

FOUNDATION FIRST SPEECH PATHOLOGY

CEASING SERVICES POLICY

Approved By: The board of United Allied Health Services Pty. Ltd.	Version 1.1
Approval Date: August 2021	Next Scheduled Review May 2023

Policy

Each employee and client of Foundation First Speech Pathology has the right to engage in a fair, safe environment. It is the responsibility of both employees and clients, to ensure that the environment is created for the optimal growth of therapeutic relationships and successful therapy. An agreement of terms is completed in the *Service Agreement* completed for NDIS clients and acknowledged in provision of *Rights and Responsibilities, Cancellation Policy, and Illness Policy* to privately paying clients.

- Foundation First Speech Pathology has a zero-tolerance policy for aggression, discrimination, and intimidation in the workplace (including during home, school/preschool, or other off-site visits). An employee or clients reserves the right to cease services if they or anyone in their care feels unsafe, intimidated, or threatened.
 - Examples of aggression, intimidation, or discrimination include but are not limited to:
 - Verbal abuse or intimidation
 - Physical abuse or intimidation
 - Sexual abuse or intimidation
 - Providing an inequitable service based on factors such as race, gender, sexual orientation, or religious reasons.
- Foundation First Speech Pathology reserves the right to discontinue a therapeutic relationship where there is a breakdown in the clinical relationship that is adversely affecting the quality of the service. Factors contributing to a breakdown in clinical relationship may include but are not limited to:
 - Regular cancellations or no-shows at appointments
 - Continued delays in paying invoices or invoices that are 3 weeks overdue for payment.
 - Disengagement with goal setting or refusal to set clear goals
 - No homework follow-up resulting in limited progress with goals
 - Disengagement in therapeutic relationship in the clinic

It is the responsibility of the employee and the parent/carer involved to manage, grow, and sustain their therapeutic relationship. Reasonable steps must be taken to remedy a clinical relationship breakdown prior to ceasing services.

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