



Speech And Language Therapy

# Sea S.A.L.T. Speech Pathology

## Policies & Practice Standards

At Sea S.A.L.T. Speech Pathology, we are committed to providing safe, ethical, neurodiversity-affirming and evidence-based speech and language services.

The following outlines our core policies and service commitments.

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## Privacy Policy

Sea S.A.L.T. respects your privacy and is committed to protecting personal and health information in accordance with applicable privacy legislation.

### Information We Collect

We may collect:

- Personal details (name, contact information)
- Health and developmental history
- Assessment results and therapy records
- Relevant educational or medical reports

### How Information Is Used

Information is used to:

- Provide assessment and therapy services
- Communicate with parents, carers and professionals (with consent)
- Maintain accurate clinical records
- Meet legal and regulatory requirements

### Storage & Security

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Client information is stored securely using:

- Halaxy (clinical management system)
- Secure cloud-based storage
- Encrypted and password-protected systems

Access is limited to authorised personnel only.

## **Sharing Information**

Information is only shared:

- With written consent
- When legally required
- For safeguarding purposes where necessary

If you have concerns about privacy, please contact us directly.

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# **Complaints & Feedback Process**

We value feedback and are committed to resolving concerns respectfully and promptly.

## **How to Make a Complaint**

Complaints or feedback can be made:

- By email
- By phone
- In writing
- Via our website contact form

## **Our Process**

1. Acknowledgement within 3 business days
2. Review and investigation
3. Written response within 14 business days
4. Implementation of improvements where required

If a complaint cannot be resolved internally, families may seek external advice from relevant regulatory bodies.

We view feedback as an opportunity to improve our services.

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# Child Safety Statement

Sea S.A.L.T. Speech Pathology is committed to creating safe, inclusive and supportive environments for all children and young people.

We:

- Prioritise child wellbeing and dignity
- Maintain current Working With Children Checks
- Adhere to mandatory reporting obligations
- Follow trauma-informed and neurodiversity-affirming practices
- Maintain clear professional boundaries
- Ensure safe physical and telehealth environments

Child safety concerns are taken seriously and responded to immediately in accordance with safeguarding obligations.

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## Our Services

Sea S.A.L.T. provides speech and language assessment and therapy for children and adolescents aged 0–18 years.

We support:

- Early communication development
- Speech sound disorders
- Developmental Language Disorder (DLD)
- Social communication differences
- Neurodivergent children and adolescents
- School-based language support
- Teen communication and regulation

## Our Approach

Our approach is:

- Evidence-based
- Neurodiversity-affirming
- Strengths-focused
- Family-centred
- Collaborative with schools and health professionals

We believe:

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Every child communicates.  
Our role is to expand communication — not erase individuality.

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## Contact

If you would like further information about our policies or services, please contact us directly.

Sea S.A.L.T. Speech Pathology  
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