



HANRAHAN HEALTH

THERAPY SERVICES

July 2022

Client Newsletter

"The purpose of life...is to be useful, to be honourable, to be compassionate, to have it make some difference that you have lived and lived well." - Ralph Waldo Emerson



Our Team Values

1. We strive to make a difference everyday
2. We show compassion and kindness in everything we do.
3. We follow through on what we say we will do.
4. We serve our clients with passion
5. We inspire each other to be the best we can be.
6. We embrace growth and learning.



What is news at HH?

1. New Team Member news –

- Welcome to our new team members who join us in July/August: Georgia (Telehealth OT- Tuesdays, Thursdays and Fridays) and Elise (OT – Bowral – Tuesdays and Thursdays, and Campbelltown – Monday/Weds/Fri)
- We are recruiting at the moment for both our 2023 New Grad Program as well as for our current OT/SP positions, including team leader roles and have our fingers crossed for some more new team members coming our way soon! 😊

2. Anniversaries / Celebrations – In the past few months we have celebrated:

- 2 year anniversary for Emma Fleming – AMAZING Emma!



- 5 year anniversary for Mikaela – INCREDIBLE Mik!



- Birthdays for Prue, Sophie, Olivia

3. Presentations at Conferences:

- Presentation success for Olivia at the Speech Pathology Australia conference – congratulations to Olivia, who is presented her honours research project on Monday 23rd May.



- Presentation success for Mikaela who presented in Edinburgh on her PhD project in Cleft Palate on 16th July. Congratulations to Mikaela.



4. Feedback – So much lovely feedback received lately – thank you to our clients for sending in your feedback. We really love feedback – positive and negative, it helps us to keep improving. Please send in your feedback to admin@hanrahanhealth.com.au anytime. Here are a few snippets received from clients recently!

For Lily: "Great service. Friendly service. Professional".

For Bridget: "The therapist was very knowledgeable. Explained what she was doing and why. Spoke to my son on his level. She was very patient and so kind. The report she sent through was very thorough and spot on."

For Simone: "Simone was absolutely lovely and really engaged my son M today. I feel like we are off to a good start...now to start putting it to practice!"

For Emma L: 'Your passion, patience, professionalism, friendliness and ability to make such a close connection to J are a credit to you. Each week J was driven to practice his heart out so he could come back and show you how much he'd improved. Even I walk away feeling inspired after each session'.

For Emma F: "She's learning lots in the sessions and can't wait until she gets home to put them into practice" and "J loves coming in for his sessions, he really enjoys learning with you, you are very patient with him"

For Dani and Sophie: 'Z is very engaged working with Dani. I am very happy and so proud of him every week. Thanks you so to you (Sophie) and Danielle, I'm extremely happy with your work'

For Mikaela: 'Excellent service from Mikaela. My son walked away and said how much fun the session was. He really got a lot out of it, and I can tell that Mikaela really cares.' And another client: "Mikaela was absolutely wonderful, every single person I met at Hanrahan Health was outstanding, so kind and helpful.

For Kate: "Professional Broad knowledge and experience Provided information Provided demonstrations face to face Opportunity for questions and answers Friendly and supportive Displayed empathy and understanding Conducting follow up meetings Helpful to meet client needs Resourceful Referral to networks Thank you"

Policy and Procedures Updates

Policies and procedures developed or reviewed in the last few months:

- We are in the process of reviewing our policies and procedures around the management of severe dysphagia for our complex NDIS participants as the NDIS guidelines have changed in this area recently. We will be in touch with those clients for whom these changes impact individually.
- We have our next NDIS audit coming up in September and have been busy making sure everything is in order. We ask you to please return forms promptly to help us to keep on top of our paperwork requirements. Thanks for your support and understanding. Part of the audit also includes the auditor speaking with some of our clients. We will also be sending you a message to see if you would like to OPT OUT of being contacted by one of the auditors as it is not compulsory.
- AHA session length – we have increased the minimum length of sessions to 75 minutes (45 mins face to face) to enable our AHA team members to better prepare resources required for sessions, clean equipment afterwards, write progress notes and send an email summary after each session to clients and their team. For weekly AHA clients this will include a FREE subscription to our video home practice program. These changes will be rolling out 22nd August. Any questions please contact our reception team at admin@hanrahanhealth.com.au

- **Cancellation policy** – Our cancellation policy has been updated. Please read the below updates for your therapy sessions.

