

!
Speak ● *out*

December 2013



Nation for
Communication


International
Communication Project 2014



Let's build a *Nation for Communication*
Be part of the International Communication Project 2014 in Australia!



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Please see the website for the 2014 *Speak Out* ad kit.

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Advertising Booking Dates for February 2014 *Speak Out*

The official booking form must be received at National Office by COB Tuesday 14 January 2014. The artwork material deadline is COB Monday 20 January 2014.

See the Association website for further information

www.speechpathologyaustralia.org.au

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Print Post Approved

PP349181/01711

ISSN 1446-053X

From our President



WELCOME TO THE final edition of *Speak Out* for 2013.

This issue heralds the launch of the Australian International Communication Project 2014 campaign, *Nation for Communication*. Thanks to the efforts of Jo Wood and the team at National Office, our Australian campaign will be an exciting and influential one. The campaign relies on Communication Champions to raise awareness of the ICP2014 in their local communities. Starting a conversation about communication disorders may involve as much or as little time as members feel able to give. Jo and the team have put together a comprehensive campaign toolkit to assist you in spreading the message about communication, and I encourage you to get involved.

The power of a collective speech pathology voice has been clearly demonstrated by our members in Western Australia who lobbied their state government, and were successful in the creation of 10 new speech pathology positions to support students in schools. Congratulations to the Western Australian Branch.

This year has seen the introduction of many new initiatives within Speech Pathology Australia, notably the new constitution, and a new Strategic Plan for 2014–2016. As of January 2014, SPA's Council will become our Board, and new Directors of the Board will be appointed according to expertise and skills as opposed to state representation. The new Strategic Plan is quickly taking shape and will be available to all members following the February Board meeting. This plan focuses on three strategic imperatives: *Influence*, *Professional Standards*, and *Future Ready*.

A new Board structure and governance process will support and drive these strategic imperatives. This *Speak Out* calls for nominations for Directors of the Board, and I encourage those of you who have an interest in these positions to apply.

At the end of 2013, Professor Sharynne McLeod will step down as editor of the *International Journal of Speech-Language Pathology* after nearly 10 years in this position. On behalf of SPA, I wish to extend our deepest appreciation to Sharynne for her extraordinary expertise and dedication in her role as the editor of *IJSLP*. Due to her editorial expertise, she has steered the journal towards a position as a leading international journal in speech pathology, providing readers with high quality research articles and forums for discussion. Associate Professor Kirrie Ballard will take up the editorship of the journal and we look forward to working with her to continue building upon the strengths of *IJSLP*.

It is membership renewal time again and I encourage all members to invite their colleagues and friends who might not yet be members to join the Association. Ongoing and future benefits to all members can be best achieved through strong support and engagement of members. There are now just over 5800 members of SPA. Let's overtake the 6000 member milestone for the start of the ICP2014.

As the festive season is soon to be upon us, I would like to take this opportunity to wish you all a restful summer break, and a very Merry Christmas and a Happy New Year.

Deborah Theodoros
President

Happy holidays!

The National Office and Branch staff wish you a happy and safe holiday and festive season.

National Office will be closed from **12 noon on Tuesday 24 December 2013** and will re-open **Thursday 2 January 2014**.



Membership Renewals for 2014 are now open!

MEMBERS will have begun receiving membership renewal information in the mail. This information contains notification of membership fees for 2014, which can also be found on the Association's website.

For members who chose to pay their membership by direct debit in 2013, your automatic debits will continue in 2014 and a renewal letter detailing your fees and payment frequency has been posted to you.

To make keeping up with speech pathology and Association news easier and more convenient, you now have the opportunity to receive *Speak Out* and *JCPSLP* by email, or in hardcopy by post. When renewing online, make your selection when prompted, or choose your preferred method on your renewal form and return by post.

To renew your membership, simply choose one of three easy payment options:


- **Direct Debit:** Available on a monthly, quarterly or yearly basis. Please complete the direct debit form on the reverse of your renewal form and return to National Office.
- **Online (full amount by credit card):** Simply go to *Update My Profile* on the homepage and login. Click *My Account*, then *My Membership*. You will be asked to complete your PSR log so please make sure that you have your PSR points (if applicable) and credit card (MasterCard and Visa) to hand. As well as renewing your membership, you can also update your practice details, areas of special interest and other practice information.
- **Mail:** Attach your cheque or money order to your signed and completed renewal and PSR forms and return to National Office.

Fundamental to renewal of Speech Pathology Australia practising membership is your obligation to maintain professional standards and to update and extend your professional knowledge and skills. This can be evidenced by members undertaking sufficient continuing education to meet the needs of the Association's PSR program and earn Certified Practising Speech Pathologist (CPSP) status. When renewing, the importance of PSR is reflected in the renewal process: if renewing online – you will need to submit your PSR points first up; if mailing your renewal – you will need to send the renewal and PSR declaration together. Your 2014 membership certificate will also clearly reflect your PSR status. Further information is available on page 5.

Updating your Practice details

To update and add to these, go to: *Update My Profile*, and follow the steps below:

- Log in
- Go to *About Me*
- See *Practice Details* – click on *edit* or *delete* to update existing information

- To add a new practice click the + sign
- If you have added a new practice and it does not automatically appear in the list, refresh your browser page
- To update any other details click on the  icon.

Medicare Provider Status



Medicare Australia will conduct an audit of all speech pathologists with a provider number in mid-January 2014. Medicare will check each SPA member with a provider number to determine whether they have renewed their membership by the due date (1 January 2014). Should you renew after 1 January 2014, Medicare will determine that you have a gap in your membership status from this date until the date on which you renew your membership. For this gap period, Medicare will revoke your billing eligibility and your clients will be ineligible to receive Medicare rebates. If your clients have claimed a rebate during this gap period you may be required to reimburse Medicare for any rebates paid to your clients. Please renew early to avoid any potential disruption to your Medicare provider status.

Membership Certificates and Tax Invoices/Receipts

2014 Membership Certificates will be sent to Practising and Full-time Post Graduate Student members with wording that reflects that these members may be 'engaged in the practice of speech pathology'. All membership categories will receive a tax invoice/receipt verifying they are a financial member in 2014 (within a given member category) and containing payment details for tax purposes.

Professional Indemnity Insurance

Please contact Guild insurance for all your insurance needs on 1800 810 213 or <http://www.guildinsurance.com.au/index.php>. For further information please see page 5.

We look forward to receiving your renewal and welcoming you again as a 2014 Member of Speech Pathology Australia.

Marni Bradley

Manager, Member Services & Operations

Welcome to our new Membership Liaison Officer!



Janine Chancellor is our new Membership Liaison Officer. Janine has a background working in customer service and administrative roles around Australia, including in the health, travel and real estate industries. Janine will be your main point of contact regarding your membership and her main responsibilities include processing membership applications and renewals, along with re-entry and overseas qualification applications. We are very excited to welcome Janine on board and to have her as part of the National Office team.

Earning Certified Practising Speech Pathologist (CPSP) status with your Membership Renewal for 2014...

Inherent to speech pathology practice ... is the speech pathologist's responsibility to their clients and other stakeholders to undertake continuing professional development to ensure their professional knowledge remains current, relevant and evidence-based.

Fundamental to Speech Pathology Australia practising membership ... is the speech pathologist's obligation to maintain professional standards and abide by the Association's Code of Ethics (Speech Pathology Australia, 2010) that binds each member to "Continually update and extend our professional knowledge and skills through activities such as participating in professional development, and/or engaging the support of a mentor or supervisor".

In accord with SPA's strategic plan ... as evidenced in the Association's commitment to robust self-regulation processes and strong and clear commitment to 'quality standards of professional practice'.

Implicit in your renewal of Speech Pathology Australia practising membership is your obligation to maintain professional standards and to update and extend your professional knowledge and skills. This can be evidenced by members undertaking sufficient continuing education to meet the needs of the Association's PSR program and earn Certified Practising Speech Pathologist (CPSP) status.

All eligible SPA members are included in the PSR program and are currently either CPSPs if Certified status was earned with your previous renewal, or have been noted as opting to recommence their triennium if PSR criteria were not met, or were automatically included in the program with their previous renewal.

When renewing for 2014, the importance of PSR is reflected in the renewal process: if renewing online – you will need to submit your PSR points first up; if mailing your renewal – you will need to send the renewal and PSR declaration together. **If you earn CPSP status, your 2014 membership certificate will also clearly reflect this Certified status.**

The Association is proud that over 70% of Practising members achieved CPSP status in 2013 and SPA looks forward to continuing to develop the commitment to CPSP status for practising speech pathologists in 2014 and beyond.

