

# The Roadmap to Healthy Kids

A guide for First Nations families who have a child with disability or developmental concerns.







# kiind.

**The painting featured in the background of this cover was created by Kyoooya Designs and children in the Kiind community.**

Kiind acknowledges the Traditional Custodians of the unceded land and waters throughout Australia. We celebrate the rich and continuing contributions made by First Nations People to cultural life and Country, and we pay respect to all Elders, past and present.

Kiind wishes to thank those who supported this project including Communicare and the families who shared their experiences with us and supported the co-design of this booklet. We appreciate the time taken and valuable insights shared for this project. We acknowledge the honesty and openness shown during our consultations.

#### DISCLAIMER

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# About Kiind

## It's okay to get help when you can't do it alone.

Kiind is a charity organisation that supports thousands of families raising children with:

Disability

Developmental  
delay

Autism, ADHD  
and related  
conditions

Genetic,  
rare and  
undiagnosed  
conditions

Chronic  
conditions

### Many of the team at Kiind have family members with disability. So, we understand what it's like.

We can connect you to useful services and supports and give you information on:

- NDIS
- The hospital
- Finding payments
- Your child's school and school options
- Finding people to help your child and family
- Equipment and adjustments for your home or car
- Counselling
- Free activities for the whole family
- Transportation help
- Finding somebody to help you resolve problems (an advocate)
- Connecting with families like yours

Kiind is separate from the government. But we do work on behalf of children and families to help make the systems fairer and easier for everyone.

**All our services are free!**

“ Kiind was there for me when I needed them most. They understood how I was feeling and guided me to find the right help. ”





# What's this book about?

**We have written this book to help you if you're worried about your child's health or development.**

You're not alone. We're here to guide you through the steps of:



What to look for in case  
your child needs extra help



How to help your child  
learn and grow



How to get a diagnosis of a  
disability or health condition



Getting help to pay for your  
child's needs



Understanding the different  
doctors and therapists



Keeping you and your  
family strong along the way

**We're here to help.** So, if you have any questions about this booklet, please get in touch with us.

**Call us on (08) 6164 9806** to have a chat about what you need or **visit our website: [kiind.com.au](https://kiind.com.au)**

# Where do I start?

**Sometimes, if a child seems to be developing differently, it might be a worry. That's why it's best to get them support while they're still young. This is called early intervention.**

Getting support early means your child may need less help as they grow and develop. So, **it's important to ask for help as soon as you have a worry.**

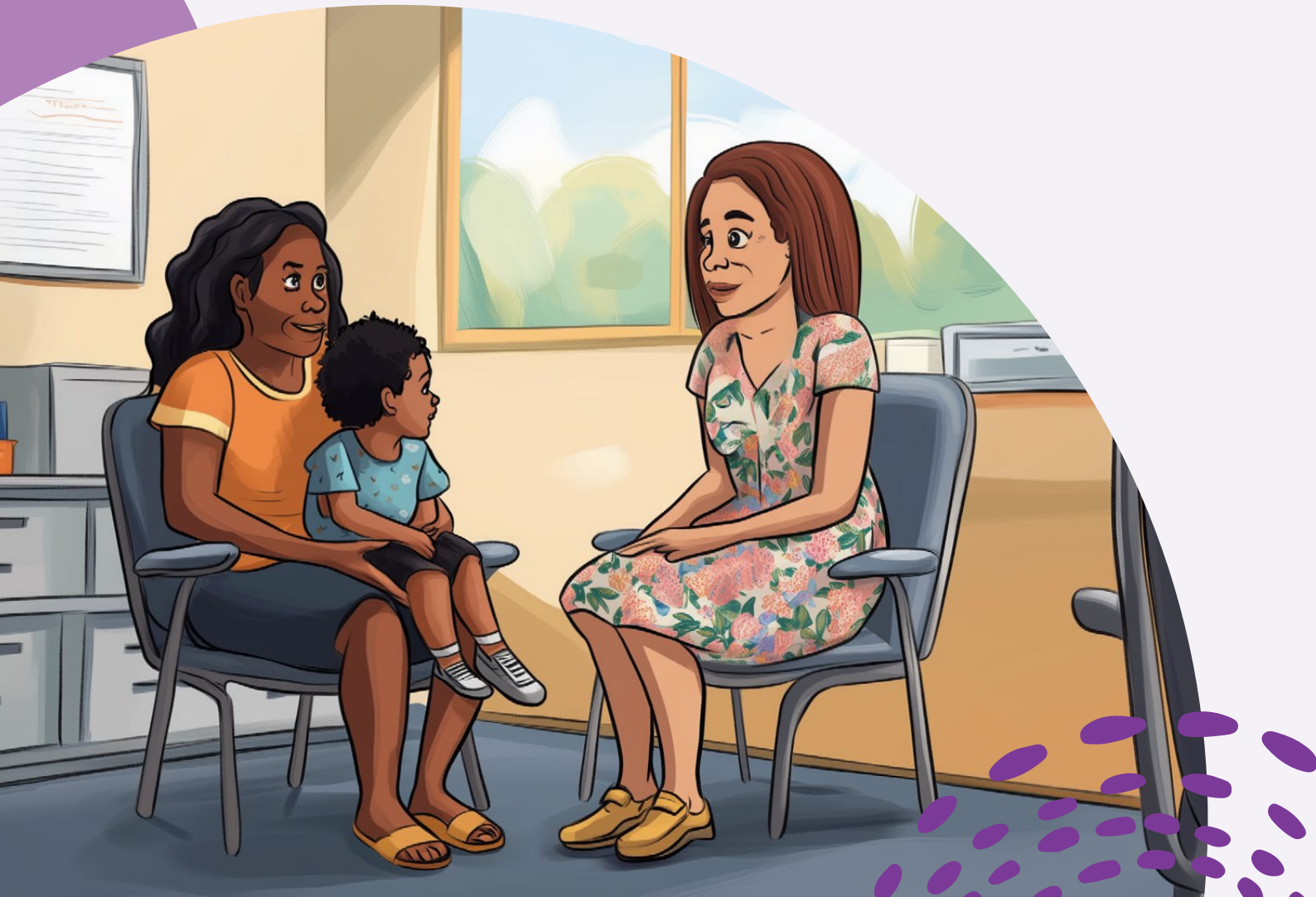
The first step is to visit your doctor or Child Health Nurse. They can give you referrals to other services and supports, like:

The Aboriginal  
Health Team

The Child  
Development Service

Wanslea

These services all help in different ways. Keep reading this booklet to find out how they can support your child.



# What is a developmental delay?

A developmental delay means that a young child might take more time to learn or do things compared to others their age.

It can look different for each child. If you notice these, you may like to speak to your child's doctor or Child Health Nurse.

