, helps us to develop a personalised support plan that suits your family.

## Step 2 Planning

We make service planning easy for you. Our Service Planner will guide you step-by-step through planning of your supports. Remember, the ways we deliver your support are up to you. You can access services in your home, school or local community, or you can join our weekly immersive or recreation programs held on-site at our Manly Campus.

## Step 3 Service Delivery

We'll introduce you to your focused support team, which may include a teacher, social worker, psychologist, occupational therapist and/or speech pathologist. Our team of clinicians and special educators work with country families every day and understand the unique challenges remote families face.

Your Service Planner will stay in close contact with you to ensure you are happy with our services.

## Step 4 Review

We recognise your child's goals will most likely change over time. At the end of your program we will review how your child is progressing against their goals and discuss with you your future goals and support requirements.

Our programs are designed to be flexible and grow alongside your child and your family.

# Our *Services*

## **Speech Pathology**

Expressive and receptive language and social communication

## **Occupational Therapy**

Regulation, motor skills, play skills, self-care, and behaviour

## **Psychology**

Positive behaviour support and psycho-social education

## **Special Education**

Early literacy, functional academics and visual systems and signs

## **Parent Education**

Universal strategies to manage behaviour and emotion

## **Recreation Programs**

Health and wellbeing camps for child and parent, in a safe, fun, inclusive environment





# Accessing Windmill Program supports

**The Windmill Program is flexible and offers a range of delivery methods. Telecare brings services to your home, pre-school or school.**

**You can choose to receive therapy by technology or in person, or a combination of both, depending on your child's abilities and needs.**

**Your Service Planner will ask you about how you would like to access services and can answer any questions you may have.**

## **Accessing services in your home, pre-school or school.**

We offer speech and occupational therapy, psychology and capacity building programs through Telecare.

Telecare uses high quality video-conferencing technologies and saves you the time and expense of travelling for appointments.

With Telecare you can access supports in your home, childcare, preschool or school. Choose the environment you think works best for you and your child. Sessions usually run for 45 – 60 minutes.

## **What do you need to use Telecare?**

All you need is:

- Access to a reliable internet connection.
- An email address.
- A suitable device with camera, microphone and speakers.
- A private comfortable area.

If you do not have access to this equipment, or if you're unable to access the internet from home or your child's school, we may be able to work through a local health or community partner in your area.

Ask our Service Planner how we can assist.



## Services in your community

We offer intensive goal-orientated therapy packages in local communities, subject to demand and scheduling capacity.

Ask our Service Planner about therapies available in your area.

## Services at our Manly campus

Take a break from the pressures of everyday life at our Centre for Country Kids, located on Manly Beach. Enjoy comfortable onsite family accommodation while you access a full range of therapy and support services, delivered in state-of-the-art facilities.

- Meet and work with your support team.
- Focus on working towards a specific goal.
- Access other Royal Far West services (subject to eligibility criteria).

Not all costs for the Manly program are covered by the NDIS. You will need to pay Royal Far West for accommodation and meals yourself. Please discuss ways you may be able to minimise the accommodation cost with our Service Planner.



## Manly Accommodation



We offer comfortable, affordable, family style accommodation onsite at our Manly campus, located just steps away from Manly beach and our Centre for Country Kids. Continental breakfast is included in the tariff.



## Camps in Manly

Our camps and recreation programs will help your child to develop important life skills and work towards achieving their personal goals all within a fun, inclusive environment.

Camps, held during and around school holiday periods, include a range of therapies, meals and accommodation for each child and one guardian.

NDIS does not cover all costs of camps. You will need to pay out of pocket expenses for accommodation, meals and some activities.

Programs and costs vary, so ask our Service Planner for information about upcoming camps.



## Other Royal Far West Services



### *In Schools*

School Counselling

Professional Development for teachers



### *In Communities*

Healthy Kids Bus Stop

Community Support

Capacity Building



*"...we were so lost, we felt that the rug had been pulled from under us, and we didn't know where we were going. With just a week we have learnt to communicate with our little boy and found our joy in him again- we will never be able to thank you enough."*

# The NDIS

## and Royal Far West



The National Disability Insurance Scheme (NDIS) funds reasonable and necessary support for people with disability, their families and carers. There are a lot of disability support options and the NDIS aims to give you choice and control. Royal Far West is a registered provider with the NDIS.