For further information, please refer to the PSR webpage, and also the PSR information included with your renewal information on the back of the PSR declaration.

Sharon Crane
Senior Advisor, Professional Education and Certification

Guild Insurance – SPA's preferred provider



Guild Insurance has been working with Speech Pathology Australia since 2004 to provide insurance specifically tailored to meet the needs of speech pathologists. As a specialist insurer of allied health professionals in Australia, with more than 45 years of experience in the field, and a close relationship with SPA, Guild Insurance is well placed to support SPA members.

Guild Insurance's Speech Pathologists' Liabilities Insurance Policy includes the following features:

A choice of employment status – Guild Insurance recognises that not all speech pathologists are the same and so may have individual needs. Whether you work in the private or public sector, full-time or part-time, you are able to select the level of cover you require for your professional needs.

A choice of indemnity level – Guild Insurance provides you with a number of indemnity options. You can select from a choice of \$2m, \$5m or \$10m cover, allowing you to choose the indemnity level that's right for you.

Comprehensive combined liabilities cover – Guild Insurance provides a combined liabilities package, details are listed below:

- Combined Professional Indemnity, Goods Sold; Advice on Goods Sold, Public Liability, Defamation and Unlawful Restraint, Principals Previous Practice, Trade Practices Act Cover, Retirees; Run-off Cover, Parental Leave and \$100,000 Legal Fees.

24/7 legal advice and support – Guild Insurance policy holders have immediate access to legal advice in relation to your policy or any issues arising from your practice that might lead to a claim. They also receive the backing of a legal team experienced in defending allied health professionals.

\$100,000 legal fees cover – Guild Insurance policy holders automatically receive \$100,000 cover for legal costs and expenses associated with disciplinary proceedings or coronial inquiries.

"Run-off" cover – Free ongoing insurance cover that comes into effect once you've retired completely as a speech pathologist or stopped practicing for a period of time to protect you against claims for past work.

Payment options – Guild Insurance also offers you an easy 'pay by the month' option or an annual fee.

Other insurance and financial products and services – In addition to providing a tailored insurance package, the Guild Group can offer you a wide range of other insurance and financial products and services. For further details contact www.guildgroup.com.au

For more information about Guild Insurance, to obtain a quick quote or to complete your application online go to www.guildinsurance.com.au

IJSLP: Farewell to Professor Sharynne McLeod and welcome to Associate Professor Kirrie Ballard

AT THE CONCLUSION of 2013, Professor Sharynne McLeod will retire as Editor of the *International Journal of Speech-Language Pathology (IJSLP)*. Sharynne



Sharynne McLeod

has held the role since May 2004 and has worked tirelessly and with great enthusiasm over 10 years. During this time, Sharynne has led the journal to a new title and branding, achieved Medline and ISI Web of Science Social Sciences Citation indexation, with the most recent ISI impact factor ranking of 1.176, and significantly advanced its international standing and

world-wide recognition as a leading journal in the profession and sciences of speech and language pathology.

Sharynne has fostered many strategic international alliances, but has also been a strong supporter of developing and championing Australian research. Sharynne's many groundbreaking achievements include the *IJSLP* becoming the first journal to include audio and video files, as well as the introduction of themed issues such as the Scientific Forum on the *World Report on Disability and people with communication disability*, with its lead article becoming one of the most downloaded articles of all Informa publications.

Sharynne has displayed tremendous commitment and dedication in transforming our journal into a publication of world-class quality and scientific rigor, which is evidenced in its continued growth and wide readership. We extend our sincere appreciation and gratitude to Sharynne – she has left a very strong legacy and we wish her well with the many extra hours she will now have in her day!

Speech Pathology Australia is very pleased to announce the incoming Editor of *IJSLP* as Associate Professor Kirrie Ballard. Kirrie will be known to many across the profession and she



Kirrie Ballard

has held a number of academic and research positions both in Australia and overseas. From 2006, Kirrie was at the University of Sydney. Recently stepping down as Head of Speech Pathology and Director of the Graduate Entry Masters program, Kirrie has taken up a four-year Australian Research Council (ARC) Future Fellowship to continue her research into speech motor control and disorders. Kirrie's work

is published in both discipline-specific and cross-disciplinary journals covering speech-language pathology, linguistics, motor control, neurology and neuroscience. Her work has been funded by the National Institutes of Health in the US and the National Health and Medical Research Council and ARC in Australia, as well as professional groups such as the National Stroke Foundation and the American Speech-Language and Hearing Foundation. Kirrie has previously served as guest editor and associate editor for journals including *Aphasiology*, *Perspectives on Neurophysiology and Neurogenic Speech and Language Disorders*, as well as the *IJSLP*. She regularly reviews for journals covering the fields of speech-language pathology, neuropsychology, human motor control, and rehabilitation.

Kirrie's record speaks for itself with respect to her extensive experience and capability to take on the role of *IJSLP* Editor. We welcome Kirrie to the *IJSLP* team, and know that along with Associate Editor, Angela Morgan and the Executive Editorial Board members, she will continue to strengthen the international standing and recognition of the *IJSLP*.

Gail Mulcair
Chief Executive Officer

Guest *IJSLP* Editor sought for the 2014 Conference Proceedings

Expressions of interest are invited for the position of guest editor of the proceedings for the 2014 SPA National Conference. The guest editor will coordinate the review process and selection of high quality papers to be published in the *International Journal of Speech-Language Pathology* to be published in June 2015. Each paper will be between 6,000–7,000 words in length.

Previous editorial experience is highly recommended. Direct enquiries to: Kirrie Ballard, Incoming Editor, *International Journal of Speech-Language Pathology* at ijslp@speechpathologyaustralia.org.au

Please forward your expression of interest and CV to Gail Mulcair, CEO, at council@speechpathologyaustralia.org.au by **Friday 14 February 2013**.

EOIs to join the working party to develop SPA's Telepractice Position Statement

Are you currently involved or interested in telepractice and would like to contribute to shaping its use in speech pathology practice within Australia? We are seeking a broad representation of clinicians, managers and researchers involved in telepractice within adult, disability and paediatric services, hospital and community settings to establish a working party to develop Speech Pathology Australia's Telepractice Position Statement.

If you are interested in being a member of this working party, please send your CV along with a brief statement (500 words) outlining your experience in telepractice and/or how you could contribute to the development of this position statement, to Project Officers, Dr Anne Hill and Clare Burns. To submit an EOI or for further information regarding the position statement, please email: clare_burns@health.qld.gov.au by **31 December, 2013**.

Call for nominations to the Board of Directors

AN EXCITING opportunity exists for eligible members of Speech Pathology Australia to nominate for a position as a Director of the Board. SPA believes in best practice governance and recognises the need for an effective, highly functioning Board to govern and lead the Association. At the 2013 Annual General Meeting, a new constitution was introduced which included changes to the governance structure of the Association with the move to a skills-based Board. A move away from a previous representational board, this new structure means that applicants with the required skills and experience will gain the position of Board Director, representing the interests of all members.

The Board is comprised of a minimum of seven and a maximum of nine Directors. Up to seven Directors are General Directors drawn from the membership,

who apply against a set of key selection criteria (refer to Nomination Form). Accepted nominations are submitted to members for election.

The Board of Directors is responsible for SPA's legal and financial affairs and oversees the development and implementation of Association policy and strategic direction. The Board meets four times a year and it is expected that Directors will attend all meetings. All new Directors are provided with a comprehensive orientation program and administrative support by National Office.

Nominations are now called from interested voting* members for three (3) vacant positions of Director, each for a period of two years. There is no limit to the number of nominations and an election will be conducted if more nominations are received than the available positions.

Nominations must be made using the official Nomination Form (obtainable from the website or by emailing council@speechpathologyaustralia.org.au) and must be signed by the nominee, proposer and seconder. Each nomination must be accompanied by a document (of no more than two pages) meeting the selection criteria and a Statement of Intent (of not more than 100 words).

Nominations must arrive at Speech Pathology Australia, Level 2, 11–19 Bank Place, Melbourne VIC 3000 **by no later than 5pm, 31 January 2014**. Nominations after this date cannot be accepted. Where required, an election will be held via electronic vote in March.

** Student, Re-Entry, Alumnus and Associate Members are **not** eligible to nominate or vote in the elections.*

Gail Mulcair
Chief Executive Officer

November Board meeting report

THE FINAL Board meeting of 2013 was held on 15–16 November. The meeting included review and approval of the Association's budget for 2014. The Board considered the Budgets submitted, in line with the Strategic goals of the Association, with an operating budget, including key strategic projects, for the coming year.