## IF YOUR BABY (0-12 MONTHS) IS:

- Crying a lot and this is worrying you
- Not feeding well
- Seems very tired
- Not moving their arms or legs
- Not responding to sounds or lights
- Not making sounds like gurgling
- Not smiling or trying to talk to you
- Not holding up or moving their head well
- Not rolling
- Not reaching for objects
- Is using one hand more than the other

## IF YOUR TODDLER (1-4 YEARS) IS:

- Avoiding eye contact or cuddles
- Not trying to speak and laugh with you
- Not pointing at things or using other gestures
- Not standing, walking or running
- Not understanding or using many words
- Not playing pretend or with other children
- Not understanding easy instructions

## IF YOUR CHILD (5-8 YEARS) IS:

- Hard to understand or isn't speaking in full sentences
- Not understanding long instructions
- Behaving badly when they don't get their own way
- Not comforting others when they're upset
- Worried or sad a lot
- Having trouble making friends or talking to others
- Not ready to be out of nappies or still wetting or soiling their pants during the day
- Not sleeping well
- Having trouble sitting still for a long time
- Refusing to go to school
- Not getting dressed by themselves

For more information, read your **Purple Book** or visit [raisingchildren.net.au](https://raisingchildren.net.au).

Information from: Raising Children Network (2024) Toddler's Development, [raisingchildren.net.au/toddlers/development](https://raisingchildren.net.au/toddlers/development)  
Government of Western Australia, Department of Health (2019), Purple Book

# Who can help your child?

There are many people who can help keep your child healthy. We'll show you how to get their help throughout this book.

To start, here's an explanation of what they all do.

## Doctors and nurses

**Child Health Nurses:** Give free support and information to families. They check how your child is growing and answer your parenting questions. They can also point you to other helpful services like vaccinations and support groups.

**General Practitioner (GP):** This can be the first doctor you see when one of your mob is feeling unwell. They can send you to other doctors if you need more help.

**Paediatrician:** A doctor who is an expert at treating babies, children and teenagers.

## Allied health professionals

**Art therapists:** Use art to help the body, mind and spirit.

**Audiologists:** Help with hearing and balance problems.

**Chiropractors:** Help treat bones, joints and muscles.

**Dietitians:** Help children to eat healthy food.

**Genetic counsellors:** Teach people about genetic conditions.

**Music therapists:** Use music to help the body, mind and spirit.

**Occupational therapists:** Can help your child with the things they do every day. This could be writing, getting dressed and playing.

**Optometrists:** Can help your child if they need glasses.

**Orthoptists:** Treat your child if they have problems with their eyes.

**Pharmacists:** Will give you your child's medicine. They can also tell you how to take it.

**Physiotherapists:** Can help your child move and be strong.

**Podiatrists:** Look after feet, ankles and the lower legs.

**Psychologists:** Can help keep your child's mind and spirit strong.

**Speech pathologists:** Can help your child speak, eat, swallow and

drink. They can also help if your child talks through a tool.

**Social workers:** Can provide counselling, information and links to other services.

## Other helpful people

**Aboriginal Liaison Officers:** Can be found at schools and health settings. They can make sure your family is well-looked after and that your cultural needs are met.

**Support workers:** Can help your child with everyday activities like eating and getting dressed. They can also take your child places like the shops and the park.



### The Kiind team

We're here for you.

Our team can answer your questions and connect you to the help you need.

**Contact us today!**

“Getting the right help from the right people can make all the difference.”



# The Aboriginal Health Team

**This team helps families who live in Perth and have a child aged 0-5 years. They provide free checks with a Child Health Nurse to help your child grow up happy and healthy!**

The Child Health Nurse will check your baby's weight and height, their eyes, ears and skin, and more. They'll also answer your questions and make sure you're travelling well too.

## What else can they help with?

- Culturally safe support from Aboriginal Health Workers. They work with nurses and help explain the health checks and any treatments or referrals your child may need.
- Providing development checks and early support for your child. They can also send you to the Child Development Service for extra help. *See more on the next page.*
- Support with your family's social and cultural needs from an Aboriginal Liaison Officer. They can also help advocate for your family.
- Visits with a doctor at one of their clinics.
- Your child's ear health.
- Connecting you with Aboriginal playgroups.
- Accessing information at workshops and community events.
- Transport for appointments.
- And more!

**Contact the Aboriginal Health Team by calling 6272 9700.**



# The Child Development Service

**The Child and Adolescent Health Service (CAHS) is the public system for children's health.**

They provide the Child Development Service (CDS). So, children with developmental challenges can get help early.

It's free if you have a Medicare card. Find out below how you can access the service.

## What they provide

- Testing and treatment to help children with their development.
- Speech pathologists
- Occupational therapists
- Physiotherapists

- Social workers
- Clinical psychologists
- Paediatricians
- Audiologists
- Nurses

*See how these people can help on [page 8](#).*

### IF YOU LIVE IN PERTH

The CDS will help if your child is aged 0-16 years.

#### How to ask for help

It's best if a doctor or Child Health Nurse asks for you by sending a referral.

But you can also ask yourself!

Visit the CAHS website to download the referral form or scan this QR code:



If you have trouble filling out forms, call 1300 551 827.



### IF YOU LIVE IN A REGIONAL AREA

The WA Country Health Service (WACHS) will help if your child is aged 0-18 years.

#### How to ask for help

Contact your local CDS service and ask them for help. Find them listed on the WACHS website or scan this QR code:



### WHAT HAPPENS NEXT?

Someone from the CDS will contact you to organise an appointment. They will ask to hear your child's story so they can connect you with the supports they need.

Lots of families need this help, so you may have to wait a while.

If you haven't heard back from the CDS, please make sure to contact them again.

# Wanslea

This program is paid for by the NDIS (more information on page 15). But it's run by organisations that we call an Early Childhood Partner (ECP). Here in Western Australia, our ECP is Wanslea.

## The Early Childhood Approach (ECA) is a program that helps:

- Children aged 0-6 who have a developmental delay
- Children aged 0-9 who have a confirmed disability

Wanslea have a team of early childhood teachers and therapists who may be able to help.

They support families in the Perth Metro, Wheatbelt, South West and Great Southern. If you live outside these areas, please contact the NDIS on 1800 800 110.

## How do I get help from Wanslea?

By filling out a form from their website. It's good to have a doctor or nurse's referral, but you can ask for help yourself too.

## What happens next?

Wanslea will ask to hear your child's story and then book a meeting with you. This will help them understand what your child needs.

After this meeting, Wanslea will connect you to supports that may help your child and family.

## What kind of help can I get?

- Parent support groups
- Workshops for parents
- The NDIS if your child needs long-term help
- And more

## How do I contact Wanslea?

- Call 1300 969 645
- Email [ndis@wanslea.org.au](mailto:ndis@wanslea.org.au)
- Visit [wanslea.org.au](http://wanslea.org.au)





# Why should you get a diagnosis?

Knowing more about your child's condition helps you support them better. It also gives them access to different kinds of help. This includes funding, early intervention, support at school, therapies, and more.

Sometimes it takes a while to figure out what's causing your child's symptoms and behaviours. Even if there's no clear answer yet, you can still get help.

