

# Background/Our service

- ▶ I'm hoping I can share with you how we've used an AHA model of service delivery in practice in Brisbane
- ▶ I have a small private practice that is a mobile service
- ▶ Started working as a sole trader, now a business with 3 employees
- ▶ Private services mostly within the disability sector
- ▶ Our AHA is Liz
- ▶ Started off as casual AHA assisting with preparing resources and cleaning equipment



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# Our AHA model of care

- ▶ Our AHA model of care is centred on one key referral point and close partner, a school in the inner south west of Brisbane
- ▶ Servicing students who choose our services with NDIS plans
- ▶ All of our clients at the school identify as Aboriginal and the caseload consists of a mixture of neurodevelopmental disorders
- ▶ Liz has a caseload of 6 clients at the school across 15 sessions a week
- ▶ There is a strong body of evidence to support this application so we thought about how we could use Liz as a complementary service to receive the best clinical outcomes
- ▶ We could stretch the balance between AHA face to face and SLP face to face
- ▶ We plan our therapy in 10 week blocks
- ▶ Therapists check client progression in AHA notes and at MDT meetings



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# Outcomes

- ▶ Liz will speak in detail about case studies from clients that we've worked with
- ▶ Overall we have found a higher level of engagement supported through the consistency and predictability of regular sessions
- ▶ This improves our own satisfaction with work but also I believe we see progression and build confidence
- ▶ Positive feedback from the school as we can work flexibly to support the children
- ▶ Parents appreciate the consistency and value of the service
- ▶ Parents understand that both AHA and SLP assist their child to reach their goals
- ▶ Value for money offering



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# What we've learnt

- ▶ Supervision and delegation
  - ▶ Guided by the QLD Health supervision and delegation framework
  - ▶ Liz completed their training program
  - ▶ A valuable period of shadowing and reflection in term 4 last year
- ▶ Planning and programs
  - ▶ Term based/block plans
  - ▶ Excellent opportunity to run programs such as Minilit, Story Champs, Alien Talk
  - ▶ Play to Liz's personality and strengths
- ▶ Meaningful work and valued profession
  - ▶ AHA position also holds immense level of value
  - ▶ Liz brings life experience and understanding that her role is to show up everyday
- ▶ The business case
  - ▶ working with NDIS we can fund Liz's supports, and benefit from the BAC wage subsidy



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# What's next

- ▶ We have another AHA who will do 1-2 days a week
- ▶ We are looking into expanding this program into another school
- ▶ Liz and I are looking towards working together with the school and local universities to publish case studies for the utilisation of of the AHA model with children with FASD as there is a desperate lack of evidence about successful interventions



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# Being an AHA

- ▶ An opportunity to learn skills in a new industry under the guidance of Allied Health professionals
- ▶ Life changing adventure
- ▶ My role started with cutting, laminating and just helping out wherever and whenever I could
- ▶ This experience has come with challenges but they are always met with support from Caitlin and our team



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# My experience

- ▶ Thanks to Caitlin I had an exciting window of opportunity lined up for me to jump through
- ▶ Starting slow, I was helping build resources and shadowing Caitlin in her therapy sessions as well as completing online training
- ▶ I am a trainee Mental health worker looking forward to putting what I learn into practice
- ▶ I am supported by Caitlin, as well as our other team members, another Speech Pathologist and an Occupational Therapist through regular supervision and bi-weekly MDT meetings



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# Challenges I have faced

- ▶ Observing Caitlin in therapy taught me how to deliver therapy in a real life setting
- ▶ Things don't always go to plan
- ▶ I always plan a few extra activities
- ▶ I always go back to rapport building if my client and I are not making progress
- ▶ Working with children with neurodevelopmental disorders



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# Client outcomes

- ▶ By utilising the AHA model our clients can be offered additional sessions at a lower cost
- ▶ With more consistent therapy, we are seeing most of our term goals achieved as planned
- ▶ We start each school term by writing block therapy plans for each client
- ▶ These plans offer me structure and a direct and clear schedule for the school term
- ▶ It is fulfilling to see first hand the progress my clients have made in a short time



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# Case studies

- ▶ 1. Goal: self-esteem, growth mindset and emotional regulation
  - ▶ In the beginning she was reserved, softly spoken and difficult to engage in work
  - ▶ Understanding and implementing strategies for these concepts into school and home life
  - ▶ We started knitting together and we were able to see how she used strategies for all of her goals in the process of learning a new skill
- ▶ 2. Goal: Intensive reading intervention and fluency
  - ▶ Difficulty engaging in work until we found the right program for him
  - ▶ It has been challenging encouraging him to continue work
  - ▶ Try to find a reading activity based off his interests
  - ▶ With consistency he has shown massive improvement in fluency and decoding
- ▶ 3. Goal: Increase MLU
  - ▶ At the start of the year he spoke in 1-2 word utterances
  - ▶ Through play based modelling and repetition we have increased his MLU to 4-6 words



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