



HANRAHAN HEALTH

THERAPY SERVICES

May - June 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 Belinda who is our receptionist in Bowral Monday to Wednesday, We'd also like to welcome our newest Speech pathology Brielle joining our Goulburn team from 17th July.



- We are in the middle of recruitment at the moment for both our 2024 New Grad Program mid-year intake as well as for our current OT/SP positions and a part-time admin extraordinaire for our Bowral clinic. We have our fingers crossed for some more new team members coming our way soon! 😊 If you know of anyone who might be interested in working with our team, please feel free to reach out to them!

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

- 4 year anniversary to wonderful Catherine Barrett – Thank you Cat for your 4 years of service to our team and our beautiful clients. We are so lucky to have you.



- 2 year anniversaries for wonderful Skye and Lyn

Thank you to you both for 2 years of service for our team and our clients – we are much appreciated.



- 1 year anniversary to our fabulous Speech Pathologists Sudi, Whitney and Maddison and Occupational Therapist Deonet. Thank you to all you contribute to our team and to your clients.



- Birthdays for Dani N, Elise, Lyn, Cat, Sooz, Kate, Emma L, Phoebe, Bridget, Georgia H, Simone and Olivia



- Graduation for our New Graduates Dannielle and Lauren



- Farewell to our wonderful administrator Prue and Speech Pathologist Georgia Opie, we wish you all the best for your future, stay in touch!



3. **Feedback** – So much lovely feedback received this year so far – huge congratulations to all involved with these clients or other programs! Wonderful feedback! Here are a few snippets received from clients and colleagues! Feeling very proud of all of you and the services we are providing.

Jade -

- 1) Communication and reports are very efficient" 🌸
- 2) "The cost would be out of your average persons ability to be able to afford, however I find that the appointment was worth it" 😊

Melissa Katris - 'Melissa, client's language is just exploding! He was saying the alphabet and identifying specific letters yesterday in his play! Client's parents and you can be commended on your continued collaboration and support for client and his amazing development and progress.' 🌟

Dannielle -

- 1) Mum said that she LOVED Dannielle and thought she was "bloody amazing" and her daughter bonded with her straight away which was really unusual for her and wanted to pass on how much she appreciated Dannielle's efforts during the assessment. 🙌
- 2) "Always been consistent and every session has been great" 🌟
- 3) "Appreciate the professionalism, still getting to know each other" 😊

Bridget - "Very engaging and informative staff my daughter had a great time and they made it really fun" 🌟

Georgia - "We enjoyed chatting to our therapist about our concerns. We felt heard and feel confident in a forward approach once we receive our report. We also appreciated that it was possible to hold the appointment in our home which was helpful whilst we were without a car." 🌟

Kate -

- 1) "Professional, friendly, displayed empathy and compassion, information and explanations were clear and easy to understand, calm and relaxed, not rushed, genuinely wanted to be there and help. Conducted follow ups. Kate is an exceptional speech pathologist who has a passion for what she does which is displayed through her work. She has done a remarkable job with my mum and dad which has helped me through sad and different times. I can't thank Kate enough. I will highly recommend Kate to practitioners and friends." 🌟
- 2) "Thank you so much for your incredible patience, love and energy. I have learnt so much from observing you in action and feel very fortunate that my son has been able to benefit from your expertise. We'll keep practicing!!"
- 3) "Thank you for all your professional but also very kind and very understanding for me. I appreciate your helping me." 🦸

Sophie - "Reception upon arrival were friendly & welcoming. Starting a new therapist I was nervous & a little anxiety but Sophie was amazing. She explained the whole process to me she never rushed me when I needed to do sounds or talk. Sophie was thorough in her initial assessment. I left feeling I had hope to find my voice again. I am eager to start sessions. 🌟

Lisa - "for taking such wonderful care of the boys" ❤️

Emma -

- 1) "I feel like I'm progressing with my speech therapy" 😊
- 2) "My daughter is making wonderful progress and they were really happy with Emma and

said how lovely she was"

Campbelltown team members – "Staff are incredibly kind, Very knowledgeable, trustworthy and only want the best outcome for their patients. They're easy to speak with, and are happy to help in every way possible. Highly recommended.

Elise - "Everyone behavior so kind and friendly." 🌟

Lauren - "Always friendly and work with the client" 🚀

Policy and Procedures reminders/updates

- Parent/Carer attendance policy (still under review). Do you leave your child in the clinic with their clinician? To help us we now require you to complete a consent form. Any questions, please see our admin team at your local Hanrahan Health.
- 80% attendance policy – with School holidays coming up quickly, we'd like to remind our clients of our 80% attendance policy. If you have to cancel more than 3 sessions in a 10 week period we may have to put you back on our waiting list and give your therapy spot to the next person waiting, in order to be fair to everyone.
- Cancellation Policy – A reminder about Hanrahan Health's cancellation policy. If you are unable to make it to your appointment on the scheduled day or at the allocated time, then we ask that you let us know at least **48 hours** before your session if you are an NDIS participant this is NDIS policy (NDIS policy found here: [file:///C:/Users/south/Downloads/PB%20NDIS%20Pricing%20Arrangements%20and%20Price%20Limits%202023-24%20%20\(1\).pdf](file:///C:/Users/south/Downloads/PB%20NDIS%20Pricing%20Arrangements%20and%20Price%20Limits%202023-24%20%20(1).pdf)) and **24 hours** before your session for private clients. You can leave us a message on our phone, SMS or an email. If you are unable to do this, you will be asked to pay 100% of the cost of the appointment. We endeavor to provide every opportunity to avoid cancellation fees including telehealth sessions,

resource creation, team liaising session or re-schedule within the same week.

