

FAQ's

Q: What is Teen Time?

A: *Teen Time – After School and Vacation Support for Working Parents* is a new *Stronger Together* initiative which emphasises the need to sustain families through early intervention and appropriate supports. This initiative is aimed at providing support to families and carers of children with a disability. This initiative will specifically provide support for working parents and carers of secondary students with an intellectual disability attending school.

The Teen Time service will focus on supporting parents and carers to gain and maintain work or/and study commitments, through an after school and vacation support program.

Q: Who is eligible for a Teen Time Service?

A: This program has an early intervention approach targeting secondary aged students in Years 7 – 12 with an intellectual disability and moderate to high support needs as endorsed by DADHC Intake Committee. It will assist parents/carers;

- whose employment or ability to seek employment would be at risk without such a program and/or
- who are undertaking vocational study or intending to study in order to gain employment.

Q: How can I make a referral within the DADHC Metro North Region?

A: Referrals can be made by contacting DADHC Information, Referral and Intake Team on 9841 9354.

Q: Who can make a referral?

A: Referrals can be made by carers, family members, case workers, other service providers or advocates.

Q: What happens after I make a referral to the program?

A: Your Teen Time referral will be presented at allocation meetings. Where there is a vacancy, your referral will be allocated to the service that is

the most appropriate to meet the needs identified in the referral form.

Q: Are the referrals prioritised?

A: Priority of access will be given in the first instance where a referral has been made by a case manager and where both parents/carers are in full time employment or study. The following priority criteria also apply:

1. The family/carer's capacity for continued caring may be at risk without access to this support;
2. There is a sole carer;
3. There is more than one child in the family with a disability;
4. The family has no or limited access to other supports; and
5. Both parents are seeking employment.

Q: How will I be notified of the outcome of my referral?

A: You will receive written notification 2 to 3 weeks after the allocations meeting. If you have been allocated to a Service Provider the service will contact you to make an appointment to carry out an assessment.

Q: Can I choose the Service Provider?

A: You can request a preferred service provider at the time of your referral. While your preference cannot be guaranteed, Teen Time will endeavour to accommodate your request.

Q: What happens if I am not allocated a Teen Time service?

A: You will receive a letter of notification. You will then be placed on a waiting list for future Teen Time allocation meetings throughout the year.

Q: What does Teen Time cost?

A: All services charge a negotiable fee for Teen Time and the amount varies. All queries regarding these fees go directly to the Teen Time service provider.

Q: Is transport included?

A: No. Where a student is required to travel to a Teen Time service for after school care, the provision of transport services cannot be

guaranteed. Students accessing transport between home and school through the Department of Education and Training's School Student Transport Scheme, may be eligible for transport assistance in limited circumstances. Enquires can be directed to the Special Transport Unit on 131071.

Parents/carers are expected to collect students utilising the after school service at the end of the day, and to provide transport to and from the centre for students utilising the vacation support service.

Q: What are some of the features of Teen Time?

A: The features of Teen Time – After School and Vacation Support for Working Parents programs include:

1. Provision of a planned program of social, recreational and developmental after school and vacation activities based on individual needs;
2. Provision of a safe and secure environment;
3. Provision of appropriately qualified staff; and
4. Ability to provide support to a range of students with varying levels of need including complex and multiple support needs.

Q: What are the locations of Teen Time?

School Site and Suburb	Service provider
Tallowood - Kellyville	Sylvanvale
Kurrambee - Werrington	Sylvanvale
Holroyd - Merrylands	Baptist Community Services – NSW & ACT (BCS)
Karonga - Epping	Sylvanvale



If you need assistance in a language other than English to understand this information, please call the Translating and Interpreting Service (TIS) on 131 450.

ARABIC

إذا كنت بحاجة إلى مساعدة لفهم هذه المعلومات بلغة غير الإنكليزية فيرجى الإتصال هاتفياً بخدمة الترجمة الشفهية والخطية (TIS) على الرقم 131 450.

CHINESE – SIMPLIFIED

如因看不懂英語而無法理解這裡的信息，請求助於翻譯及傳譯服務 (TIS)，電話號碼 131 450。

CHINESE – TRADITIONAL

如因看不懂英語而無法理解這裏的信息，請求助於翻譯及傳譯服務 (TIS)，電話號碼 131 450。

CROATIAN

Ako vam je za razumijevanje ove informacije potrebna pomoć tumača, nazovite Službu prevođenja i tumačenja (TIS) na 131 450.

GREEK

Αν χρειάζεστε βοήθεια σε γλώσσα εκτός της Αγγλικής για να καταλάβετε αυτές τις πληροφορίες παρακαλείσθε να τηλεφωνήσετε στην υπηρεσία Μεταφραστών και Διερμηνέων (TIS) στο 131 450.

ITALIAN

Se ha bisogno d'aiuto per capire queste informazioni in un'altra lingua che l'inglese, per favore telefoni al Servizio Traduzioni e Interpreti (TIS) al 131 450.

KOREAN

본 내용의 이해를 위해 한국어 도움이 필요하신 경우, 번역 및 통역 서비스 (TIS) 131 450 으로 전화해 주십시오.

MACEDONIAN

Ako vi treba pomoš na nekoj drug jазик za da ги разберете овие информации, Ве молиме јавете се во службата за писмено и усмено преведување (TIS) на 131 450.

SPANISH

Si usted necesita ayuda para comprender esta información en un idioma distinto al Inglés, llame al Servicio de Traducción e Interpretación (TIS) al 131 450.

TAGALOG

Kung kailangan mo ng tulong sa isang wika maliban sa Inglis upang maintindihan ang impormasyong ito, tumawag lamang sa Serbisyo ng Pagpapaliwanag at Pagsasalín sa Ibang Wika (ITC) sa 131 450.

VIETNAMESE

Nếu quý vị cần sự giúp đỡ bằng ngôn ngữ khác với Anh Ngữ để hiểu tài liệu này, xin hãy gọi điện thoại cho Dịch Vụ Thông và Phiên Dịch (TIS) qua số 131 450.

Teen Time



**To make a referral
please contact :**

DADHC Information, Referral and Intake on 9841 9354
Sylvanvale on 8536 0123
Baptist Community Services – NSW & ACT (BCS)
on 8741 5904