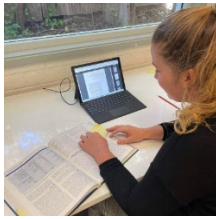
NDIS clients – If you need to change or cancel an initial assessment or therapy session, you need to contact us by phone or email at least 48 hours before your session. This must be done within business working hours / days. If you contact us to cancel after this time – 100% of the scheduled session will be charged as per NDIS policy.

Private clients – If you need to change or cancel an initial assessment or therapy session, you need to contact us by phone or email 24 hours prior to the start of your session. This must be done within business working hours / days. If you contact us to cancel after this time 100% of the cost of the scheduled session will be charged.

New Blogs on our website for you (happy reading!):

- **A day in the life of a Hanrahan Health clinician - Bridget -**
<https://www.hanrahanhealth.com.au/blog/a-day-in-the-life-of-a-hanrahan-health-clinician>
- **What does working in a rural or regional area mean for clinical practice? - Mel -**
<https://www.hanrahanhealth.com.au/blog/what-does-working-in-a-rural-regional-area-mean-for-clinical-practice>
- **Teletherapy for early language development - Whitney -**
<https://www.hanrahanhealth.com.au/blog/teletherapy-for-early-language-development>
- **All about Videofluoroscopies - Cat -**
<https://www.hanrahanhealth.com.au/blog/all-about-videofluoroscopies>

Training our team members have completed recently:



- Kate – attended the full SPA conference in Melbourne and a business working conference with Clinic Mastery in Noosa
- Gab – attended a 1 day on-line course on toileting
- Liv – attended one day of the SPA conference in Melbourne and a 1 day course in AAC
- Sophie – completed her LSVT online certification training (a voice program to help people with Parkinson Disease)
- Mel – attended Sounds Write Training and the Accidental Counsellor Training
- Dani, Michelle, Georgia – continued with their AHA training course
- Emma Fleming – continued with her University course
- Bridget – attended a course of tongue ties and improving chewing skills
- Lily – attended ‘Understanding Sensory Processing through Positive Partnerships’ training
- Cat- attended the ‘Babble and munch’ 7 ways to get started in Feeding Therapy Webinar and a course on Developmental Language Disorder (DLD)
- The whole team completed – ‘Keep them Safe’ training in Mandatory Reporting for child protection.

- Mikaela – attended 'Cup Drinking' from the Feeding Therapy Lab



1. **Clinic for Good** – Our last Clinic for Good was on Saturday May 28th. At this clinic we had 7 team members volunteer their Saturday morning and helped 16 clients at no cost for them. An incredible contribution – thanks team!



Our next clinic for good is coming up on: **Saturday August 20th**. If you or someone you know would benefit from our clinic for good, please contact our reception team today. This is a clinic we run **FREE OF CHARGE** for clients who are having difficulties accessing therapy services due to finances or waiting lists. A way to give back to our local communities.

Video home practice program & Dysphagia program

We would love to share two programs available for you.

Our home practice video program contains hundreds of videos to support learning and development across a range of skills. You can access this program anywhere anytime on your device. Contact us today to enquire!



Cost

Annual subscription: \$999
4 weekly subscription: \$116

Minimum of 4 weeks

"I am very happy with the program. It's a great support when therapy isn't available straight away. My son has started using more words already since starting the videos!"
- Graham



We care about you anywhere, anytime.

Why Register

Our Home Practice Video Program supports with learning new skills from the comfort of your own home.

We understand that each client is different and this is why we provide individualised support to identify the relevant parts of the program.

