



geronimo
Allied Health

**Service
Handbook**



ABN 46 667 506 489



Occupational Therapy – bridging the gap between where you are, and where you want to be.



Support Coordination – supporting you to better utilise your NDIS plan and link you with providers that best meet your needs.



Skill-Development Programs – developing individualised and group-based programs in order for young people to gain more independent living skills.

Geronimo provide capacity-building supports to NDIS participants across Melbourne's West and Greater Geelong, with offices in Melton and Herne Hill.

We can deliver supports at your home, school or at one of our therapy spaces.

We strive to be your local community experts, understanding the importance of building meaningful relationships with the people we support and their families.



Geronimo acknowledge and pay respects to the traditional owners of the lands we work, and recognise their continuing connection to land, waters and culture, and pay respect to their elders past, present and emerging.



Geronimo provide safe and inclusive environments for those in the LGBTIQ+ communities.



Geronimo provide supports for those from diverse cultural and language groups and actively engage interpreter services.

Support Coordination

Support Coordinators working with participants in Geelong and Melton.

Geronimo specialises in Level 1 and Level 2 Support Coordination and has a wealth of experience supporting children, young adults, and their families to navigate the NDIS to reach positive outcomes.

Our Support Coordinators support participants to implement their NDIS plans to maximize their supports. We assist participants to better meet their goals and link into their local community.

How can Support Coordination help you?



Support Coordinators, Benita (left) & Natalie (right)

- Linking into local services
- Organising your supports to work together as a team
- Supporting you to better understand your plan
- Help you understand how you can utilise your funding
- Someone you can rely on to listen and support you
- Supporting you to request changes in your plan & liaising with the NDIS

Occupational Therapy

Geronimo provide a range of therapy services specifically designed for the needs of children and young people who want to develop skills and have greater participation in their communities.



Occupational Therapy (OT) – provides children and young people with the ability to be an active participant in their own lives. OT can assist young people to become more independent in self-care tasks, self-regulation, sensory processing, motor skill development, and being an active play member.



We can provide OT in a young person's home, school, or at our offices in Melton & Geelong.

Assessments & Reporting – Occupational Therapists can administer a range of assessments to better understand the areas a young person requires additional supports. These can then provide important evidence at upcoming NDIS plan reviews.



Secret Agent Society – is a small group program for children aged 8-12 years to improve their social and emotional needs. Children develop their 'secret agent' skills, enabling them to recognise emotions in themselves and others, express feelings in appropriate ways, talk and play with others, solve friendship problems, and cope with change and deal with bullying.



The program involves 9 weekly sessions facilitated by Occupational Therapists, parent information sessions, and liaising with schools.



Travel Training - through OT interventions we can develop a program to give young people the skills to access the community more independently. This includes not only catching public transport, but also strategies to understand personal safety.

Social Skill Development – through OT interventions Geronimo can support young people to develop their social skill development.



Early Intervention Occupational Therapy

Early Childhood Early Intervention (Ei) can support children from 0-7 years of age with an NDIS plan.

Ei OT's can support children with a range of goals including gross motor skills, fine motor skills, self-care skills, emotional regulation, play, sensory processing, and social skills.

Children develop the quickest in the first 5 years, and it is beneficial to get support early if you feel your child may be behind meeting their developmental milestones.

Caregivers and educators spend the most time with children, so your OT will help to build the skills of those around the child, to be able to support them to work towards their goals.




Service Fees

Geronimo provide services according to the pricing determined by the *National Disability Insurance Agency*. We process payments and invoice on a fortnightly basis, and still invoice for supports if support is cancelled with less than 24-hours notice.

Support Coordination	
07_001_0106_8_3: Support Connection	\$74.63 p/hour
07_002_0106_8_3: Coordination of Supports	\$100.14 p/hour

Occupational Therapy	
<i>Fees are incurred for OT interventions, travel, phone calls, liaising with schools/other providers, researching options, assessments and report/resource development</i>	
15_617_0128_1_3: Occupational Therapy	\$193.99 p/hour
15_005_0118_1_3: EI Occupational Therapy	\$193.99 p/hour



Your Geelong Team



Laura Pollock
Director



Georgia Stone
Team Leader



Ellie Fitzgerald
Occupational Therapist



Millie Moloney
*Occupational Therapist
(Early Intervention)*



Meaghan Myers
Occupational Therapist



Jack Rule
Occupational Therapist



Natalie Tabone
Support Coordinator



Benita Simons
Support Coordinator

Your Melton Team



Laura Pollock
Director



Leah Bigger
Team Leader



Katie Hicks
Occupational Therapist



Cindy Nghiem
Occupational Therapist



Meaghan Myers
Occupational Therapist



Natalie Tabone
Support Coordinator

Jay Debrincat
Occupational Therapist



Complaints

Complaints are a great way for us to know what areas of our service we need to improve. We encourage people to make a complaint when they are unhappy with the service, and aim to respond to and resolve complaints within 15 days. You can contact the *NDIS Commission* at any time to seek advice or make a complaint on PH: 1800 035 544.



You can make a complaint to Geronimo by phoning 1300 599 760, emailing hello@geronimo.net.au or speaking to one of our staff in person.

If you would like to leave an anonymous complaint, you can do so on the contact page of our website.

Victorian Charter of Human Rights & Responsibilities

- Your right to recognition and equality before the law
- Your right to life
- Your right to protection from torture and cruel, inhumane or degrading treatment
- Your right to freedom from forced work
- Your right to freedom of movement
- Your right to privacy and reputation
- Your right to freedom of thought, conscience, religion and belief
- Your right to freedom of expression
- Your right to peaceful assembly and freedom of association
- Your right to protection of families and children
- Your right to taking part in public life
- Cultural rights
- Property rights
- Your right to liberty and security of person
- Your right to humane treatment when deprived of liberty
- Rights of children in the criminal process
- Your right to a fair hearing
- Rights in criminal proceedings
- Right not to be tried or punished more than once
- Retrospective criminal laws

Incident Reporting

Geronimo Allied Health aims to provide a safe workplace for our participants as well as our staff. All workers at Geronimo have training on Risk Management, Workplace Health and Safety and Service Delivery in accordance with the NDIS Quality and Safeguards Commission Practice Standards. This ensures our workplace maintains a professional and safe environment where staff are treated with respect during participant interactions. Geronimo have policies and procedures in place to support this, by providing complaints and incident management strategies to ensure our workplace is free from violence, bullying, harassment or discrimination.

Workers are required to follow mandatory reporting requirements in accordance with the NDIS Quality and Safeguards Commission Incident Management Guidelines. Policies and procedures are in place to inform, manage and investigate any incidents or incident allegations during participant interaction. This is to ensure our staff are safe and suitable strategies and procedures are implemented to support a participant and their representatives engage with our service.

If an incident occurs, participants and their representatives will be informed and communicated with to ensure transparency is maintained. This includes a notification that an incident has occurred, the investigation process, and the resolution of the incident including ongoing management strategies to reduce further incidents occurring.

Access to an advocate

An independent disability advocate is a person who:

- Is independent of the NDIS, the Commission and any NDIS providers providing supports or services to the person with disability.
- Provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them.
- Acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights.
- Is free of relevant conflicts of interest.

Geronimo will support participant's and their families to access an advocate if requested by providing information and resources to do so.

If you would like more information or support to access an advocate, please contact hello@geronimo.net.au



Melton & Geelong

PH: 1300599760

219A Church st, Herne Hill

485 High st, Melton

geronimo-ot.com.au