



Welcome to Abby Gander Speech Pathology

Thank you for joining the AGSP family! AGSP was established in 2023 after recognising the vast need for more mobile and community speech pathology services in Brisbane. AGSP offers excellent paediatric speech pathology services. AGSP is a mobile therapy practice so we can come to you! Whether that be at home, day care or school! Each therapy session is individualised to our clients needs.

This manual was created for both staff and clients to better understand the policies and procedures at AGSP.

A Person-Centred Service and Collaboration

AGSP prioritizes a person-centred approach in all stages of care. Our staff collaborate with clients to understand their needs, goals, and aspirations and create plans that emphasize their strengths and take into account their family, cultural, social, and community connections. We value the input of parents, carers, advocates, and other support systems and ensure that the individual's needs and preferences always come first. Our reporting focuses on the progress and outcomes of the individual's NDIS plan and evaluates the achievement of person-centred goals.

AGSP fosters relationships with other providers, schools, childhood settings, and community organizations to ensure a person-centred approach. Staff collaborate with these organizations and professionals to provide consistent care, make recommendations and referrals when necessary, and advocate for the individual's wishes in decision-making. If disagreements arise, AGSP staff work to reach a solution that respects the individual's wishes. Staff support individuals and their families in assessing risks and benefits and make sure they understand the service delivery process and its contribution to their goals. Service delivery plans are clearly documented in the Service Agreement, aligned with the individual's NDIS plan, and available to the individual and their family. Reporting focuses on individual outcomes and evaluates progress towards their person-centred goals.

Respecting Cultural Needs and Diversity

AGSP values diversity and ensures its services and plans are respectful and inclusive of cultural identity, religious beliefs, disability, gender, and sexuality. Individual needs are identified during assessment and feedback is continually sought to ensure respect and support. AGSP recognizes the cultural needs of individuals from Aboriginal or Torres Strait Islander, or Culturally and Linguistically Diverse backgrounds and ensures these needs are respected in service delivery. When facilitating community connections, AGSP staff prioritize services that cater to the individual's cultural community to ensure cultural needs are respected.

AGSP acknowledges the Traditional Custodians of the land on which we gather and pay my respects to their Elders past and present. AGSP extends that respect to Aboriginal and Torres Strait Islander peoples.

Communication

AGSP empowers individuals to make informed decisions using innovative and flexible methods. All communication regarding service provision and goal-setting is accessible, using augmentative and alternative communication (AAC) systems, technology and plain English. AGSP encourages

individuals to take the time they need to consider their options and discuss them with their support network.

Conflict of Interest

AGSP is transparent about potential conflicts of interest and ensures participants understand the different types of funded supports available (such as therapeutic, support coordination, and early childhood) by using clear communication and explaining the role differences, including when a staff member transitions to a different type of support. Recommendations and referrals are made based on individual needs, specialized clinical skills, and the capacity of local services, and preference is not given to AGSP services. If a personal interest arises, AGSP will disclose it. At review, continued service is not assumed and participants are provided with alternative options, with transition documented and supported if they choose another service. In cases where a different therapist with specialized skills is needed, recommendations and support are provided to facilitate the transition with the participant's consent.

Service Agreements

AGSP requires all participants to sign a Service Agreement before any services are provided. The agreement is reviewed and updated at the start of each school term, rather than annually, to provide maximum flexibility and control for participants accessing multiple services, such as Therapeutic Supports and Early Childhood Supports. AGSP assists all participants and their representatives in understanding the provisions of the Service Agreement, including their rights and responsibilities, complaint procedures, and financial details. AGSP's Service Agreements are based on the template recommended by the NDIA, and a sample can be provided upon request.

Payment of Supports

AGSP will seek payment for the provision of support after you have confirmed satisfactory delivery.

Payments are applied depending on how the plan categories are managed, being either one, or combination of the below:

1. **Self Managed/Private payments:** After services have been provided an invoice will be issued to the participant by the provider. The participant will pay (via bank transfer/eftpos/chq) the invoice by a reasonable time frame stipulated in the invoice.
2. **Plan Managed:** The participant must provide the plan management details to the provider. After services have been provided, an invoice will be emailed to the chosen plan management company and the payment will be provided by the plan manager.

Travel Policy

Therapy providers may claim travel costs when travelling to and from appointments as outlined by The National Disability Insurance Scheme (NDIS). Therapy travel pricing is guided by the geographical location of where the participant receives the service. Travel costs are charged at 5 minute intervals and can be charged up to a maximum of 30 minutes as outlined in the NDIS Pricing Guidelines.

Responsive Service Provision

AGSP staff work to deliver services that are tailored, prompt, skilled and appropriate to support participants in achieving their needs, goals and desired outcomes. Therapists utilise evidence-based practices that are tailored to each individual's needs, strengths, abilities and goals. Participants are



encouraged to direct their own service as much as possible and staff are flexible and responsive to meet the needs of those they support, especially since many clients face significant daily challenges that affect their sessions. Therapists ask about school, home and family life to better understand the how the participants are feeling and ensure they are comfortable with their session plans.

When appropriate and with consent, AGSP collaborates with families, schools, services and other stakeholders to address outcomes in all aspect of life, not just in a clinical setting. Staff aim to take individual needs and preferences into account when assigning therapists, such as gender, cultural background, and therapists specialised training, experience and skills to foster a positive therapeutic relationship and promote successful outcomes. If a participant feels their therapist is not a good fit, they may request a different clinician, and all efforts will be made to accommodate this.

Transitions to or from AGSP

If a client wishes to transfer from our service, a transition plan will be created with consent and involvement from the participant. AGSP will ensure handover of assessment and/or therapy information is handed over to the new treating service.

When participants commence services at AGSP, they will undergo information gathering, assessment, observations, creation of goals, preferences, strengths and any previous reports. If the participant has transitioned from another services, with consent, the therapist will try and organise a handover with the previous therapist.

AGSP acknowledges that that participants may have had difficult experiences elsewhere or may be new to speech pathology services. The welcome document is designed to give participants the information to understand AGSP's policies. Therapists will communicate clearly with the participants and their families and provide rationales of their therapy plan. This also includes gathering information about any difficulties for the individual or and risks associated.

Feedback and Complaints

To ensure service delivery continues to meet the needs of the participant's needs and goals and that they are satisfied with the direction of service, AGSP will continue to seek feedback from the participants and their families.

AGSP welcomes any comments or feedback from participants and has a clear and accessible complaints procedure. If the participant wishes to give feedback or is not happy with the provision of supports and wishes to make a complaint, the participant can contact Abby Gander, owner of AGSP on 3472 9755 or abby@agsp.com.au

Participants are able to make a complaint about the NDIS supports or services at AGSP to the NDIS Quality and Safeguards Commission's at any time by calling 1300 155 605, or by completing the NDIS Commission's complaint form found at <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>