General and strategic business of the Board included:

- **By-Laws**, in line with the revised Constitution, were approved with some minor amendments. These are available to view on the website.
- A draft of the **2014–16 Strategic Plan** was reviewed, with the final version due for circulation to the membership in early 2014, after ratification at the February Board meeting.
- The structure of the **Board of Directors** was carefully considered in line with the new Constitution and strategic direction of the Association. The Board will transition to a revised structure in coming months, as well as implement a revised Board Meeting agenda. It is anticipated that the revised structure and agenda will allow Directors to maintain a high-level strategic focus. The Board will also be involved in Governance Training throughout 2014.
- The Bachelor of Speech Pathology and Bachelor of Speech Pathology (Honours) programs at James Cook University and the Master of Speech Pathology program at Griffith University were **accredited** for a period of five years.
- Given increased workplace pressures and graduate numbers, the Board agreed to explore **clinical**

education models (including Simulated Learning Environments) in partnership with the Universities.

- The Board agreed to revise the advertising policy and FAQ to express that the use of **testimonials** will not be allowed by members of Speech Pathology Australia, in line with the Association's Code of Ethics. More detailed communication to members will occur.
- The Association will further explore options to **support developing countries**, including considering partnerships with appropriate organisations and specific initiatives and projects to support and foster speech pathology (therapy) training and services in developing countries. Discussions regarding AusAid funding to bring a delegation to Australia from Vietnam for an extended period of time continues. It is proposed that two delegates be placed in Melbourne, participating in professional development opportunities, as well as undertaking an internship program at SPA's National Office.
- The Association will launch a revised centralised **Mentoring program** in 2014, with mentees taking more responsibility in the matching process. To facilitate the program, the Association will appoint a Professional Support Officer. The Professional Support Officer will be responsible for the development of professional support options for members, with mentoring recognised as being distinct from professional supervision.

The next Board meeting will be held on 14–15 February 2014.

Gail Mulcair
Chief Executive Officer

Call for nominations for Speech Pathology Australia Awards

SPA acknowledges excellence in speech pathology practice and the voluntary work undertaken by members (and others) through nationally recognised awards.

Life Membership: Life membership is the highest honour accorded by the Association and confers Practising or Non Practising membership on a person for the rest of their life. It recognises outstanding leadership and committed service to the Association and the profession over many years.

Fellowship: Fellowship of Speech Pathology Australia is a public professional honour awarded to a member with considerable experience, responsibility and standing within the speech pathology profession. The award recognises and celebrates members who have achieved excellence in a field of speech pathology practice. Fellowship is a membership category, and an ongoing honour.

Elinor Wray: This award is presented for outstanding contribution to the speech pathology profession. The contribution of the nominee is clinical or project oriented and will encompass one or more of the following areas:

- Innovations in diagnostic, assessment or treatment procedures
- Promotion of speech pathology to government, the community or to other professionals
- Research
- Student training

Recognition of Service: Awarded by the Association to up to three members annually in recognition of ongoing, valuable and voluntary service to the Association. Nominees may have contributed to the Board, Branch Executive, Branch Portfolios, Task Groups, Conference Planning Committee, etc.

Early Career Award: This award is open to new graduate practising members in recognition of ongoing, valuable and voluntary service to the Association at either a National or Branch level. Nominees may have contributed to Branch Executives, Branch Portfolios, Task Groups, Conference Planning Committees, etc. In most cases, nominees will have held positions on Committees or Portfolios as students.

Community Contribution: Awarded by the Association to recognise outside agencies, which have made a significant and valuable contribution to speech pathology.

If you know of someone who deserves the honour and recognition of an Association award, applications must be submitted on the official award nomination forms. For more information visit the website or email council@speechpathologyaustralia.org.au

Gaenor Dixon

Vice President Communications

Expressions of Interest (EOI)

Project Officer

Aged Care Position Statement

The project officer will develop a position statement on behalf of Speech Pathology Australia about the role of the speech pathologist in aged care. This position statement will provide guidance to employers, consumers, policy makers, and professionals about the role of speech pathologists in aged care. Speech pathologists may also wish to consult the document to clarify the position of the Association in this area.

Interested members should submit an Expression of Interest (EOI) to the Senior Advisor Professional Standards (Stacey Baldac) by **30 January 2014**. Stacey is available to answer queries and provide the project brief to members.

The written EOI should include the following:

- Curriculum Vitae
- Statement against Key Selection Criteria (available in the Project Brief from the Senior Advisor Professional Standards)
- An example of the applicant's professional writing skills
- The names of two referees

For further information or enquiries regarding the above position, please contact Stacey Baldac by email: saps@speechpathologyaustralia.org.au or by phone on 0418 992 922.

2013 Research Grant Recipients

SPA awards grants annually for research undertaken in the field through its Scientific Affairs Portfolio. The membership has responded well to the altered provisions for grants this year with increases in some grants to \$10,000. There has been a particular increase in the number of research grant proposals in the Clinician Research category.

The recipients for 2013 are:

Nadia Verrall Memorial Grant: This grant is awarded in memory of speech pathologist Nadia Verrall. This year the grant is awarded to Rosemary Hodges from NSW for her proposal entitled *Unravelling the mystery of late talking toddlers*.

Clinician Research Grants: Two grants were awarded to Dr Bena Cartmill and Brooke Cowie.

Higher Degree Research Grants: Two grants were awarded to Laura Hoffman and Jacqueline McKechnie.

Undergraduate Student Grants: Two grants were awarded to Tess Beattie and Robert Wells.

We extend our thanks to the many speech pathologists and students who submitted applications and our congratulations to the recipients. Sincere thanks yet again to the many reviewers across the country who volunteered their time to read the submissions.

Michelle Foley

Director Scientific Affairs

Meet the members who made a difference in WA

SPEECH PATHOLOGISTS in WA have long been unhappy with the state of school-based services. With the state election looming, the WA Branch decided to campaign for increased access to speech pathologists in schools. Result: 10 new positions recently announced to support students in WA schools.

What made this campaign so successful? Member involvement! With National Office support, members developed a policy and met with their local MPs. Overall, 22 candidates in marginal seats were approached, with some members taking parents along with them to drive home the message that real families are affected when children do not have access to the support that they need in schools. Supporting media activities resulted in members and families interviewed for newspaper and radio in order to spread the message far and wide.

Most members involved in this campaign were new to lobbying. Many had never met with their local MP before and some were a bit apprehensive. We asked some of them to share their experience with us.

Lauren's experience: I have a lot of friends outside of speech pathology who are very politically active, so I am always inspired to try and get involved in the bigger picture. I also work in the disability sector, which sometimes requires you to put your advocacy hat on. Despite all this, I was still a bit nervous to go to my actual meetings.

I found it nice (and a bit funny) that both of the candidates were really interested and asked questions about things like the aetiology of stuttering and treatments for clients with ASD. I had to work the conversations back to the bigger picture of school kids with language delays. I found the SPA information packs, facts and statements were useful for pulling out the 'big guns': there are some pretty convincing statistics! I had both of my candidates agree that the SP positions were required and that they would take the info to the relevant minister in their party. I would recommend giving it a go – it's great to educate people about SP issues and it feels pretty powerful to change a politicians mind!

Merryn's experience: I am a speech pathology student but I am also a mother of three children, two of whom need some form of intervention. I joined SPA as a student member this year and I was sent an email calling for members to approach their local MP, literally the day after I joined. I felt compelled to act because this is the reason I want to be a speech pathologist – to advocate for better support for children, particularly early intervention.

I was pretty nervous arranging a meeting only days after agreeing to participate! As I hadn't been involved in the policy development, I felt like I didn't have a full handle on what the policies were, but one of the Branch leaders volunteered to come with me. I think that worked really well. She was the expert about SPA policies and had a wealth of clinical experience to talk about; and I was the mother with expertise about my children, the local schools in our area and of programs in our school that we were using to help children.

My experience was that politicians will try to guide the conversation, and you need to be confident to steer the meeting back on track in a professional way. I think we managed this successfully, and our candidate (a high level political figure) agreed to go back over the figures with his team and reconsider his policy for supporting school children. I think that was a very successful outcome.

Brooke's experience: I am the PWG/PS portfolio leader in WA, and was involved in not only the policy development but also a lot of the organisation and planning leading to and from that point. I was excited to see firsthand the passion and enthusiasm of the WA speech pathology community in giving up their time to engage in the campaign.

The highlight of the campaign for me was securing meetings with senior politicians in WA, including the Minister for Health and Shadow Minister for Education. It was such a privilege to engage in a dialogue about speech pathology services with these key figures in WA. I now feel empowered in my ability to make a difference as I have grown to appreciate the accessibility of politicians and power of a political lobbying campaign.