While waiting for a diagnosis, you can:

- Keep working with your child's doctor and other health professionals.
- Get a second opinion from a new doctor.
- Ask your doctor about therapy that Medicare might pay for.
- Look into private therapy options if you can afford it.
- Connect with other families who are also raising children with a disability or developmental delay. The Kiind team can help with this!
- Find a community playgroup. There are many available for parents and carers of children who have a developmental delay, disability, behavioural difficulties and more.
- Speak to your Child Health Nurse or Aboriginal Liaison Officer.
- Sign up to our **What's on** activity and event guide.
- **Contact the Kiind team.** We can connect you to community supports including counselling, and programs for carers and siblings.

“ Getting my daughter a diagnosis turned my worries into a plan to get the right help ”

# What is a disability?

**Disability may be new to you. But you may have grown up with an Aunty “who can’t hear well” or an Uncle who walks with a cane.**

If a person has a disability, it means they may need extra help to do the same everyday things as someone without a disability. This could be hearing, walking and moving, or speaking.

Sometimes you can look at a person and see that they have a disability. Like if they’re using a

wheelchair. Other times you can’t see it. Like if someone is autistic.

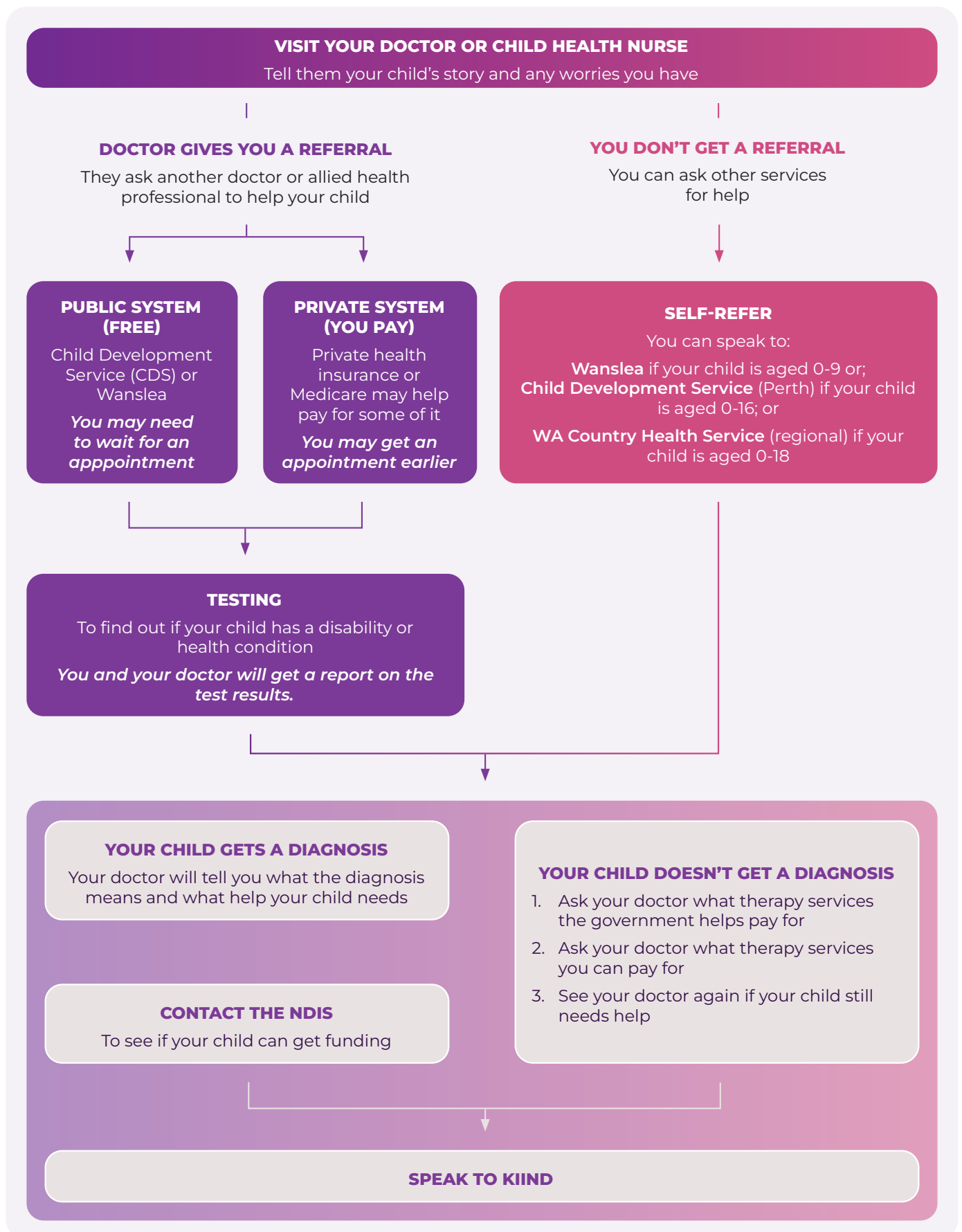
Whether you can see the disability or not, that person still needs support.

Having a disability or being a parent of a child with a disability is nothing to be ashamed of.

**If your child has a disability, they still have a strong spirit, a connection to culture and community, and live a happy life!**



# How to get a diagnosis?





# The National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) helps people with a disability pay for supports so they can reach their goals.

The NDIS is run by a part of the government called the National Disability Insurance Agency (NDIA). You may speak to the NDIA while getting your child a NDIS Plan.

Follow these steps to get your child an NDIS Plan.

## 1. Check if your child meets the rules

To get the NDIS, your child must:

- Be under 65 years old,
- Be an Australian citizen, permanent resident, or have a special visa,
- Have a disability that will last a long time and affect their daily life or
- Need certain early supports

## 2. Apply for the NDIS

If your child meets those rules, you can apply for the NDIS. This is called an **Access Request**.

You can do this by:

- Contacting your Local Area Coordinator or Early Childhood Partner and asking them for help. If you don't have one, call the NDIS on 1800 800 110. They can tell you how to get one.
- Downloading the Access Request form on the NDIS website. Once filled out, email it to [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au).

## 3. Get evidence

Show proof of identity and gather any reports you may have that support your request. Ask your child's doctors to help with this.

## 4. Prepare your child's NDIS Plan

If your Access Request is approved, your child will get a NDIS Plan. People who get NDIS Plans are called **Participants**.

A Local Area Coordinator or NDIA Planner will contact you. They will

book a meeting so you can tell them your child's story and what they need. This meeting is called a **Planning Conversation**.

What you say in this meeting is important. It will help the NDIA decide what help and funding your child gets in their NDIS Plan.

Once the NDIA approves the Plan, you can choose how to use it!

Getting your child NDIS support is a big job. The Kiind team can show you how to do it. Contact us if you have any questions.



### NDIS language

The NDIS may use new words that can be hard to understand. Find out what they mean on [page 26](#).