## How we can help you

We're registered to provide supports in these areas:



Early Intervention supports for Early Childhood



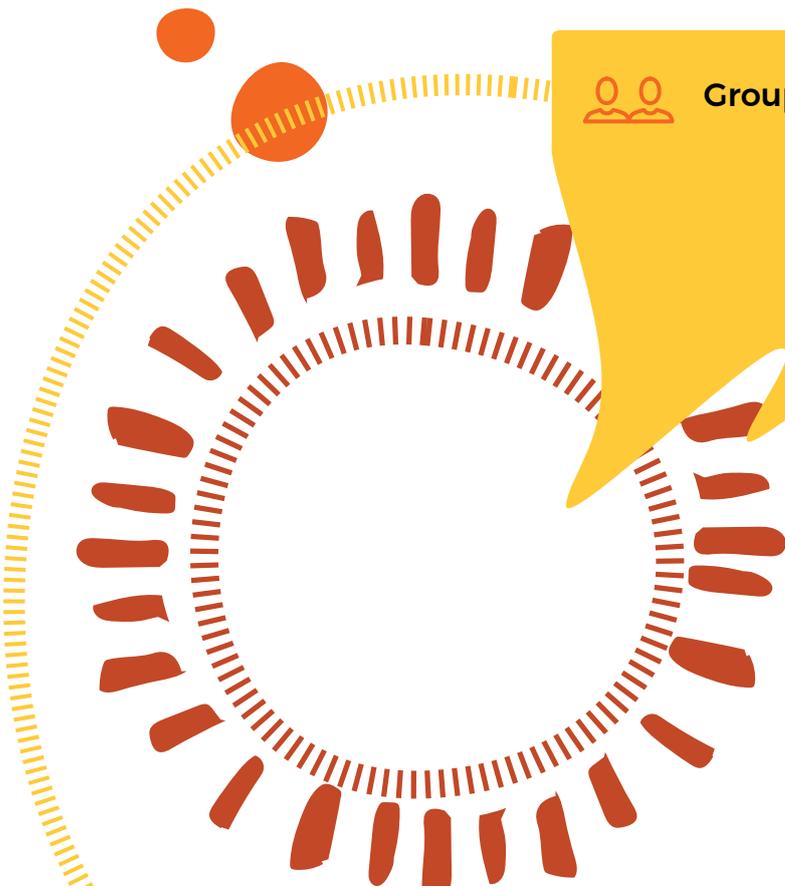
Therapeutic supports



Participation in community, social and civic activities



Group and centre based activities



# *Frequently asked questions* **about the Windmill Program**



## **Do I need a GP referral to access Windmill?**

No, Windmill is a fee for service program. This means that you need to have some funding to be able to purchase therapy sessions. This can be your NDIS package, or some Medicare items. If you wish to use funding under Medicare you need to contact us so that we can explain what you need to do.

## **How many sessions can I have?**

You can choose to access as many disciplines as you would like. We do have some guidelines around what we believe will help your child the most, and create the best outcomes. The number of sessions will vary because we are flexible and responsive to your child's and family needs and goals.

## **How much are sessions?**

Sessions are billed at an hourly rate of the NDIS benchmark. Please keep in mind that often there is considerable time spent creating resources for each child, as well as having the opportunity to talk with you to help you understand the session, so the therapist may work with your child for half of the session and then work with you and discuss ways of facilitating therapy for the next half.

## **How long do I have to wait for a visit?**

We try to take bookings 6 weeks in advance. This is to ensure that we have the staff and accommodation available. Sometimes we are able to do an earlier booking if we have vacancies.

What do I need to bring?

- Anything that you would need to go on a holiday.
- All linen is provided as well as 3 meals a day.
- There is a washing machine and dryer on site for you to use if you need so don't feel you have to pack loads of clothes.
- Put in something warm just in case the weather is not good.
- Any reports that you haven't already sent us.

## **How will I be billed?**

We will create a service agreement that will outline the ways that the Windmill program will be paid. You will be required to sign off on this.

- If the NDIA are managing your child's plan, we will create a service booking on the NDIS portal.
- If you are self-managing, the terms will be in the service agreement.



- If you have a plan manager, those details must be provided to us, so that we can send them an invoice.

Our system will log the sessions that you and your child have attended and you will be billed for these.

### **What will my week look like?**

You and your child will attend a mixture of sessions, some will just be with you, but most will be with you and your child. When you are not in sessions we will have some cool activities for your child to participate in. It is important to us that you have a break too, so we encourage you to take some time out for yourself when your child is busy with activities, have a walk on the beach, quiet cup of coffee, read a book, or even an afternoon Nanna nap. The week can be exhausting both physically and mentally, so treat yourself to some downtime.

### **My child has a special diet - can this be catered for?**

Please let us know if you or your child has special dietary considerations, we are usually able to meet these if we know beforehand. If your child has particular food likes and preferences bring this with you as we may not be able to meet very specific requests.

### **How do I get there?**

You can drive, but there is very limited on street parking available. Public transport options are bus, train, or ferry. If you feel your child will not cope with this then Angel Flight might be able to fly you into Sydney. New referrals require paperwork to be completed, and also require a treating doctor's letter from home. Transport can also be provided from the airport. You will need to discuss this when you confirm your booking.

### **Why so many forms?**

We really want to get a very good picture of your child, what they like, dislike and what motivates them. The forms are used to gather information to ensure we can fully understand your child. We also need to know if they need more specialised assistance in the school classroom for instance, especially if they have some behaviour concerns. This will ensure that we are providing them with the best learning opportunities.



## Ready to join the Windmill program?



**1800 500 061**



**[windmill@royalfarwest.org.au](mailto:windmill@royalfarwest.org.au)**



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