The campaign's success was also thanks to the advice and support key staff at National Office. At the end of 2012 when our planning for this campaign commenced, I had a broad interest and superficial understanding of politics. The support of National Office provided the detail of what we needed to do to make this happen, including a timeline of tasks, resources for the campaign team, and direction and advice whenever needed. This support built my confidence in our campaign and assisted our team to focus our energy on actions that would leverage the greatest influence.

Jennifer's experience: I work in private practice now but in a past life I was a senior clinician responsible for Ministerial briefings, and so I know a little about politics which I could apply to this campaign. I found the workload required quite reasonable – I only needed to contact the candidates in the major parties vying for the seat for my area of residence. The sitting MP did not agree to a meeting but said that she fully supported the issue, and had previously shown this through her speaking in Parliament about support for children in schools and waiting lists for services. The other candidate was very responsive and happy to meet, even setting aside a long meeting time and including other members of his staff in the meeting. He happened to have a son who had dyspraxia so he was very familiar with the issues and supportive. I found the information I received from the Branch with facts about the policy and key statistics really helpful.

Elections are coming up in Tasmania, South Australia and Victoria next year. If you are interested in learning new skills and influencing the speech pathology services in your state or territory, contact Joanna Wood on jwood@speechpathologyaustralia.org.au

Dr Jemma Skeat
National Advisor Research and Policy

Announcing the Australian campaign!

Let's build a *Nation for Communication*

Thank you to everyone who sent in their ICP2014 Australian campaign ideas. We were overwhelmed by the number, creativity and quality. We are very proud to launch the public face of our Australian ICP2014 activities to you – ***Nation for Communication***.



The ICP2014 around the world

The ICP2014 will launch internationally at the end of January 2014.

Launch activities will include an online Google Hangout event, loads of social media and even the possibility of some physical events. We look forward to providing you with all the details soon!

After the launch, the hard work will begin – approaching partner organisations, coordinating our approaches to world human rights and health organisations and spreading the word as far as possible about the disadvantage faced by people living with communication disorders.

The ICP2014 needs you

The ICP2014 and SPA need you. You are key to raising awareness about the ICP2014 and why we felt we needed to create a year to raise awareness about communication disorders.

You are the best person to start a conversation about communication disorders and the difference access to the right services makes to people's lives.



You know the facts, the figures, the situation and the personal stories that back them up.

Most importantly, you are respected members of your community. You make a difference in the lives of people living in your community and it is up to you to talk about the importance of communication with them.

You will take the ICP2014 message to your local area, encourage people to sign up to the Communication Pledge, meet with local politicians and decision-makers and campaign however you think best.

What's expected of me?

However much you are able to do. We will provide you with campaign ideas for if you have five minutes, an hour or a whole week to give to the ICP2014. The message we want you to take away is that we need as many people as possible campaigning however they can to really make an impact in 2014. SPA will support you to campaign in big ways and small.

For more information, chat with Jo at National Office (1300 368 835 or jwood@speechpathologyaustralia.org.au).

Nation for Communication is positive, easy to understand, memorable and collaborative.



We look forward to building a ***Nation for Communication*** together. The "I communicate" bubble allows you and people in your community to show support for the campaign, as well as a way of getting others involved.

www.nationforcommunication.com.au is the hub for all our Australian ICP2014 activities – it will link to both the ICP2014 official website (www.communication2014.com) and the SPA website (www.speechpathologyaustralia.org.au). The website contains information about the campaign, campaign news, resources and pictures and will be one of your first stops in your campaign activities.

Our Australian campaign will launch 1 January 2014 – let's start the year off with a bang!

Joanna Wood
Communications & Marketing Manager

Tennille Burns
National PA Coordinator

2013 Awards Ceremony and call for 2014 nominations



Claire Saxby won the Young Children's category for *Seadog*.



SPA's Tennille Burns awards Alison Lester for *Sophie Scott Goes South*.



Morris Gleitzman's book *After* won the Upper Primary category award.



Maggie and Melanie Prewett with their award-winning book *Two Mates*.



The award-winning titles at this year's Book of the Year Awards.



Book of the Year 2013 ceremony

WHAT DO YOU get it if you cross five authors, 90+ excited Grade 1 children, a rascally Seadog and great books that promote children's oral language development? The 2013 SPA Book of the Year Awards Ceremony.

When almost 16% of Australian children have difficulties learning to read, these awards are as important as ever.

As announced in the October edition of *Speak Out*, four deserving books were awarded for their contribution to language and literacy development:

Seadog by Claire Saxby – Young Children category (2–5 years)

Sophie Scott Goes South by Alison Lester – Lower Primary category (5–8 years)

After by Morris Gleitzman – Upper Primary category (8–12 years)

Two Mates by Melanie Prewett – Indigenous Children category

Ursula Dubosarsky was also inducted into Book of the Year's Hall of Fame for sustained and excellent contribution to Australian children's language and literacy development. Visit our Facebook page to see the ABC News interview about literacy and the awards with Ursula and SPA's Dr Tanya Serry, as well as a *Herald Sun* piece containing Ursula's thoughts on quality children's books (and Book of the Year).

Thank you to everyone who has been involved in this year's awards – they have been highly successful and we continue to increase awareness about the role of speech pathologists in literacy, the awards and forge relationships with partner organisations.

An even bigger thank you must go to the shortlisters and judges who have spent their valuable time poring over the books to make sure that the winners serve as valuable tools to promote oral language and literacy.

If you would like to suggest a book for the 2014 Book of the Year Awards, nomination forms will be available from the Book of the Year webpage from January 2014.

Tennille Burns
National PA Coordinator

Joanna Wood
Communications & Marketing Manager



Author Ursula Dubosarsky showed her favourite childhood books.



We learned *Sophie Scott* was inspired by Alison Lester's trip to Antarctica.



Bridie McKay and Glenda Strong from the RCH helped support the event.



Some attendees took the time to read shortlisted books after the ceremony.



Rascally Seadog!

2014 National Conference – Connections: Client • Clinician • Context



Abstract Reviews

The Conference Planning Committee (CPC) together with the Scientific Program Sub Committee (SPSC) Chair would like to thank the reviewers for their thorough process. Each submission was independently rated by two reviewers against a strict set of criteria. With 248 submissions, we are confident this will ensure a program of the highest quality, variety and interest for our profession. All authors will be notified by late December 2013 whether they have been successful or not.

Program Development

The CPC and SPSC are currently finalising the structure of the 2014 Conference program. We will continue with the concurrent sessions of oral, workshop and poster presentations. Plenary sessions will be scheduled for each day. The Pre-Registration and Welcome Reception will be on the Sunday evening and the Conference dinner will be on the Wednesday evening.

The SPA AGM will be held on the Monday evening, with the Restaurant Night on the Tuesday evening.

Keynote and Invited Speakers Update

'Connections: client.clinician.context' Marvellous Melbourne is diverse, energetic and multicultural; ideal for those seeking new and innovative experiences. The 2014 CPC invites clinicians, researchers and academics to attend the Conference and explore the three other key areas of evidence-based practice, namely the client's perspective, the clinician's clinical experience and the clinical context.

The CPC is excited to present internationally renowned keynote speakers to lead and motivate Conference delegates to discuss speech pathology practice relating to the

client, clinician, and context. Paediatric and adult clinicians alike will be inspired to connect with and implement these themes within their area/s of clinical practice.

Dr Sue Roulstone's keynote address will discuss the relationship between client perspectives, clinical expertise, and research evidence. The presentation content



relates to findings from the Better Communication Research Program and the Child Talk-What Works research program that she and colleagues have developed. A detailed follow-up workshop provides delegates with specific knowledge about the development and evidence-base of the Child Talk – What Works program with delegates being able to investigate the program's application to their own context. Finally, Dr Roulstone will also present a Masterclass whilst in Melbourne. The focal point of the Masterclass is the design of functional, client-focused, and evidence-based speech pathology interventions for individuals with speech and language impairment making it highly relevant to all clinicians working with a paediatric population.

Dr Susan Langmore, well-known to many, will provide a keynote presentation inviting participation to discuss with her the evidence base for



dysphagia treatment. The evidence for techniques utilised for many years by

some clinicians as well as more recent innovations will be reviewed. This will be followed by a workshop on the use of FEES in the evaluation and treatment of dysphagia, a topic expected to be highly valued by dysphagia clinicians. Additionally, Dr Langmore will conduct a Pre-Conference best-practice Masterclass examining how to predict and prevent aspiration pneumonia in patients with stroke. This Masterclass is a must for clinicians working in the area of dysphagia.