# Who pays for what?

## Health Department

- Getting a diagnosis for a health condition or some disabilities
- Seeing specialist doctors, nurses and therapists
- Having an operation or being treated for an illness
- Care after your child's had an operation
- Therapy after an injury or illness
- Caring for child's health
- Scans and blood tests
- Emergency services
- Some medicines
- Some consumables

## ndis

### Early Childhood Early Intervention

Supports for:

- Children aged 0-6 with a developmental delay
- Children aged 0-9 with a confirmed disability

### National Disability Insurance Scheme

Allows your child to get the care and support they need. This can help them achieve their goals including moving, making friends, doing well at school and more.

## Your GP

### Chronic Disease Management Plan

If your child has a long-term condition or needs lots of care. Your doctor can help you access some therapy services and get some money back from Medicare.

### Better Access to Mental Health Care Plan

Allows you to get some money back from Medicare when using mental health services.



To find out more, call the Centrelink Indigenous call centre on 1800 136 380

### Payments

- Carer Allowance
- Carer Payment
- Carer Supplement
- Carer Adjustment Payment
- Child Disability Assistance Payment
- Assistance for Isolated Children Scheme

### Other Payments

- Continence Aids Payment Scheme (CAPS)
- Essential Medical Equipment Payment
- Thermoregulatory Dysfunction Energy Subsidy

### Other Support

- Companion Card
- ConcessionsWA
- Special Disability Trust

### Concession and Health Care Cards

- Health Care Card
- Foster Child Health Care Card
- Low Income Health Care Card
- Pensioner Concession Card

Kiind can help you understand what payments and support you can get. Speak to the Kiind team.

# Looking after you

**It is important to look after yourself so you can take care of your family.**

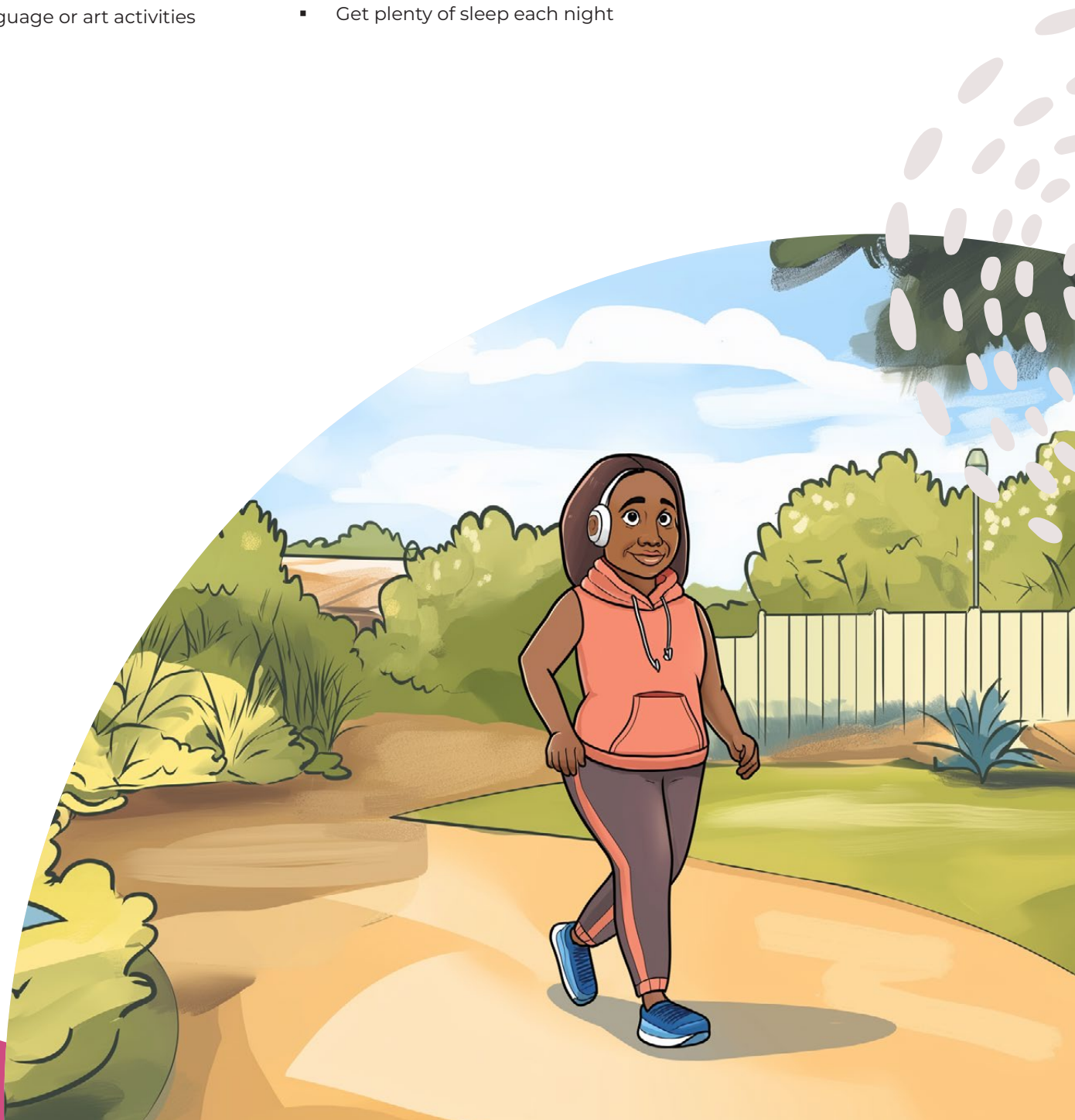
This could be by connecting with your emotions, spirituality, community, family, language, Country and culture.

Here are some other ways you can look after yourself:

- Have a yarn with your mob or with Kiind
- Connect with culture through language or art activities
- Do some fun activities (we can help with that!)
- Keep yourself healthy with a good diet, and plenty of water
- Exercise, even if it's a short walk
- Keep working if you can – try having a yarn with your manager about what you need at work to feel supported
- Get plenty of sleep each night

We can also connect you with free or low-cost services to help you through the tough times.

*Contact our team or find some options on [page 27](#) of this book.*





# Keeping family strong

A diagnosis affects the whole family in different ways. This change can be hard. But with time, it will get easier. For now, these steps may be helpful:

## Family connections

- **Take one day at a time.** Try to keep things simple and focus on what you can do today.
- **Stay positive.** No one knows what the future holds, so think and talk positively.
- **Have a yarning circle:** Talk about how you feel and ask your family to join in.
- **Make quality time:** A fun activity can go a long way to lift family spirits. Sign up to our What's on activity and event guide. Each week we'll email you free or cheap activities suited for your family.

## Support for siblings

- **Connect with other siblings of children with disability.** There are organisations who can help your children find new friends like them. *Find their details on page 27 of this book.*
- **Encourage your child to ask questions.** The more they know, the better they'll understand how disability affects your family.
- **Make everyone feel special.** Show your children just how loved they are.

## Find supports

- **Build your community.** Connect with other families like yours! Try joining a playgroups or parent support group. *Find some options on page 28 of this book.*
- **Ask for help if you need it.** Talk to Kiind and we can connect you with supports like counselling, help for siblings and more.



