

Indirect Services Policy

1.0 Purpose

1.1 This policy outlines how *Tell Me All About It* provides indirect services (that is, services that occur outside of direct face-to-face intervention).

2.0 Scope

2.0 This policy applies to all clients, their families, caregivers, and staff engaging with indirect services with *Tell Me All About It*. It is relevant when a clinician conducts activities beyond and/or in lieu of the booked therapy session that support assessment, intervention, education or advocacy.

3.0 Definition of Indirect Services

3.1 Indirect services are those professional activities carried out by a clinician that support the client but do not involve direct therapy time with the client. Examples include (but are not limited to):

- i) preparation of individualised resources, homework packs or therapy materials;
- ii) clinical documentation;
- iii) liaising with other professionals (e.g., educators, allied health or medical practitioners) or caregivers;
- iv) case management, stakeholder briefing or consultation;
- v) curriculum or environment modification recommendations;
- vi) writing reports, summaries or letters relevant to the client's intervention;
- vii) travel time where required outside the direct session.

3.2 These practices align with the way services are delivered under the Scope of Practice established by Speech Pathology Australia.

4.0 When Indirect Services Are Provided

4.1 Every assessment and therapy session is inclusive of indirect services proportional to direct (face-to-face) time, as outlined in our fee schedule. There may be times where the included indirect service time is insufficient and may require extension, e.g., complex cases. In these situations, *Tell Me All About It* staff will discuss whether additional time must be billed for, prior to charging for the additional time related to the services. That is, you will be notified in advance if a service requires additional billing, via verbal or written means.

4.2 Indirect services may be offered:

- i) on request by the client, caregiver or stakeholder, when additional support is required beyond the regular therapy session;
- ii) by professional recommendation, where the clinician determines that indirect work is needed to maximise client outcomes (e.g., collaboration with teachers or other service providers, resource packs etc.);
- iii) as part of a comprehensive intervention plan, especially when a coordinated approach (e.g., consultation, environmental adaptation) is necessary.

5.0 Process & Timeframe

5.1 When an indirect service is required, the clinician will discuss with the client/caregiver the nature of the work, expected timeframes and any cost implications.

5.2 The timeframe for completion will vary based on caseload, urgency and the complexity of the request.

5.3 Clients/carers should understand that indirect work may take 2-6 weeks (or more) depending on complexity, demands and availability.

5.4 Any meeting, travel, writing or preparation time will be factored into the scheduling decision.

6.0 Client/Carer Responsibilities

6.1 Clients and carers are asked to:

- i) clearly communicate which indirect services they are requesting or that have been recommended;
- ii) provide any required consents (e.g., sharing information with other professionals) in a timely manner to avoid delays;
- iii) understand that while indirect work may not provide immediate face-to-face support, but supports the broader intervention;
- iv) be aware that priority for indirect work is determined by clinical need and caseload demands.

7.0 Privacy & Consent

7.1 In line with Speech Pathology Australia's professional standards and the regulatory framework in NSW:

- i) all indirect services are provided in a way that protects client privacy and confidentiality;
- ii) consent will be obtained prior to undertaking indirect services that involve third-party consultation or record sharing;
- iii) records of indirect services will be documented in the client's file.

8.0 Review & Monitoring

8.1 *Tell Me All About It* will periodically review the provision and outcomes of indirect services to ensure they continue to meet best-practice and professional standards.

8.2 Feedback from clients/carers will inform any changes to this policy or how indirect services are delivered.

9.0 Questions or Concerns

7.1 If you have any questions about this policy or how indirect services may apply to your therapy, please contact:

Tell Me All About It

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