Associate Professor Jacinta Douglas,



invited presenter of the 2014 Elizabeth Usher Memorial Lecture, will discuss therapeutic practice

within the context of one's self-concept and social connection. In particular, Associate Professor Douglas will present a framework developed from her research that highlights the necessity of clinicians to clearly understand the perspective of the client and their significant others, as well as the importance of effective, evidence-based interventions to maintain a client's social connections. This presentation is highly anticipated as the framework is applicable to all populations that speech pathologists engage with and thus will provide many discussion points for all delegates.

Please visit the 2014 National Conference webpage for more detailed profiles of our Keynote and Invited speakers and their abstracts, together with all other information relevant to the Conference.

Sponsorship and Exhibitor Update

The CPC would like to welcome and thank the **Sponsors:**

Conference Dinner



Online Conference brochure and registration



Conference Lanyards



and **Exhibitors:** ACER, CR Kennedy, Dart Products, ELR Software, Flavour Creations, Guild Insurance, JCPSLP, Liberator, Multimedia Speech Pathology, Nestlé Healthcare Nutrition, Olympus Australia, Pearson Clinical Assessment, Pelican Talk & Love and Reilly, Precise Thick-N, Pro-aid Healthcare, Pro-Ed Australia, Safe Swallowing, Sandpiper Publications, Scope, Smiths Medical Australasia, speechBITE, Speech Pathology Australia, Teleflex Medical Australia, Wise Words Australia and ZYTEQ.

Accommodation

PR Conference Consultants is ready to take your booking. Please visit the Conference webpage and Accommodation link for the online process.

Registration Brochure and Conference Registration Form

We are currently working through the information needed for inclusion in the online registration brochure and Conference registration form. The Conference flyer will be included in the February 2014 edition of *Speak Out*, which will also contain an overview of the program format. Early bird registration will commence on **Friday 7 February 2014**, so please ensure you keep visiting the Conference webpage.

To view all the above information please visit www.speechpathologyaustralia.org.au and the link to the 2014 National Conference.

On behalf of the CPC, we wish you a safe and happy festive season and look forward to bringing you more National Conference news in 2014.

Diane Jacobs
2014 Conference Convenor

Pamela Richards
National Conference Manager

National CPD update

National Office has a 1300 368 835 number to support members within Australia to have equity in phoning National Office for the cost of a local call.

When phoning about CPD, please have your SPA member number ready to help us assist you as efficiently as possible.

Thank you to Dr Elise Baker, SPA's 2013 National Tour



Speech Pathology Australia – members, the CPD portfolio and Board – would like to express their profound gratitude to Dr Elise Baker for her 2013 National Tour on “*Best practice in the management of speech sound disorders in children: Making every session count*”.

Elise presented workshops for all Branches in Launceston, Canberra, Darwin, Adelaide, Perth, Brisbane, Sydney and Melbourne. Nearly all workshops were sold out.

There were so many positive comments received in the evaluation forms from Elise’s workshops – we have included a small and representative sample below:

2013 National Tour Workshops

Where and when	Comments from the evaluation forms
Launceston 4/5 April 2013	Found the workshop very practical. Great overview and information about various treatment practices. Excellent summary of research and provision of internet resources. Thank you Elise.
Canberra 15/16 July 2013	Excellent presentation – relevant and practical. Love that Elise has such a thorough understanding of EBP and research. Would recommend to colleagues.
Adelaide 29/30 July 2013	Wow! What a fantastic 2 days! Great topic selection and speaker SPA!! Elise is a fabulous speaker with so much knowledge yet is able to target it at a level that is understandable by all. I have learnt so much that is going to make a big impact and clinical change in my practice and interventions with many of my clients. Thanks for doing so much on intervention and not leaving it all until the last minute!
Perth 1/2 August 2013	This is the best PD I have been to! Fantastic presenting – extremely practical and applicable. Workshop had a great mix of research, therapy and practice. Very knowledgeable speaker and well paced. Elise is really tuned into using adult learning styles to teach information and aid retention.
Darwin 5/6 September 2013	This was a fantastic PD. Very useful with lots of practical information, resources to use & information I will now be following up. I feel very inspired and excited about all the information and plan to start implementing some of these techniques in the next few weeks/months and will continue to use a lot of this in many current practices.
Brisbane 8/9 November 2013	Fantastic use of evidence & encouraging participants to reflect on practice in light of this. Best value for money I’ve spent in a long time (& I’m old!). Best speaker I’ve seen in >20 yrs of practice.
Melbourne 21/22 November 2013	Amazing and so helpful and full of clarity and places to go professionally. Wonderful. The best PD I have attended in years. Elise was clear, practical and presented in a way that allowed information and practical ideas to both provide excellent ideas for change. This workshop has been fantastic. Elise provided me with theoretical information, research updates/summaries as well as clinical examples. The videos and clinical examples/cases were extremely helpful. The CD with resources and the websites presented were very useful. Elise has inspired me to extend my clinical skills.
Sydney 25/26 November 2013	Elise’s presentation has been extremely clear and succinct. Great mixture of assessment, analysis and intervention. Great time management, with perfect amount of time spent on each topic. Great event, approachable presenter, generous with time, knowledge and resources (and energy). Highly practical, considerate of barriers and limitations in “real life/world” clinical practice. Great to be able to reflect and create a ‘to do list’ to move forward in assessment and therapy. Very generous with resources.

Information on past and current National Tours is available on the National Tour webpage of the SPA website.



The 2014 National Tour speaker is Dr Julia Starling – “Supporting upper primary older school-aged children and adolescents with language and literacy difficulties: Time for some creative thinking!”

Dr Julia Starling will be presenting a two-day workshop on the nature and impact of, and interventions for, upper primary school-aged children and adolescents with language and literacy difficulties. The content will include both school-based and clinical management approaches.

Go to the SPA website – *News and Events > CPD Events > Association National Tour* webpage for further details on the workshop content and the Tour itinerary. **The first 2014 National Tour workshop is in Brisbane on 20/21 February 2014 and is now open online for registrations.**

Get to know your CPD portfolio...

- In the August issue, you got to read a bit about the CPD committees and Leaders in Northern Territory, South Australia, Victoria and Western Australia.
- In the October issue you got to read about the CPD Coordinators in NSW, QLD, SA, Vic and WA, and Michelle Foley, National CPD/SA Coordinator/Board Member.
- In this December issue, we bring you the final instalment – get to know your Branch CPD Committees in the Australian Capital Territory, New South Wales, Queensland, and Tasmania.

Australian Capital Territory

My name is Katina (Swan) Etheridge. I'm the new CPD leader for the ACT taking over from Laura Curran earlier this year



when she left to explore new adventures, moving to America. The ACT is a small Branch and usually we don't have a formal CPD committee. The other Branch members are almost always

willing to lend a hand though, so we've been able to host some special events with great speakers here in Canberra (most recently Dr Maggie-Lee Huckabee). The speech pathologists in the ACT are geographically close together, but all spread over different caseloads and specialties so we have diverse needs when it comes to our professional development. My role is to try to find something that is right for as many people in the ACT (and our close NSW neighbours) as possible and liaise with SPA to organise the event. I also attend teleconferences with the other states and territories' CPD leaders to keep updated with events in their regions and get inspiration for future professional development here.

Katina (Swan) Etheridge
ACT CPD Leader

Tasmania

My name is Alison Gardner and I am the CPD Leader for the Tasmanian Branch. I began as Leader at the beginning of this year. I have enjoyed working with Branch members



regarding their requests for CPD topics or speakers and working with Sharon Crane at National Office to organise these events. I have also enjoyed hearing about the events that other Branches

have been running through the National CPD Leaders and Coordinators' Teleconference meetings. I work with the Education Department in north-west Tasmania. **Alison Gardner**
Tasmanian CPD Leader

New South Wales

The NSW CPD Portfolio is comprised of myself, Christine Sheard, Susan Starr, Shilpa Prabhu, Natalie Macedo, Colleen Kerr, and Shirani Gomes. We are fortunate to operate with Shirani as our part-time paid coordinator.

As in the other states, our portfolio group brings a mix of child and adult, acute and rehabilitation, public and private clinical practice experience to planning CPD events.



This means that we try to stretch the boundaries of practice in planning some events. We always get good comments about the topics

on offer, although we have found that our best attended events are generally those with the broad appeal of everyday clinical practice. We are looking forward to extending our expertise to present more of our less well patronised, but nevertheless fascinating and challenging topics via a range of means in the future. The joys of technology mean that we shall be increasingly able to offer more CPD to rural speech pathologists. Connection with rural clinicians is one of our important aims and the events we organise outside Sydney metropolitan area are always successful. They also give opportunities for local, rural clinicians to have some direct involvement with SPA.

Each of us in the CPD portfolio team finds that being involved with the Association is a rewarding way to have a more rounded career. The chance to give a little to the profession brings more

National CPD update

than just a little reward. It means that we can also participate in learning more than we might have otherwise done.

