

TERMS OF BUSINESS · POLICIES

Policies & Practice Standards

Our commitments to safe, ethical, neurodiversity-affirming and evidence-based care for every child and family.

Version **1.1.2026** · Effective **10 November 2026** · Next review **October 2027**

Child safe

Every team member holds a current NSW Working With Children Check, and children's safety and dignity come first.

Your privacy

Your child's information is stored securely and only shared with your consent, or where the law requires it.

Every child communicates

Our role is to expand communication, not erase individuality.

We listen

Feedback and complaints are welcome, acknowledged within 3 business days and never affect your child's services.

How this page fits

These policies sit alongside our Master Terms & Conditions of Business (which every family signs) and our AI & Media Policy. Together they make up our Terms of Business. The version published on our website is the current version.

OUR PRACTICE

1. About Us

- 1.1** Sea S.A.L.T. Speech Pathology (trading as Sea S.A.L.T. Kids) is a paediatric speech pathology practice with clinics in Maroubra and Woonona, NSW. We are committed to providing safe, ethical, neurodiversity-affirming and evidence-based speech, language and feeding services.
- 1.2** We are an unregistered NDIS provider and follow the NDIS Code of Conduct, which applies to all NDIS providers. Our speech pathologists follow the Speech Pathology Australia Code of Ethics and Professional Standards and the NSW Code of Conduct for unregistered health practitioners.

2. Our Services

- 2.1 Who we see.** We provide assessment and therapy for children and young people aged 0 to 18 years, including:
- Early communication development
 - Speech sound disorders
 - Developmental Language Disorder (DLD)
 - Social communication differences
 - Support for neurodivergent children and young people
 - Feeding, eating, drinking and swallowing (FEDS) support
 - School-based language and literacy support
 - Teen communication and regulation
- 2.2 Where we work.** At our Maroubra and Woonona clinics, at home, in preschools, day cares and schools, and via telehealth.
- 2.3 Funding.** We see private clients, NDIS self-managed and plan-managed participants, and Medicare (GP referral) clients. For Medicare clients, we charge the full fee and families claim any eligible rebate directly from Medicare.
- 2.4 Our approach.** Our approach is evidence-based, neurodiversity-affirming, strengths-focused, family-centred, and collaborative with schools and health professionals.

What we believe

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

POLICIES

3. Privacy Policy

We respect your privacy and protect personal and health information in line with the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Health Records and Information Privacy Act 2002 (NSW).

- 3.1 Information we collect.** We may collect:
- Personal and contact details for your child and family
 - Health, developmental and education history, and reports from other professionals
 - Assessment results, session notes and therapy records
 - Photos, video or audio recordings, only with your consent (see our AI & Media Policy)
 - Funding details (such as NDIS and plan manager details) and, for private clients, payment card details

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- 3.2 How we use it.** To provide assessment and therapy, communicate with you and (with your consent) other professionals involved in your child's care, keep accurate clinical records, manage invoicing and payments, and meet our legal and professional obligations.
- 3.3 Storage and security.** Clinical records are kept in Halaxy, our secure clinical management system, which stores data in Australia. Signed agreements and payment card details are kept in SignNow's encrypted cloud storage. Other records are kept in secure, password-protected business systems, and clinical photos and videos are taken only on practice-owned devices. Access is limited to authorised staff.
- 3.4 Information outside Australia.** Some of our software providers, such as our e-signing platform, may store or process information outside Australia. We only use providers with strong security and privacy protections.
- 3.5 Artificial intelligence (AI).** We use approved AI tools to assist our clinicians with reports, notes and administration, as set out in our Master Terms and AI & Media Policy. We do not use AI or any automated system to make decisions about you or your child.
- 3.6 Sharing information.** We only share information with your consent, when the law requires it, or where necessary to keep a child safe.
- 3.7 Keeping records.** Clinical records are kept for 7 years after the last service or, for children, until your child turns 25, whichever is later.
- 3.8 Access and correction.** You can request a copy of your child's records, or ask us to correct them, in writing. We will respond within 30 days; a reasonable fee may apply.
- 3.9 Data breaches.** If a privacy breach is likely to cause serious harm, we will let you know and notify the Office of the Australian Information Commissioner, as required under the Notifiable Data Breaches scheme.
- 3.10 Privacy questions.** Contact governance@seasaltsspeechpathology.com.

