

FOUNDATION FIRST SPEECH PATHOLOGY

CEASING SERVICES POLICY

Approved By:	Sarah Moran	Version	1.1
Approval Date:	July 2026	Next Scheduled Review	Jan 2027

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, Payment Policy* and *Illness Policy*.

- 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 (invoices being paid AFTER 7-day requirement 3 or times) or invoices that are 3 or more 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 relationships in appointments

It is the responsibility of the employee and the parent/carer/participant 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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