Team News

Team Culture Day

Recently our team spend the afternoon together and celebrated one of our Core Values “We inspire each other to be the best we can be”

How do we do this?

- ✓ We give our team members a shout out in our HH team communication app Slack if we notice someone has done something amazing.
- ✓ We share our client and clinician success stories - when our clients and families achieve a goal or something extra special happens in our day.
- ✓ We truly care about each other and show this in so many ways.
- ✓ We give each other radical candour to keep each other improving.
- ✓ We have 3-6 monthly growth and learning development planning sessions with our supervisors to set personal and professional goals and check in with these goals regularly in our weekly 1:1 supervision sessions.
- ✓ We shared recently in a team building activity how each team member inspires us personally (see our Wall of inspiration in the images). So much to keep us inspired happening here at Hanrahan Health!

Our team celebrated with a team lunch by the Wollondilly river in Goulburn followed by a workshop and team building activities including paint and sip in our Goulburn clinic.





Key Word Sign Basic Workshop 2023

Are you a parent, carer, therapist or educator and would like to learn basic Key Word Sign to help people with communication difficulties?

We've got just the workshop for you.

In July, Sudi Gowen is running a Key Word Sign Basic Workshop **IN PERSON**, in our **Campbelltown office**.

No previous experience signing experience needed.

Places are limited. Please give us a call on 4853 6282 to book in or contact Skye Deighton via email on skye@hanrahanhealth.com.au

We hope to see you there!




KEY WORD SIGN

BASIC WORKSHOP 2023

ARE YOU A PARENT OR CARER? THERAPIST OR EDUCATOR?

Please join **Hanrahan Health** for a fun IN PERSON workshop to learn how to use **Key Word Sign** and **Gestures** to support children and adults with their communication

WHEN: TUESDAY 11TH JULY 2023
TIME: 9.30AM - 4.00PM

WHERE: HANRAHAN HEALTH - CAMPBELLTOWN: SUITE 2, 12-14
WARBY STREET, CAMPBELLTOWN NSW

COST: \$350

- Learn the principles of Key Word Sign
- Learn to use signs and gestures for comprehension and expression
- Learn an Interactive Sign Vocabulary 1 and 2
- Feel comfortable to use signs and gestures in everyday activities
- Gain skills to support others to learn Key Word Sign

PRESENTER: SUDI GOWEN - CERTIFIED PRACTISING SPEECH
PATHOLOGIST & ACCREDITED KWS PRESENTER



Learn
Each word is taught using a sign and gesture to help people with communication difficulties and to make learning easier and more fun.



Getting Started
with Key Word Sign



Sign
Open and closed hands of both hands are used to sign words and phrases. Words are signed in a sequence (one after another).

Participants will receive: A Getting Started with Keyword Sign Book, workshop handouts and a KWSA Basic KWS certificate

Enquires & RSVP: Email Skye Deighton by Friday 30th June on skye@hanrahanhealth.com.au or phone to enquire (02) 4853 6282

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

Bella – 8 fun activities to do with your child that help language development

<https://www.hanrahanhealth.com.au/blog/8-fun-activities-to-do-with-your-child-that-help-language-development>

Olivia – The importance of intrinsic motivation in speech therapy and

occupational therapy sessions <https://www.hanrahanhealth.com.au/blog/the-importance-of-intrinsic-motivation-in-speech-therapy-and-occupational-therapy-sessions>

Melissa – All About Tongue Ties

<https://www.hanrahanhealth.com.au/blog/all-about-tongue-ties>

Sophie – Exposing your child to new foods!

<https://www.hanrahanhealth.com.au/blog/exposing-your-child-to-new-foods>

Gabriella – The life of an Occupational Therapist at Hanrahan Health

<https://www.hanrahanhealth.com.au/blog/the-life-of-an-occupational-therapist-at-hanrahan-health>

Training our team members have recently completed

The last few months of Professional Development have included:

- Dannielle W – The power of reading, Eliciting speech sounds in children with speech sound disorders, Supporting older children and adolescents with reading, comprehension and written expression difficulties
- Mel – Hanen More Than Words
- Dani N, Michelle– continued with their AHA training course
- Georgia N – University studies
- Cat – Aging Voice Rehabilitation, Resonant Voice Tips and Tricks, Flow phonation Tips and Tricks
- Olivia – Paediatric Feeding learning , foundation & intermediate courses

Clinic for Good – Giving back to our community

Our last Clinic for Good was on Saturday April 29th. At this clinic we had 16 team members volunteer their Saturday morning and helped 33 clients at no cost for them. An incredible contribution.



Our next Clinic for Good is being held on Saturday 1st of July. If you'd like to come along, please call your local Hanrahan Health to book an appointment, get in quickly, places are limited.

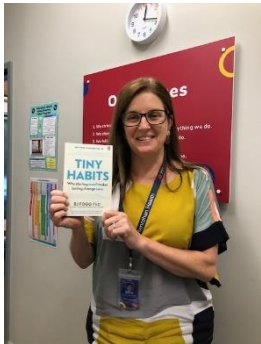
School holidays

School holidays are fast approaching, your clinician would like to continue working towards your goals during this period. This may include:

- Having your regular scheduled therapy session.
- Holiday intensives, more than 1 session a week!
- Goal setting with your clinician and updating your management plan.
- Your clinician creating new wonderful resources for you to use in sessions and at home such as a home program, or preparing resources for the next few months of therapy sessions.
- Holiday group sessions.
- Review assessment if it has been 12 months or longer since your last assessment.
- Progress reports.

Social news

What a fun time we have had this year so far! A few happy snaps for you all!



Global MND Awareness Day
2023
June 21



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 😊