We would love to share these experiences more and welcome any volunteers as new portfolio members who can bring their clinical experiences to CPD planning and who also wish to become involved in this fantastic and necessary area of our professional growth.

Christine Sheard
NSW CPD Leader

Queensland

The Queensland Branch CPD Committee currently has 13 members from a varying range of employment backgrounds,



including the University of Queensland, Education Queensland, Montrose Access, Queensland Health, Disability Services and private practice. We are also

lucky to have nine Regional Representatives hailing from Mackay, Cairns, Toowoomba, Mt Isa, Townsville, Rockhampton, Wide Bay, the Sunshine Coast and the Gold Coast. The Branch tries its best to ensure that all regions in Queensland receive workshops in their area and values the regional input that is vital in ensuring the local SPs' preferences and support needs are heard.

The Qld CPD Committee has been lucky to have a stable base of members who are willing to take their turn in the Leadership role, currently ably co-shared by Stella Martin and Maureen Liddy.

We are excited to announce that our treasured CPD Coordinator, Tricia Chardon, is celebrating her 25th year as QLD CPD Coordinator! She has done an absolutely amazing job over the years with organising national and international speakers to present to Queensland SPs. These speakers have not only been SPs, but also other professionals who have shared their expertise regarding speech pathology-related topics. Tricia is a committed Coordinator who does a lot of behind-the-scenes work to produce a well-oiled CPD program! [Qld CPD Committee](#)



Congratulations to Tricia Chardon, Queensland CPD Coordinator, on her 25th anniversary of working for Speech Pathology Australia

Speech Pathology Australia would like to acknowledge the 25th anniversary of **Tricia Chardon** in her role as Queensland Continuing Professional Development (CPD) Coordinator.

Tricia commenced on 6 December 1988 and she has continued in the role for an uninterrupted span of 25 years. During this time, Tricia has provided dedicated service to the Queensland Branch and to the Association's CPD program – both in Queensland and nationally.

We echo the thanks of the Qld CPD committee in their article. On behalf of the Board, staff and members of Speech Pathology Australia, we would like to express our sincere thanks to Tricia for her immeasurable contribution and her continued service and dedication to SPA and the CPD program.

Sharon Crane, SAPEC, and Gail Mulcair, CEO



Reflections on CPD

Gail Woodyatt has retired from QLD CPD and reflects on her time as a committee member.

THE QUEENSLAND CPD committee has been a part of my professional life for many years now. What will I do on the last Wednesday night of the month now that I am retiring from the committee and shortly from the profession? That CPD date has been a permanent entry in my diary for approximately 30 years. I can't even remember when I first became involved – records show I was there in 1985 – I just know it was from the start of formal CPD. So, just a few thoughts...

In the early days, the Queensland Branch of SPA (formerly AASH) would have their regular monthly meetings with occasional guest speakers after the business meetings. As the profession grew, with more and more 'new' knowledge being added, the Branch became organised in about 1982, planning meetings for CPD events held at the University – sitting around on child-sized chairs in the uni clinic, I seem to recall.

The Queensland portfolio has been a leader in CPD from those early days when Branches were independent from the national body to a certain extent, and CPD committees very much autonomous.

- Queensland became the first state to employ a part-time, paid, CPD coordinator to oversee the growing number of events – too many for clinicians to organise within the constraints of their busy work schedules. Since then we have regularly scheduled 12–15 events per year on average, with a range of topics to try to satisfy all members.
- In those early days, a low registration fee resulted in a surplus which was at the disposal of each state CPD committee to organise the following year's events. Nowadays, a vastly different range of registration fee tries to ensure the CPD Portfolio is self-funded.
- Queensland is a large state with many SPA members living and working in rural and regional areas with little or no easy access to CPD. The Queensland CPD Committee pioneered the video-teleconference delivery format to service those members and our role grew. We also have 11 regional representatives with regular teleconferences during our meetings to ensure all members' PD needs are addressed. We are optimistic that the ever growing range of newer technologies can provide us with even more effective CPD alternatives for all members.

- We are a large Committee as we have representatives from the various areas of the profession to ensure representative input – hospital (north-and south-side, paediatric and adult reps), education, NGOs, private practice and university reps).

We are a cohesive CPD group having had only four paid coordinators over the life of the Committee, and most of us have become long-term members of the group. It is a great committee to belong to as we have a lot of fun as well as working through our generally lengthy agendas.

We all take turns in helping organise events in our area of expertise and interest, as well as taking turns in working at the events themselves. We do have our ‘traditions’:

- A monthly nibbles roster – speeches are orally fixated after all. Usually we have snacks, but if we see bread and more substantial offerings, we know we are in for longer planning meetings.
- We have an annual Christmas party after the final meeting of the year.

I will miss my CPD meetings and CPD events. I love learning more about my profession and am a keen advocate for lifelong learning.

I graduated in 1969, have worked nearly all that time except for when I had very young children. I have earned a PhD, I lectured at The University of Queensland for 27 years, and have been a private practitioner for many years – but I still find that no matter what the workshop, I always learn something new and exciting (and now with a strong evidence-base!). May it always be so for all our members! Our PD committees work hard to further that outcome.

Gail Woodyatt

Register before the Earlybird rate for 2014 SPA CPD Events and save \$66...

We encourage you to ensure your registrations are in by the Earlybird date, which is one month before the event.

Why?

- If registration numbers are low at the Earlybird closing date, a decision has to be made as to whether the event proceeds. Events are cancelled with the greatest reluctance, but we cannot ask a Speaker to prepare a workshop for a handful of people. We may also be required to pay part of the Speaker’s Fee if we delay the decision any longer. It is so disappointing for all to cancel an event and then hear that there were enough people still planning to register to have enabled a different outcome.
- In submitting your registration before the Earlybird closing date you will secure the **Earlybird reduced rates that are offered until ONE MONTH before a CPD event**. As of 2014 events, there will be a \$66 additional fee for registrations after the Earlybird rate closing date.

- **Online registrations close one week before an event date** – to finalise numbers and supply dietary requests to venues.

2014 CPD program...

- Please note – for 2014 events, an additional \$66 fee will apply to registrations after the Earlybird closing date. Book before the Earlybird closing date to save money, to assist CPD committees in planning, and to avoid the disappointment of finding the workshop has sold out.
- To view events open for online registration, watch out for the monthly *Events e-News* or check out the SPA website under *Upcoming Events*, or if you would like to see what events are open and upcoming, visit the Branch pages for up-to-date information on CPD Events planned for each state and territory. Go to *News and Events > CPD Events > CPD Branch Events*.

AUSTRALIAN CAPITAL TERRITORY

Friday 21 February 2014

Canberra “Novel Approaches to the assessment and treatment of communication problems following traumatic brain injury (TBI)” by **Professor Leanne Togher**

QUEENSLAND

Thursday 20 and Friday 21 February 2014

Brisbane National Tour 2014 “Supporting upper primary children and adolescents with language and literacy difficulties: Time for some creative thinking!” by **Dr Julia Starling**

Saturday 22 February 2014

Brisbane “An Update on Treatment of Adult Patients with Oropharyngeal Dysphagia” by **Associate Professor Dr Renee Speyer** and **Dr Hans Bogaardt**

Thursday 20 and Friday 21 March 2014

Cairns “Best practice in the management of speech sound disorders in children: Making every session count” by **Dr Elise Baker**

SOUTH AUSTRALIA

Monday 3 March 2014

Adelaide “Understanding the nature and developmental course of language impairments in children” by **Professor Gina Conti-Ramsden**

VICTORIA

Thursday 20 and Friday 21 February 2014

Melbourne “1 to 5 year old Children with Language Delays and Impairments: Assessment and Treatment” by **Kate Short**

Sharon Crane

Senior Advisor

Professional Education & Certification (CPD & PSR)

Managing customer feedback and complaints

HAVE YOU EVER had a bad experience when visiting a health professional? Were you able to seek a satisfactory resolution by discussing your concerns or making a complaint? I found myself feeling less than satisfied following a visit to a private surgeon recently. On the way home on the train I scribbled a very angry letter but then stewed over whether to send it or not. The upshot was that I actually went back to see the surgeon and told him how I felt, and surprisingly he took it very well and we parted company amicably... but I will be seeing someone else to do the procedure!

It got me wondering about how private practitioners gain feedback and manage complaints. Do you just assume if someone doesn't come back to see you that they have found someone else to see or that they no longer need you? I'm sure that was what the surgeon assumed. It's really important that you establish a feedback or complaints procedure and that you clearly advertise this to your clients. In some states this is mandated by state-based legislation e.g., SA's *Unregistered Health Practitioners: Code of Conduct* and NSW's *Code of Conduct for unregistered practitioners*.