Hanrahan Health Home Practice Video Program



Our Program

Our program contains hundreds of videos to support learning and development across a range of skills. New videos and handouts are uploaded regularly.

Practice videos for many areas including specific speech sounds, following instructions, even learning Key Word Sign!

Hanrahan Health worksheets developed specifically to align with the video content.

"I love the home practice video program!

The videos are at a really good steady pace, my children really got into it and an even better bonus is that it's user friendly!

I love the high energy, articulation from the clinicians.

I am blown away by this phenomenal resource, I can't praise it enough"
- Sam

VIDEO TOPICS:

- Speech sounds
- Phonological Awareness
- Reading and Spelling
- Expressive Language
- Stuttering
- Alternative and Augmentative
- Communication
- Social Skills
- Feeding
- Voice
- Oral Motor Skills
- and many more!

Enquire today

Hanrahan Health
Phone: 4862 5063
Email: admin@hanrahanhealth.com.au



Our Vision

Our vision is to inspire, empower and support our team and our clients to reach their full potential.

We are passionate about creating opportunities and experiences for our team and our clients to make a difference in their lives.

To create a program for you to access while waiting for ongoing therapy by having videos available to you anywhere, anytime.

Our dysphagia video program contains videos to support you and your team with education on safe swallowing, types of thickeners, how to thicken drinks and much more! You can access this program anywhere anytime on your device at home or in the workplace. Contact us today to enquire!



PRICE

Yearly subscription – \$695.

Your subscription can be shared within your family, group home or facility.

CALL NOW
48625063



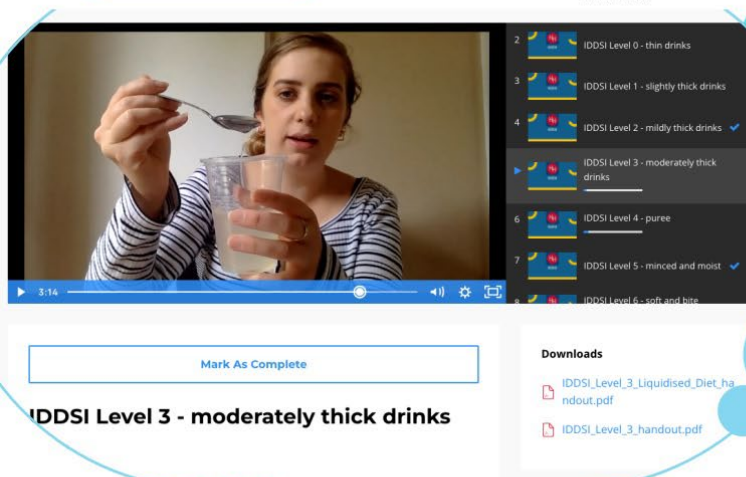
WHO IS THIS PROGRAM FOR?

For group homes and residential aged care facilities – 'It is a wonderful program to share with current staff and to support new staff with understanding how to support safe and enjoyable mealtimes' Catherine Barrett, Senior Speech Pathologist.

For people with dysphagia, family members and carers – 'This program provides extensive training in all aspects of living with dysphagia – to ensure you can enjoy your mealtimes safely with your family and friends' Kate Hanrahan, Director.



DYSPHAGIA EDUCATION TRAINING PROGRAM



IDDSI Level 3 - moderately thick drinks

OUR WHY

We are passionate about creating opportunities and experiences for our team and our clients to make a difference in their lives.

VISIT US

www.hanrahanhealth.com.au

CONTACT US

admin.hanrahanhealth.com.au

[Hanrahan Health](#)

4862 5063

www.hanrahanhealth.com.au

EDUCATION INCLUDES

- What is swallowing?
- Safe swallowing strategies.
- Diet and Fluid Modifications (understanding IDDSI, the different level and preparing these).
- Types of thickeners and how to thicken drinks.
- Medication management in people with Dysphagia.

We update and add to our videos regularly and answer all of your FAQs!

And that's a wrap from me. Until next time, keep working towards your therapy goals and filling our world with kindness. Kate and the HH team 😊