4. Complaints & Feedback

We value feedback and are committed to resolving concerns respectfully and promptly. Giving feedback or making a complaint will never affect your child's services. We see every piece of feedback as a chance to improve.

- 4.1 How to contact us.** Email governance@seasaltsspeechpathology.com, call 0406 672 067, write to either clinic, or use the contact form on our website.
- 4.2 Our process.**
- 1 Acknowledge.** We acknowledge your feedback or complaint within 3 business days.
 - 2 Review.** We look into it carefully and may contact you to understand more.
 - 3 Respond.** We give you a written response within 14 business days.
 - 4 Improve.** We put improvements in place where they are needed.

4.3 If you are not satisfied. You can contact:

Organisation	For	Contact
NDIS Quality and Safeguards Commission	NDIS participants	1800 035 544 · ndiscommission.gov.au
Health Care Complaints Commission (NSW)	Health service complaints	hccc.nsw.gov.au
Office of the Australian Information Commissioner	Privacy complaints	oaic.gov.au
NSW Information and Privacy Commission	Health privacy in NSW	ipc.nsw.gov.au
Speech Pathology Australia	Professional conduct of our speech pathologists	speechpathologyaustralia.org.au

5. Child Safety Statement

Sea S.A.L.T. Kids is committed to safe, inclusive and supportive environments for all children and young people, in line with the NSW Child Safe Standards. We:

- Put children's wellbeing, safety and dignity first
- Ensure every team member holds a current NSW Working With Children Check
- Meet our mandatory reporting obligations
- Follow trauma-informed and neurodiversity-affirming practice
- Maintain clear professional boundaries, including on social media
- Keep our clinic, home, school and telehealth sessions safe
- Only take or share photos and videos of children with consent, as set out in our AI & Media Policy

Child safety concerns are taken seriously and responded to immediately. If you have a concern, please speak to your clinician or contact governance@seasaltsspeechpathology.com.

6. Related Documents

- **Master Terms & Conditions of Business** (Private & NDIS Self-Managed; NDIS Plan-Managed): fees, payment, cancellations, AI and media. These replace our earlier Cancellation & Payment Policies.
- **AI & Media Policy:** how we use AI, photos, video and audio, and how we protect your child's privacy.

7. Contact Us

Detail	Information
Business	Sea S.A.L.T. Speech Pathology, trading as Sea S.A.L.T. Kids
ABN	48 665 343 011
Northern Illawarra clinic	10 Ocean Avenue, Woonona NSW 2517
Eastern Suburbs clinic	5/181 Maroubra Road, Maroubra JCT, NSW 2035
Phone (both clinics)	0406 672 067
General enquiries	info@seasaltsspeechpathology.com
Cancellations	cancellations@seasaltsspeechpathology.com
Governance & feedback	governance@seasaltsspeechpathology.com
Website & Instagram	www.seasaltsspeechpathology.com · @seasalt.kids

Document control

Version	Date	Summary
1.0.2026	2026	First published.
1.1.2026	10 November 2026	Rebranded to Sea S.A.L.T. Kids. Contact details updated (single phone number). Privacy Policy expanded (storage, AI, overseas providers, records, access, data breaches). Feeding (FEDS) support added. External complaint bodies listed. Aligned with Master Terms V2.0.2026 and AI & Media Policy V1.1.2026.

We acknowledge the Traditional Owners and Custodians of the land on which we come together to play, learn and grow, and pay our respects to Elders past, present and emerging.