Your professional reputation is of utmost importance; it needs to be highly valued and protected. It is clear to SPA that in many instances where a complaint has been made (and Guild reports the same where a claim has been made against a speech pathologist's private indemnity policy), the complaint or claim could have been avoided if the matter was dealt with in a timely manner. Seeking regular feedback from your clients helps you understand your strengths and weaknesses and avoid the trap of making assumptions as to what clients think about you and your service and why they may not come back to see you.

Formal Complaints Process

In some instances the client may not complain to you but may choose to go straight to a complaints body such as the Health Services Commissioner, Privacy Ombudsman, or increasingly to SPA. SPA has also seen an increase in the number of complaints made against speech pathologists to the Human Rights and Equal Opportunity Commission. Each of these organisations has formal and transparent complaints procedures. I urge you to acquaint yourself with these procedures so that you are fully informed in the event that you are contacted by one of these organisations.

Equally, members of SPA are required to read, understand and apply the principles outlined in the Code of Ethics (2010) in all dealings with colleagues and the general public. Christina Wilson, SPA's Senior Advisor Professional Issues, reports that increasingly SPA is receiving complaints that cannot be resolved through mediation and move to a full investigation by the Ethics Board. Where a breach of the Code is substantiated, penalties can include censure (reprimand), fines, financial recompense to the complainant, mandated professional development or suspension of membership.

For a private practitioner, a penalty, particularly a suspension of eligibility for membership, has severe consequences because claiming rights via Medicare, FaHCSIA and/or DVA will be suspended for the same period and in the event that eligibility for membership of SPA is revoked, eligibility to claim rebates via third party funders will also be revoked.

These are not the only consequences of having a complaint made against you. Defending a complaint takes time (often quite a considerable amount)

to prepare your response to the complaint. There are also financial and emotional implications.

Tips to ensure you have a robust quality feedback system:

- Establish an internal complaints procedure
- Advertise the procedure to your clients
- Seek advice if you receive a complaint, either from your insurer (e.g., Guild duty lawyer) or Christina Wilson (SPA's Senior Advisor Professional Issues)
- Pre-empt if a complaint may be made and notify SPA and seek advice from your insurer
- Deal with issues as they arise in your practice.

Chris Wilson and I also urge you to remember the old adage... the customer is always right! We know in some cases this isn't accurate, however if there is a straightforward way of resolving an issue (i.e., refunding a fee paid or apologising to the client) then this may be the simplest way of resolving the issue. A lawyer can advise you of how to proceed with providing a refund and help you draft the accompanying letter.

Christine Lyons

Senior Advisor Professional Practice

Christina Wilson

Senior Advisor Professional Issues

2015 CPC members

Project update



2015 National Conference – Canberra

The Board is pleased to announce the following ACT members have accepted a position on the 2015 Conference Planning Committee (CPC).

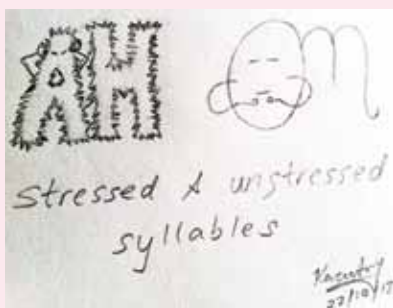
Felicity Martin – Conference Convenor, and

Daniel De Stefanis, Anna Russell, Katina Swan and Bethany Wagg

We will look forward to reading about their plans for the Canberra Conference following the completion of our 2014 Melbourne National Conference.

Cartoon

'Stressed and Unstressed Syllables' by Karen Ang, NSW speech pathologist.



Wobbly Hub and Double Spokes Project

At the 2012 NSW Branch AGM, guest speaker Dr Angela Dew presented her research from the Wobbly Hub and Double Spokes Project. So, what's happened 12 months on?

WOBBLY HUB and Double Spokes is a four-year research project funded by the National Health and Medical Research Council (NHMRC). Commenced in 2010, the project is a partnership between the Faculty of Health Sciences, University of Sydney and NSW Family and Community Services, Ageing Disability and Home Care (ADHC), Western Region. The aim of the research is to develop, implement and evaluate evidence-based policies that will promote timely and effective therapy service delivery to people with disabilities living in rural and remote communities. The name 'Wobbly Hub and Double Spokes' is taken from the traditional hub and spokes model of rural service delivery. The name was generated by ADHC Western Region rural therapists as a way of encapsulating the complexities of working in a large geographic area with a widely dispersed population where the demand for therapy always outstrips supply. Therapists included in the project are speech pathologists, occupational therapists, physiotherapists and psychologists.

The Wobbly Hub project team has four Chief Investigators (CIs): Professors Craig Veitch, Michelle Lincoln, Anita Bundy and Dr Gisselle Gallego. The CIs' backgrounds include epidemiology, speech pathology, occupational therapy, and health economics. In addition to the CIs, there are currently nine people employed to work on the project with a mix of therapy and other skills.

Over the past three years, we have focused on understanding the therapy landscape in western NSW from the viewpoints of therapists and people with disabilities, their families and carers. To get these perspectives, the project team has conducted focus groups, interviews and surveys with ADHC, NSW Health, non-government organisations (NGOs),



The Wobbly Hub team.

private therapists, people with disabilities and carers.

Based on this information, a range of approaches have been identified that could potentially increase access to therapy for rural people with disabilities. Underpinning the approaches are four questions: What exists locally? What do we bring in? What do we travel for? What can we access online? These questions emphasise the importance of building place-based, creative local solutions. For example, local people may be employed as therapy assistants who work with outreach therapists in order to deliver regular therapy to a client using a local community venue. The therapy assistant, client/their carer, and the therapist may use online technology to monitor and adapt the intervention. ADHC in western NSW has funded a number of innovative NGO pilot projects for children with a developmental delay or disability aged 0-8 years using these approaches. The Wobbly Hub team are evaluating five of these pilot projects. The aim of the western NSW pilot projects is to support rural children in the early childhood years to successfully transition to school using a community capacity building approach.

To find out more about the Wobbly Hub project and sign up to receive our quarterly newsletter visit our website – <http://sydney.edu.au/health-sciences/research/wobbly-hub> or follow us on Twitter at twitter.com/WobblyHub

Dr Angela Dew

Wobbly Hub & Double Spokes Project Manager

Do you have a speech pathology related cartoon of your own that you would like published? Send submissions to NSW Branch editor **Jesica Rennie** at jesticarennie@gmail.com

Darwin fundraiser

Deckchair cinema night



The NT Branch held a fundraiser at Darwin's Deckchair Cinema; (inset) Amy Southwood, Erin Coonan and Ashley Harling selling delicious treats.

FOR THE second year in a row the NT Branch has hosted a successful fundraising event at the local Darwin Deckchair Cinema. Deckchair Cinema is an outdoor cinema held under the stars where you can view a diverse range of Australian, popular, family, foreign and classic films from the comfort of a deckchair.

While the threat of rain is always present, and some early storm clouds had organisers feeling a bit anxious, it was a typical sunny and warm Darwin day, perfect for an evening under the stars. The film *Monsters University* was a wonderful choice, with families and children making up the majority of the movie-goers. While this movie was fun, entertaining and full of laughs it also carried some important messages, reminding children to never give up on their dreams, find their own unique strengths and that working together allows us to achieve anything.

This year the funds raised are being used to purchase much needed resources for the local Good Beginnings 'Play and Learn' groups, including their 'Dream-time Indigenous Play to Learn' group. 'Play and Learn' is a free universal program open to all families with children up to five years of age. It operates as a regular group for children, facilitated by professional staff, with a focus on providing high quality, age-appropriate developmental experiences.

The NT Branch, with support from family, friends and colleagues, also organised a raffle, cake stall, BBQ and 'guess the number of lolly teeth' jar to assist with fundraising. These events, alongside the ticket sales from the 169 people that attended, have helped to raise a substantial amount for Good Beginnings and we are all looking forward to the shopping spree that will soon follow!

A big thank you to all those individuals and businesses that donated their time and products to make this event such a success! We are already looking towards 2014 to continue to support local organisations while spreading the word about speech pathology.

Melissa Lovell
Branch President

History of QLD Registration

A brief history of the

THIS IS a brief summary of the history of registration in Queensland. The Queensland Branch of the Australian Association of Speech and Hearing (AASH – later to become Speech Pathology Australia) – advocated for registration over many years and in the late 1970s prepared a draft Registration Act and submitted it to the Minister for Health. Discussion occurred with then Minister for Health, Sir Llewellyn Edwards, who was supportive.