# Speaking up for your child

**There may be times when you feel that your child is not being treated fairly. You may need to speak up for them. This is called Advocacy.**

Advocacy is a way to help make sure your voice is heard and your concerns are taken seriously. You can either advocate yourself or get help from a professional advocate.

This person will stand with you and make sure you're getting the best result for your child. They can help you speak to the NDIS, Centrelink, or the school when you're having an issue. They may go to meetings with you, make phone calls for you, and help you write emails, letters, and other documents.

There are many advocacy organisations that help people with disability and their families. Some of these also show parents and carers how to advocate themselves. *Find these listed on page 26 of this book.*

For more guidance, speak to the Kiind team.

## How to speak up

### 1. Explain the problem

Make sure you understand the issue. Then you can talk to the people who can help fix it.

### 2. Be clear about what you want

Think about what you want for your child. You can also ask advice from your mob or other parents and carers who have been in a similar situation.

### 3. Find the answer

Instead of talking about what's wrong, talk about how the problem can be fixed. It helps things move along faster.

### 4. Know your child's rights

The better you understand the rules and systems, the more confident you will be to speak up. To find out more, contact the Kiind team or visit our website ([kiind.com.au/be-heard](http://kiind.com.au/be-heard)).

### 5. Keep a record and be prepared

It's important to be prepared and keep records of all talks and meetings that you have. This will save you time and frustration, especially if you need to repeat the story to different people.

You can do this by:

- Making a list of questions you would like to ask

- Taking notes, including who attended meetings and what you talked about
- Recording the meeting on your phone (with permission)
- Keeping your notes, emails and record of phone calls together in a folder

### 6. Stay calm

You're more likely to be heard if you stay calm and polite. If you're struggling with this, take a break. If this doesn't work, you could ask to stop the meeting and book another time.

### 7. Get support

Join a support group like the **Kiind Families Facebook Network**. Here you can ask for advice from other parents and carers who've had similar experiences.

### 8. Bring support

Take someone you trust to the meeting, such as a friend, family member, advocate or Aboriginal Liaison Officer. Speak to the Kiind team and we can help you find one.

# Keeping track

Along the way, you'll talk to many people about your child and get lots of paperwork. It can be hard to remember everyone you meet and what you talked about.

To make it easier, keep notes on your meetings and appointments. You could write them in a notebook or on your computer. You can also say them out loud and record them on your phone.

Here's what you should be keeping track of:

- **Things about your child that you want their doctor to know.** Like if your child is acting differently or feeling sick.
- **Medications.** Write down what medicines your child takes and when they take them. If your child feels sick from the medicine, write that down too.
- **Referrals and reports.** Your doctor will give you many letters and reports. Keep all these together in a folder.
- **Your child's doctors and therapists.** Make a list of everyone who helps your child with their phone numbers and emails.
- **Appointments and meetings.** Write down all the meetings and appointments you go to. Make note of who you spoke to and what you talked about.
- **Hospital letters.** If your child has been in hospital, you will get a letter from the doctor when it's time to go home.

This letter will have the reason why they were at hospital, the doctors who helped, and treatment they got.

- **NDIS letters and meetings.** Keep a record of everyone who you talk to from the NDIS and their contact details.



### Helpful tip:

If you need help filling out forms and paperwork, ask someone at your local library.

“Getting organised from the start gives me more time with my family instead of doing paperwork.”





## What if there's an emergency?

**Unexpected things can happen. If someone else needs to look after your child for a while, you should give them notes on what your child needs. These notes are called an Emergency Care Plan.**

Having an Emergency Care Plan will make the change easier for everyone. It will also ease your worries, knowing that your child is being looked after.

In an Emergency Care Plan, you can write down important details like:

- **Your child's personal information** like their name, age and diagnosis.
- **Your child's medical history** like what treatments they're getting.
- **Your child's medicines** and when to take them.
- **Your child's care needs and routines** like what they eat and how they get ready for the day.
- **Your other emergency contacts** like from your mob or child's doctors.
- **A list of other people who help your child** like their support workers or therapists.



### **Start your emergency care planning**

Kiind has a free Emergency Care Plan that you can use. To download it, scan the QR code or visit **kiind.com.au**

If you have any questions, speak to our team!



# Checklist

It's hard to know where to begin. Take things one step at a time. You can keep track by ticking items off this list.

## First Steps:

1

### Become a Kiind member

It's free to join! Have a yarn with us and together, we can find the help you need.

☐

2

### Get some help

Look after your mind and spirit. If you're feeling down, ask for help from counselling and mental health services. *Find some options on [page 27](#)*

☐

3

### Connect with your community

There are many families out there who are walking the same journey as you. Connect with them by joining a peer support group. *Find some options on [page 28](#)*

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4

### Join a playgroup

There are playgroups for children with disability or showing signs of developmental delay. They can help your child build skills and make friends through play.

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5

### Check in on the whole family

There are services that can help your children who don't have a disability understand what it means for your family. *Find some options on [page 27](#)*

☐

6

### Get organised

Start taking notes of all the meetings and appointments you go to. Put all these together in a folder. *See more tips on [page 20](#)*

☐

7

### Make an emergency care plan

If someone else needs to look after your child for a while, you should give them notes on what your child needs. *See more on [page 21](#)*

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## Getting a diagnosis:

8

### Talk to your doctor

Visit your GP or Child Health Nurse and tell them your child's story. They may send you to a paediatrician or another doctor to get some tests.

If they don't send you to another doctor, ask them about other options. Like a Chronic Disease Management Plan or Mental Health Care Plan.

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### Ask for help yourself

Contact Wanslea or the Child Development Service for help. Your child does not need a diagnosis to get these services. *See more on [pages 10 and 12](#)*

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## The NDIS:

10

### See if your child meets the NDIS access criteria

Then you can speak to the Kiind team. We can help you apply and show you how to use your child's NDIS Plan. *See more on [page 15](#)*

☐

## Other supports:

11

### See what payments and supports you may be able to get

Like Medicare rebates, the NDIS, Centrelink, health care cards and private health. *See more on [page 16](#)*

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## Speaking up:

12

### Learn how to speak up for your child

Ask an advocate for help if you need one. *Find some options on [page 26](#)*

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# What does that mean?

As you talk to more people, you'll hear lots of new words. Some of these can be hard to understand. Here's what some of them mean.

