

**Tuart Hill Viva Clinic**

Tuart Hill Health centre
213 Wanneroo Rd, TUART HILL WA 6060

Joondalup Viva Clinic

Joondalup Family Centre
25 Jolstra Cres, JOONDALUP WA 6027

Bookings

T: (08) 9344 2900

E: reception@vivaspeech.com.au

Viva speech pathology

Customer Satisfaction Policy & Survey

Dear Clients/ Parents and or Carers,



Thank you for choosing Viva speech pathology.

My name is Inge Gaudin and I am the practice owner and principal speech pathologist at Viva. After working as a government speech pathologist, I started Viva as a private speech pathologist in 2006 and we are now school based and work with children and adults in our Joondalup and Tuart Hill clinics.

Our therapists have agreed to adhere to **Viva Speech Pathology's Code of Conduct** and are also bound by **Speech Pathology Australia's Code of Ethics**. These documents are available on request. All our therapists have **Speech Pathology Australia Memberships** and a valid **Working with children check card**.

We strive to be thorough in our work, knowing that research indicates **children with speech and language difficulties are at higher risk of experiencing spelling, reading and or writing difficulties**. For this reason, we always recommend follow-up and review of students in these areas (including pre-literacy skills from Kindergarten), even after the child no longer has obvious speech or language difficulties. In this way we can prevent or minimise long-term literacy difficulties. If you have declined such a review for your child, but later find that your child's teacher or you have concerns about their spelling, writing or reading skills, then still feel free to contact us again for additional services in these areas. We retain confidential client and student information.

We are a **person-centred service provider** for our clients, and a **family centred service provider** for children. We therefore want to place your goals as a priority for assessment and therapy, so that we can make a meaningful difference in therapy towards, '*Confident communication for life!*'.

If you have any questions, queries or concerns about the service you are obtaining at Viva, please wherever possible, speak to your therapist directly first so that they can give you the information or adapt their service plans to better suit your needs, or those of your family. Your therapist has assessed your child or your individual communicative profile, so they can give you specific information straight away and explain the course of treatment further. Therapists can be flexible in our approach and we can usually target a communication goal in a number of ways. We would appreciate your feedback to this end so that we are continually improving and please find our **Customer survey** on the next page.

If you do not feel that the matter you raised has started to be addressed within 1 session of your discussion with your therapist, **please contact me as the practice owner and principal speech pathologist directly** for a timely response. Also, if you would prefer to contact me first with a question, query or concern, you are also welcome, to do so.

My contact details are 0402 134 257 or inge@vivaspeech.com.au

I work part-time but will endeavour to respond to you as soon as possible.

Kind regards



Inge Gaudin,

Practice Owner/ Senior Speech Pathologist

JOONDALUP Viva Clinic

Joondalup Family Centre, 25 Jolstra Crescent, JOONDALUP WA 6027

Bookings: 9344 2900 / reception@vivaspeech.com.au

TUART HILL Viva clinic

Tuart Hill Health Centre, Suite 2, 213 Wanneroo Rd

(cnr of Morley Dr & Wanneroo Rd), TUART HILL WA 6060

Bookings: (08) 9344 2900 / reception@vivaspeech.com.au

W: www.VivaSpeech.com.au

'Confident communication for life!'

Viva speech pathology - Customer Satisfaction Survey

Client's name / Child's name: _____

Parent's name: _____

Usefulness of information received during assessment (degree to which I could understand my own/ my child's difficulties better)

1 2 3 4 5 6 7 8 9 10

Not at all _____ Extremely useful

Did you receive some practice therapy recommendations in the assessment?

1 2 3 4 5 6 7 8 9 10

No recommendations _____ Practical tips

Therapists perceived level of knowledge & communication of assessment findings in a way I could understand

1 2 3 4 5 6 7 8 9 10

Limited _____ Appeared very knowledgeable

Therapy process: The effectiveness of therapy is very dependent on how the client or family are carrying out home practice between sessions

1 2 3 4 5 6 7 8 9 10

I / We rarely do home practice _____ Very consistent home practice

Therapy process: To what extent, has therapy treated the specified area of difficulty you have / that of your child?

1 2 3 4 5 6 7 8 9 10

No difference _____ Therapy: Very effective

My therapist has worked with me in a professional, respectful and courteous manner

1 2 3 4 5 6 7 8 9 10

Concerns I wish to raise _____ Excellent

The receptionist had a professional, respectful and courteous manner

1 2 3 4 5 6 7 8 9 10

Concerns I wish to raise _____ Excellent

I was consulted about the therapy goals I had/ goals for my child to achieve, and these goals were targeted

1 2 3 4 5 6 7 8 9 10

Therapist's goals only _____ My goals were worked on

Please make any other comments / suggestions / points of feedback

Thank you for participating!

Please send to inge@vivaspeech.com.au