

Access Assistant Program Mission Statement

The Access Assistant Program has been providing support to students in schools for over 10 years. The Access Assistant Program takes pride in this role and responsibility. Our Mission statement is as follows;

The Access Assistant Program (AAP) is dedicated to providing an excellent standard of service to students who have complex health care needs. The AAP staff are committed to and aware of students rights to respect, privacy, dignity, participation, choice and independence.

General Enquiries

Access Assistant Program
(08) 8159 9400

Delegation of Care Program
(08) 8159 9485

Postal Address

Post Office Box 2068
Hilton Plaza, Hilton 5033
South Australia

www.cywhs.sa.gov.au

Parent Helpline

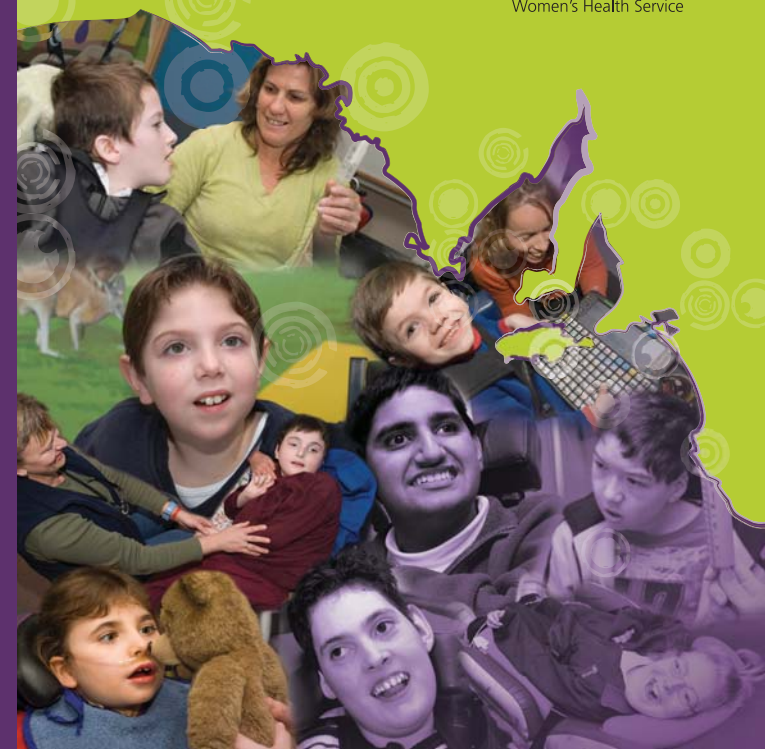
24 hours a day telephone support
and parenting information
1300 364 100

Access Assistant Program

providing services for students with
invasive or complex health care needs
while they are at school



Government
of South Australia
Children, Youth and
Women's Health Service



Access Assistant Program

providing services for students with invasive or complex health care needs while they are at school

What does the Access Assistant Program do and can it provide support to your child?

The Access Assistant Program employs Health Support Officers who provide direct health care to children with a complex health care need and/or physical disability while attending a government or non government preschool or school.

Health Support Officers are trained and competency assessed by a Registered Nurse to support students who are enrolled in the Access Assistant Program.

Types of health care provided by Health Support Officers.

Health Support Officers provide care that cannot be provided by school and preschool staff. Examples of the types of health care provided include:

- care of tracheostomy
- fluid, nutrition or medication via gastrostomy
- catheterisation at regular times of the day
- oxygen therapy
- complex asthma or epilepsy management
- personal care and meal time management can sometimes be provided if time permits.

Health support Officers provide care according to a Health Care Plan which is developed by a Registered Nurse, in partnership with parents/caregivers, doctors and other health professionals as required who are involved in the treatment of the child.

How to go about seeking support for your child.

Discuss the enrolment of your child with the Director/Principal at the preschool/school of your choice as soon as possible.

Complete an Access Assistant Program referral form signed by you and return this to the school Principal. The school can provide you with a referral form.

Management from the Access Assistant Program will contact you within 5 working days upon receipt of this form.

How much support is provided for your child?

The level of support provided is determined in partnership with the DECS Disability Coordinator (Catholic or Independent Disability Coordinator), the Access Assistant Program Team Leader and the school. Sometimes we request the advice and support of a Medical Consultant which is provided by the Access Assistant Program.

Most frequently asked questions.

How long will it take to provide services for my child in the school of our choice?

Services are provided as quickly as possible, however the process cannot commence until the Access Assistant Program has received a referral form which has been signed by the parent/caregiver, school Principal and Disability Coordinator.

It might be necessary to recruit Health Support Officers. The Health Support Officers need to be trained and competency assessed to the child's health care needs. This can take between three to ten weeks in metropolitan areas and can sometimes take longer in country locations.

Will there be more than one Health Support Officer supporting my child?

Yes, more than one Health Support Officer will be allocated over a week. The current average is three Health Support Officers to each child.

Can I meet the Health Support Officers who will work with my child?

If you would like to meet the Health Support Officers, the Access Assistant Program Team Leader can arrange this for you upon request.

Is there someone that I can talk to if I have more questions or any concerns?

Firstly, we suggest that you talk to the Team Leader who would have made contact with you upon receipt of the referral form.

If you are not satisfied with the process, then you can talk to the Manager of Disability Services. You can contact this person by telephoning the general enquiries number listed on this brochure.

How are the Health Support Officers trained to support my child?

The Access Assistant Program Team Leader will refer to a Registered Nurse who is located in the CYWHS Delegation of Care Program. The Registered Nurse will work in collaboration with you and other treating health professionals as required to develop your child's Health Care Plan. The Registered Nurse will train the Health Support Officers to implement the plan.