## NDIS

Word	Also known as	What it means
Access		That you can get support for your child from the NDIS.
Access Decision		The decision made by the NDIA to say if someone gets an NDIS Plan or not.
Access Lists		Guides made by the NDIA. They help people understand if they can get the NDIS.
Access Request		Asking to be supported by the NDIS.
Agency-Management	NDIA management	When the NDIA helps pay the NDIS bills.
Carer Statement	Carer Impact Statement	A letter you write that says how you care for your child.
Community Supports		Supports not paid for by the NDIS. This could be support groups, health centres, libraries and public transport.
Early Childhood Partner	ECP	The people who will get your child support while they're still young. For us in WA, our ECP is Wanslea.
Early intervention		Support for children while they are very young (0-9 years old).
Formal Supports		Supports paid for by the NDIS. This includes therapists and support workers.
Functional Capacity Assessment		A test done by an allied health professional to see what your child can and can't do.
Funded supports		The services that NDIS pays for.
Goals		What your child wants to achieve with help from the NDIS.
Informal supports		Free help from your mob, family, friends and neighbours. Can also mean the community programs.
Local Area Coordinator	LAC	This is the main person who helps you with the NDIS. They will write your child's NDIS Plan and show you how to use it. They can also connect you to services.
Mainstream Supports		Government services that are not paid for by NDIS. This includes health, mental health and school.
myplace Portal		The website where you keep track of your child's NDIS Plan. It will soon be replaced with a new website called PACE.
National Disability Insurance Agency	NDIA	The part of the government who looks after the NDIS. They decide who gets the NDIS and how much funding they get.

Word	Also known as	What it means
National Disability Insurance Scheme	NDIS	The government support for eligible Australians (0-65 years of age) with a permanent disability.
NDIS Plan		The agreement of your child's goals, what they need, and what the NDIS will pay for. Each person has their own Plan.
NDIS Pricing Arrangements and Price Limits		The guide of how much NDIS supports can cost.
NDIS-registered Provider		The businesses or organisations who provide NDIS supports. They have passed safety tests from the NDIS.
Nominee or third-party decision maker		The person (usually a parent or family member) who can legally make choices for the NDIS Participant.
NDIS Participant		The person who is receiving the NDIS supports. In this case, it's your child.
Participant-requested Plan Change		When you ask to make changes to your child's NDIS Plan.
Participant Service Charter		Explains what happens when you use the NDIS. It includes how quickly things will be done and what you can expect.
Planning Conversation	Planning meeting	Your first meeting with your LAC or ECP. You will tell your child's story including the help they need.
Plan Manager		Helps pay the NDIS bills. You can pay for one using NDIS funding.
Plan Reassessment		This happens when your child's NDIS Plan finishes. You can tell the NDIS what your child needs in the next one.
Plan Variation		Small changes you need in your child's NDIS Plan.
Provider or Service Provider		The people and organisations who will help support your child. This includes therapists and support workers.
Reasonable and Necessary		This means that the help you're asking for meets the NDIS rules.
Review of a Reviewable Decision		This happens if you're not happy with your child's NDIS Plan and want something changed. The NDIA will decide if they can make the changes you're asking for.
Self-Management		When you manage your child's NDIS funding. You're not using a Plan Manager or NDIA manager.
Service Agreement		A written agreement between you and the service providers supporting your child. It says what help your child will get, what you and the providers need to do, and how to fix any issues if they come up.
Support Coordinator		Can help you find the right supports for your child (if eligible).
Supports and Services		The help and equipment your child gets.

# Useful Organisations

## Kiind <sup>R</sup>

**Phone** (08) 6164 9806  
**Email** support@kiind.com.au  
**Web** kiind.com.au

## Communicare

**Phone** (08) 9251 5777  
**Email** info@communicare.org.au  
**Web** communicate.org.au

## Aboriginal Health Team <sup>R</sup> <sup>C</sup>

**Phone** 6272 9700

## Centrelink Indigenous call centre <sup>R</sup> <sup>C</sup>

**Phone** 1800 136 380

## Early Childhood Partner Wanslea <sup>R</sup>

**Phone** 1300 969 645  
**Email** ndis@wanslea.asn.au  
**Web** wanslea.asn.au

## NDIS <sup>R</sup>

**Phone** 1800 800 110  
**Email** enquiries@ndis.gov.au  
**Web** ndis.gov.au

## Local Area Coordinators

### APM <sup>R</sup>

**Phone** 1300 276 522  
**Email** LAC@apm.net.au  
**Web** apm.net.au

### Mission Australia <sup>R</sup>

**Phone** 1800 370 776  
**Web** missionaustralia.com.au

## WA Health Child Development Service

**Phone** 1300 551 827  
**Email** childdevelopmentservice@health.wa.gov.au  
**Web** cahs.health.wa.gov.au

## WA Country Health Service <sup>R</sup>

**Web** wacountry.health.wa.gov.au

## Advocacy & Legal Services

### Aboriginal Family Legal Service WA <sup>R</sup> <sup>C</sup>

**Phone** (08) 9355 1502  
**Email** office@afls.org.au  
**Web** afls.org.au

### Aboriginal Legal Service of Western Australia <sup>R</sup> <sup>C</sup>

**Phone** (08) 9265 6666  
or 1800 019 900  
**Web** als.org.au

### Advocacy WA <sup>R</sup>

**Phone** (08) 9721 6444  
**Email** admin@advocacywa.org.au  
**Web** advocacywa.org.au

### Citizen Advocacy – Perth West <sup>R</sup>

**Phone** (08) 9445 9991  
**Web** citizenadvocacy.org.au

### Disability Advocacy Network Australia (DANA) <sup>R</sup>

**Web** dana.org.au

### Explorability <sup>R</sup>

**Phone** (08) 6361 6001  
or 1800 290 690  
**Email** admin@explorability.org.au  
**Web** explorability.org.au

### Legal Aid Commission of WA <sup>R</sup>

**Phone** 1300 650 579  
**Web** legalaid.wa.gov.au

### Legal Yarn <sup>R</sup> <sup>C</sup>

**Phone** 1800 319 803

### Midlas

**Phone** (08) 9250 2123  
**Email** admin@midlas.org.au  
**Web** midlas.org.au

### National Disability Advocacy Program <sup>R</sup>

**Email** disabilityadvocacy@dss.gov.au  
**Web** dss.gov.au

## People with Disabilities WA <sup>R</sup>

**Phone** (08) 6243 6948  
or 1800 193 331  
**Email** info@pwdwa.org  
**Web** pwdwa.org

## South West Autism Network (SWAN) <sup>R</sup>

**Phone** 0499 819 038, 0476 315 694  
or 0448 417 214  
**Email** info@swanautism.org.au  
**Web** swanautism.org.au

## Sussex Street Community Law Service <sup>R</sup>

**Phone** (08) 6253 9500  
**Email** sscls@sscls.asn.au  
**Web** sscls.asn.au

## Aids and Equipment, Home Modification

### Indigo

**Phone** (08) 9381 0600  
**Email** help@indigosolutions.org.au  
**Web** indigosolutions.org.au

## Technology for Ageing and Disability WA (TADWA) <sup>R</sup>

**Phone** (08) 9379 7400  
or 1300 663 243  
**Email** enquiries@tadwa.org.au  
**Web** tadwa.org.au

## Art, Sport and Recreation

### Cahoots <sup>R</sup>

**Phone** 1300 103 880  
**Email** info@cahoots.org.au  
**Web** cahoots.org.au

### DADAA

**Phone** (08) 9430 6616  
**Email** info@dadaa.org.au  
**Web** dadaa.org.au

### HorsePower Australia <sup>R</sup>

**Phone** 0475 217 453  
**Email** admin@horsepower.org.au  
**Web** horsepower.org.au

<sup>R</sup> Operate in regional and remote areas

<sup>C</sup> Have culturally specific services for Aboriginal people



**Ocean Heroes** <sup>R</sup>  
**Web** oceanheroes.com.au

**Starkick** <sup>R</sup>  
**Web** starkick.com.au  
**Phone** (08) 9381 5599  
**Email** starkick@wafc.com.au

**WA Disabled Sports Association (WADSA)** <sup>R</sup>  
**Phone** (08) 9470 1442  
**Email** reception@wadsa.org.au  
**Web** wadsa.org.au

