

General Information- Enrolment and Intervention

The Hills Learning Centre supports the child and their family through their school journey. This information is provided to you so you are well informed about our processes and procedures.

- Every child and their family have the right to involve an advocate of their choice in the assessment, delivery, monitoring and review of their service plans.
- At the Hills Learning Centre every child is treated and respected equally regardless of ability or background and we support each child to have equal access to education, services and the community.
- The initial Assessment will be conducted using a variety of tools to determine the student's specific needs.
- Following the assessment, a consultation with parents to review the results and collaboratively discuss plans for the IIP (Individualised Intervention Program) will be conducted.
- Once the IIP has been written, parents will be asked to view and sign the IIP and accept its implementation.
- Students and participants work through a 10-session cycle of intervention at a time. Please refer to "Fees and Charges" and/or "Service Agreement" (NDIS only) document for payment methods/schedules, costs and cancellation policy.
- Feedback is be given to parents/carers at the end of each session.
- Re-assessments are usually conducted at the end of the 10-session learning cycle, however, parents may request a reassessment and an adjustment of the IIP upon request at any time.
- Results of the re-assessment are discussed with the parents/carers to determine continuation or cessation of services.
- If parents would like a written report, a small fee applies.
- Written notification for withdrawal must be submitted a minimum of 2-weeks prior to the start of any new term, otherwise withdrawal fees are charged as per the "Fees and Charges"/ "Service Agreement" conditions.

- During intervention, if the specialist becomes aware of any additional difficulties, they will be discussed with the client / parent/ carers and provided with a referral to additional services.
- The Hills Learning Centre welcomes feedback at any time and uses complaints, suggestions and compliments as a method of continually improving service performance, systems and processes to ensure delivery of effective and quality services for people living with a disability, their families and carers.