**WA Disabled Surfers Association** <sup>R</sup>  
**Web** disabledsurfers.org/wa

### Crisis Support

**13YARN** <sup>R</sup> <sup>C</sup>  
**Phone** 13 92 76  
**Web** 13yarn.org.au

**Beyond Blue** <sup>R</sup>  
**Phone** 1300 224 636  
**Web** beyondblue.org.au

**Brother to Brother** <sup>R</sup> <sup>C</sup>  
**Phone** 1800 435 799

**Carer Gateway** <sup>R</sup>  
**Phone** 1800 422 737  
**Web** carergateway.gov.au

**Crisis Care** <sup>R</sup>  
**Phone** (08) 9223 1111 or 1800 199 008

**Coolabaroo Housing Services** <sup>R</sup> <sup>C</sup>  
**Phone** (08) 9490 4333  
**Web** coolabaroo.com.au

**Family Helpline** <sup>R</sup>  
**Phone** (08) 9223 1100  
or 1800 643 000

**Indigo Junction** <sup>R</sup>  
**Phone** (08) 9250 5256  
**Web** indigojunction.org.au

**Kids Helpline** <sup>R</sup>  
**Phone** 1800 551 800  
**Web** kidshelpline.com.au

**Lifeline** <sup>R</sup>  
**Phone** 13 11 14  
**Web** lifeline.org.au

**Mental Health Emergency Response Line (24/7)** <sup>R</sup>  
**Phone** 1300 555 788 (Metro)  
**Phone** 1800 676 822 (Peel)  
**Phone** 1800 552 002 (Country)

**Thirrili – After suicide support** <sup>R</sup> <sup>C</sup>  
**Phone** 1800 805 801

### Disability Support Providers

**Ability WA**  
**Phone** 1300 106 106  
**Email** info@abilitywa.com.au  
**Web** abilitywa.com.au

**ADHD WA**  
**Phone** (08) 6255 8880  
**Email** hello@adhdwa.org  
**Web** adhdwa.org

**Autism Association of Western Australia** <sup>R</sup>  
**Phone** (08) 9489 8900  
or 1800 636 427  
**Email** autismwa@autism.org.au  
**Web** autism.org.au

**Autism Connect National Hotline** <sup>R</sup>  
**Phone** 1300 308 699  
**Web** amaze.org.au/autismconnect

**Rocky Bay** <sup>R</sup>  
**Phone** (08) 6282 1900  
**Web** rockybay.org.au

**Senses WA** <sup>R</sup>  
**Phone** 1300 111 881  
**Email** csa@senses.org.au  
**Web** senseswa.com.au

**Spectrum Space**  
**Phone** (08) 9431 2111  
**Email** info@spectrumspace.org.au  
**Web** spectrumspace.org.au

**Therapy Focus**  
**Phone** 1300 135 373  
**Web** therapyfocus.org.au

**Tiny Sparks**  
**Phone** 1800 846 977  
**Email** admin@tinysparkswa.org.au  
**Web** tinysparkswa.org.au

### Help for Siblings

**Livewire** <sup>R</sup>  
**Phone** (02) 8425 5971  
**Web** livewire.org.au

**Siblings Australia** <sup>R</sup>  
**Email** info@siblingsaustralia.org.au  
**Phone** (08) 8253 4936  
**Web** siblingsaustralia.org.au

**Young Carers WA** <sup>R</sup>  
**Phone** 1300 227 377  
**Email** info@carerswa.asn.au  
**Web** carerswa.asn.au

### Mental Health and Low-Cost Counselling Services

**Caladenia Counselling, Murdoch University**  
**Phone** (08) 9360 7848

**Child and Adolescent Psychology Clinic, Curtin University**  
**Phone** (08) 9266 1717  
**Email** curtinclinics404@curtin.edu.au

<sup>R</sup> Operate in regional and remote areas

<sup>C</sup> Have culturally specific services for Aboriginal people

# Useful Organisations (continued)

## ECU Psychological Services Centre

**Phone** (08) 6304 7200

### Email

psychologicalservices@ecu.edu.au

## Headspace

**Phone** 1800 650 890

**Web** headspace.org.au

## Helping Minds

**Phone** (08) 9427 7100

**Web** helpingminds.org.au

## Hope Community Services

**Phone** (08) 6391 0450

**Email** hellohope@hopecs.org.au

## Peer Pathways

**Phone** (08) 9477 2809

**Web** peerpathways.org.au

## Robin Winkler Clinic, University of Western Australia

**Phone** (08) 6488 2644

**Email** clinic-sps@uwa.edu.au

## Yorgum Healing Services

**Phone** (08) 9218 9477

**Web** yorgum.org.au

## Wellmob

**Phone** (08) 9370 6336

**Email** healthinforonnet@ecu.edu.au

**Web** wellmob.org.au

## Parenting Information

### Ngala

**Phone** (08) 9368 9368

**Email** ngala@ngala.com.au

**Web** ngala.com.au

### Positive Partnerships

**Phone** 1300 881 971

**Web** positivepartnerships.com.au

### Raising Children Network

**Web** raisingchildren.net.au

## Indigenous Triple P

**Web** triplep-parenting.net.au

## Support Groups

### Kiind Families

#### Web

kiind.com.au/become-a-member

### Autism Aboriginal Way

**Web** Search on Facebook

### Be My Koorda Aboriginal Support Group

**Web** Search on Facebook

### Karratha Stronger Aboriginal Women's Group

**Phone** 0409 441 071

#### Email

karrathawomensplace@outlook.com

**Web** karrathawomensplace.org.au

### Carer Gateway

**Web** carergateway.gov.au

### Langford Aboriginal Association

**Phone** (08) 9451 1424

**Email** admin@laalangford.org.au

### MyTime

**Web** mytime.net.au

### NDIS for Aboriginal Families

**Web** Search on Facebook

### Playgroup WA

**Web** playgroupwa.com.au

## Support for women

### Marninwarntikura Women's Resource Centre

**Phone** (08) 9191 5284

#### Email

marninsupport@mwrc.com.au

### Djinda Service

**Phone** (08) 6164 0650

**Web** relationshipswwa.org.au/djinda

## Women's Health and Wellbeing Services (Gosnells)

**Phone** (08) 9490 2258

**Email** info@whws.org.au

**Web** whws.org.au

## Southern Aboriginal Corporation – Family Violence Prevention Service

**Phone** (08) 9842 7751  
or 1800 557 187

**Web** sacorp.com.au/fvpls

## Pregnancy Matters

**Phone** (08) 9842 1572 (Albany)

**Phone** (08) (08) 9518 2698  
(Rockingham)

**Phone** 0493 466 140 (Armadale)

**Web** pregnancymatters.org.au

## Interpreting services

### Aboriginal Interpreting WA

**Phone** 1800 330 331

**Email** bookings@aiwaac.org.au

**Web** aiwaac.org.au

## Community Centres

### Wadjak Northside Aboriginal Community Group

**Phone** 9342 0708

#### Email

wadjaknorthside@iinet.net.au

**Web** wadjaknorthside.org.au

### Champion Centre Armadale

**Phone** (08) 9394 5820

## Health Services


### 360 Street Doctor

**Web** Search on Facebook

### Derbarl Yerrigan Health Service

**Phone** 1300 420 272

**Web** dyhs.org.au

 Operate in regional and remote areas

 Have culturally specific services for Aboriginal people

## Luma **C**

**Phone** 6330 5400

**Email** intake@luma.org.au

**Web** luma.org.au

Oral Health Centre, The University of Western Australia

**Phone** (08) 6457 4400

**Web** uwa.edu.au/schools/dentistry

## Ord Valley Aboriginal Health Service **C**

**Phone** 1800 839 697

**Email**

adminreception@ovahs.org.au

**Web** ovahs.org.au/contact-us

## Food Relief

Feed it Forward Inc **R**

**Web** feeditforward.au

Foodbank **R**

**Phone** (08) 9258 9277

**Email** info@foodbankwa.org.au

**Web** foodbank.org.au/WA

## Life Skills

Read Write Now **R**

**Phone** 1800 018 802

**Email** readwritenow@nmtafe.

wa.edu.au

**Web** write-now.org.au

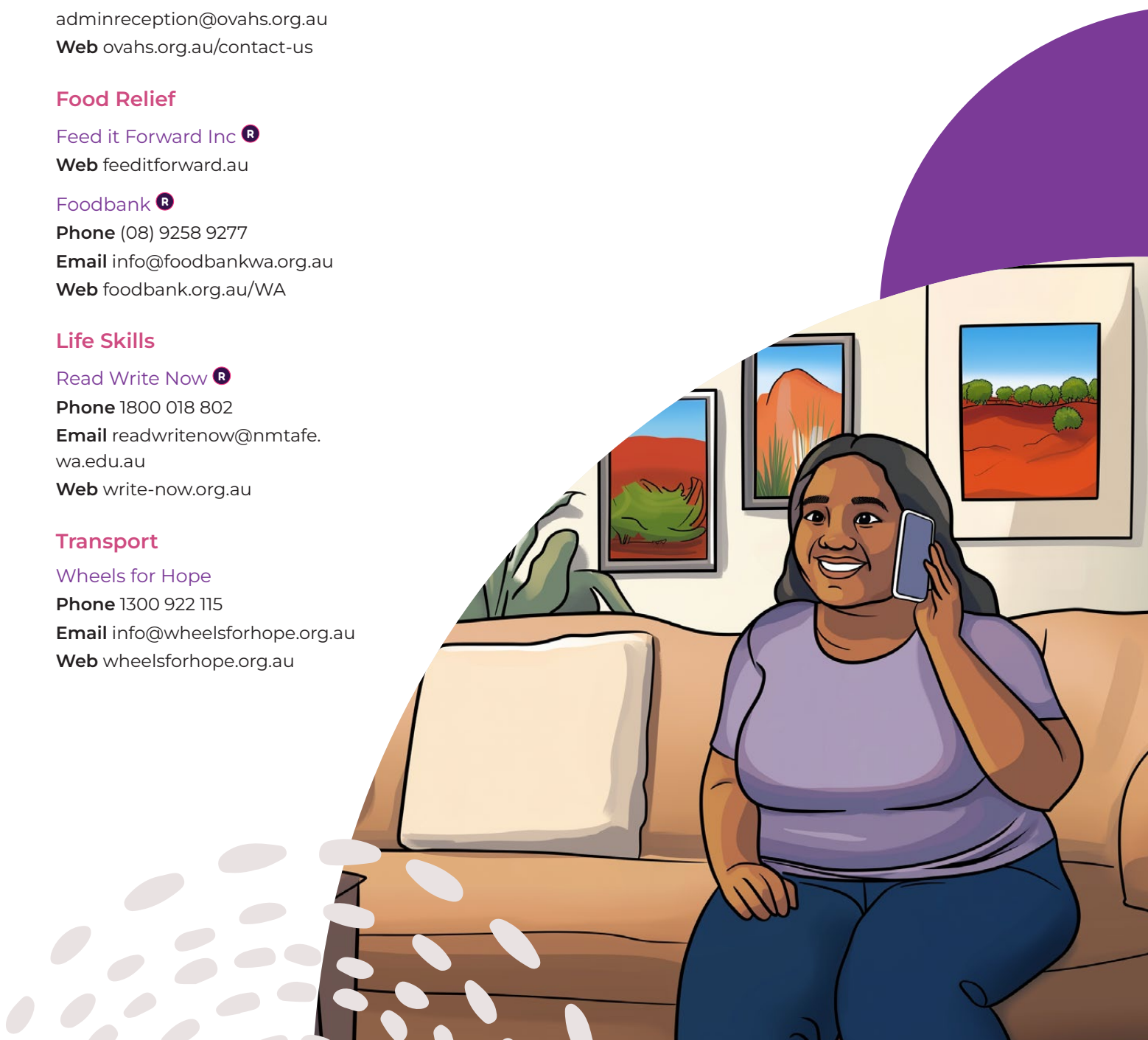
## Transport

Wheels for Hope

**Phone** 1300 922 115

**Email** info@wheelsforhope.org.au

**Web** wheelsforhope.org.au





# Have any questions?

We understand that there is a lot of information to read, and you may be feeling overwhelmed. That's why our team is here to answer any questions you have!

Become a Kiind member, it's free! By joining our community, you can:

- Have a yarn with our team, so we can help you get the supports you and your family need.
- Join the **Kiind Families Facebook Network** to connect with other families like yours.
- Download free information resources (like this book!)
- Receive our What's on newsletter. It lets you know about free and low-cost activities in the community for your family to enjoy.
- Get help if you're at the Perth Children's Hospital.
- Access a Parent Coach and Parent Support Groups.



Scan here to join  
or visit [kiind.com.au](https://kiind.com.au)







**kiind.**

**kiind.com.au**  
**(08) 6164 9806**  
**hello@kiind.com.au**



JULY 2025

Parents of Children with Special Needs Inc  
trading as Kiind ABN 20 440 047 551

Perth Children's Hospital  
Ground Floor  
Family Resource Centre  
15 Hospital Avenue  
Nedlands WA 6009

C/o Child and Adolescent Health Service  
Locked Bag 2010  
Nedlands WA 6909



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Assessment Act 1997.