The first reading of the Speech Therapists Bill which would 'provide for the constitution of the Speech Therapists Board, the establishment of a register of speech therapists and the regulation of the practice of speech therapy' was presented to Parliament on 16 October 1979. The bill was proclaimed on 19 November 1979.

The Hansard papers from the tabling of the bill in 1979 make interesting reading – some members of parliament used the debate to advocate for more speech therapists or to praise a practitioner in their area – there was broad support for the regulation of speech therapists.

One Member of Parliament, Mr Bertoni (Mt Isa) raised the issue of non-qualified people advertising that they could provide a cure for stuttering. He also said that some speech and drama teachers treated speech disorders which they were not qualified to handle. The other group he expressed concern about was hypnotists. He also noted that Dame Zara in the *Courier Mail* also gave expert advice on lisping, stuttering and high voices. He concluded in saying that '... one must agree that there is a need for registration and to protect the public from unqualified people who involve themselves in art of speech'.

He finished his speech saying that 'Registration is an important milestone in the development of the profession of speech pathology in the State of Queensland, and it is a means of protecting members of the public from unqualified people whose intervention could be harmful'.

During the readings of the bill the Minister for Health, Sir William Knox, provided additional information – he estimated that there were approximately 200 speech therapists in Queensland. In concluding he said – 'The legislation can only be of benefit to the people of Queensland and to the profession itself'.

The first action was to form the first Board – Judith Chambers, Lesley Henderson and Meredith Kilminster were selected by the Minister as the three association representatives. Paula Addis and Fiona Bennett (senior speech therapists in Queensland Health) and Dr Tony Musgrave (Chairperson) and Neil Lewis (Head of Department of Speech and Hearing, University of Queensland) were nominated by the Minister. The first Board was announced on 24 April 1980.

The first task of the Board was to understand the Speech Therapists Bill (all 16 pages on A5) and the Medical Act and Other Acts (Administration) Act 1966, then draft the By-Laws which detailed the processes in implementing the legislation.

Queensland Speech Pathologists Board 1979–2013

We also prepared application forms, decided the common seal and letterhead before registration would become a legal requirement.

The By-Laws were published on 10 April 1982 and registration started in May. There was a staged implementation over the rest of 1982.

The Board met in the Administration Building corner George and Elizabeth Streets and we received an allowance of \$39.50 for a meeting between two and four hours. The Annual Licence Fee was set at \$30.

I reviewed some of the early Annual Reports of the Board – the earliest we could find was for the year ending 30 June 1987. The report itself was just over one page long, and with the Financial Report extending it to nine pages – much shorter than the recent reports of more than 30 pages. The salient points of the 1987 report were:

- The office of the Board was on the 10th Floor of MLC Court, 15–23 Adelaide Street.
- The Board met on the third Monday of every second month at 5.00pm – we have continued to meet on the third Monday until 2013.
- 353 speech therapists were on the register at 30 June 1987.
- The Office of the Registrar, Medical and Other Boards acted as secretariat for the Board and 10 others.
- Staff salaries were recouped from Queensland Health.
- Accommodation was paid by the Government too.

Up until 1992, the organisational goals of the Board focused on the registration process with a secondary emphasis on protecting the public. This then changed to a primary focus on protecting the public by ensuring that speech pathology services are delivered in a professional, safe and competent way.

Board Achievements

The Board has a proud history since its inception on 24 April 1980. Achievements over the last 33 years include:

- Effective and efficient registration processes
- Number of registrants increased from 353 on 30 June 1987 to 1691 on 13 May 2013
- Management of complaints in a timely way to ensure protection of the public and maintenance of high professional standards
- Development of a comprehensive process to assess overseas-qualified speech pathologists in a consistent manner
- Ensuring speech pathologists in Queensland maintain high professional standards to ensure competent practice to protect the public
- Supportive processes to encourage the retention of speech pathologists in the workforce
- Advocating for the inclusion of speech pathology under the National Registration and Accreditation Scheme for the health professions for the ongoing protection of the public who use the services

- Sound fiscal management
- Establishment of two grants schemes –
 - a. Financial support for students attending Queensland university courses in speech pathology who are undertaking clinical placements in rural and remote areas
 - b. Grants for enhancing clinical practice for speech pathologists
- Labour Force Surveys which provided demographic and employment data on the profession in Queensland.

Board Members

Being a member of the Board has provided opportunities to work with many skilled people, to learn from and respect different perspectives and experiences, and to contribute to the Board activities. The final Board included Liz Ward (Deputy Chairperson), Wendy Pearce, Alison Smith and myself.

Future

On 27 November 2012 the Health Practitioner Registration and Other Legislation Amendment Bill 2012 (the Bill) was introduced into the Legislative Assembly by the Honourable Lawrence Springborg, Minister for Health.

The primary objective of the Bill was to abolish the State registration scheme for the speech pathology profession. This was based on the 2009 assessment that the profession did not meet the criteria for national registration, did not pose significant risk to the public and the Queensland Government's desire to reduce red tape. The provisions of the Act to discontinue registration of speech pathologists commenced on 20 May 2013.

Speech pathologists in Queensland working with children will require a Blue Card and those working with adults with a disability will require a Yellow Card.

Employers will need to assess eligibility of applicants and their fitness to practice.

Practitioners will require practising membership of Speech Pathology Australia in order for medical benefits to be paid for eligible speech pathology services through Medicare and private health insurance providers.

The Minister for Health has agreed to establish a trust fund with the remaining Board funds – approximately \$740,000. This fund will support education, training and research for Queensland speech pathologists and will be managed through Speech Pathology Australia. Negotiations regarding this are currently being undertaken.

This will be an ongoing legacy of 33 years of registration for Queensland speech pathologists and will contribute to the betterment of the profession.

Meredith Kilminster

Chair, QLD Speech Pathology Board (at the time of cessation)

To read this article in full, including highlights of the QLD Board's achievements, please visit QLD Branch webpage

A lifetime of dedication to the SP profession

Adelaide's first trained speech therapist: Joan Mackie

FIRST HAD the pleasure of meeting Joan Mackie at a 2011 Melbourne Cup function at the War Veteran's Home in Adelaide. Her story fascinated me, so I decided to share it with my speech pathology colleagues. Joan was born in England and discovered an early love of Shakespeare and poetic, dramatic, descriptive writing. She was an only child and loved to work with people and in groups involved in play reading and amateur theatricals. Upon leaving school, Joan moved with her family from their home near Liverpool into Cheshire, and discovered an elocution teacher at a girls' college in nearby Wales. She completed three degrees in elocution from the schools of music, the Licentiate of the Guildhall School of Music, the Associateship of the London Academy, and the Licentiate of Trinity College.

Following her graduation Joan approached the headmistress of the largest girls' school in Chester and discovered there was no elocution in the school syllabus. The headmistress agreed to employ Joan and included elocution in the syllabus as an elective subject. Joan worked with approximately eight girls who were around nine years of age, and had assisted two or three girls to complete their elocution exams when she realised that many of her students had speech impairments. Feeling out of her depth, motivated to assist her students, and unsure of how to remediate speech disorders, Joan discovered a speech therapist at the Liverpool Children's Hospital. The speech therapist, Muriel Ferry, ran a clinic at the hospital and had rooms in Rodney Street in Liverpool where she saw private patients. Muriel Ferry was an associate of Lionel Logue of *The King's Speech* fame, and she agreed to employ Joan as her assistant at the hospital and tutor her in her rooms to enable her to develop the knowledge she was seeking. Muriel Ferry attended regular meetings in London's Harley Street with Lionel Logue and his other associates from various cities. As a student speech therapist, Joan recalls feeling nervous and anxious the first time the King gave a speech to the British public as she listened on the radio. She



and her colleagues anticipated every syllable in the hope that he would not stutter, as they had been taught that a stutter could never be cured. Joan soon became the assistant speech therapist at the Liverpool Children's Hospital. She recalls working with boys with a stutter who were aged up to sixteen years, providing therapy based on relaxation of mind and body and breaking speech into short phrases. After some time she concluded that her professional development had reached a plateau, and that she needed further study to gain a qualification in speech therapy, however no qualification was available in Liverpool. Joan wanted to enrol in a neurology course at the West End Hospital for Nervous Diseases, however war had been declared and there were rules for conscription which prevented people in her age group from enrolling in various courses.

Like most speech pathologists, Joan was driven to continually improve her skills and knowledge. She was walking down the hill from the Children's Hospital one day when she came across an advertising board on the pavement of Rodney Street encouraging women to join the Navy, Air Force, or Army. She spontaneously joined the Air Force, where she commenced in the ranks until Air Ministry discovered her qualifications and she became a Commissioned Officer. Following posts to a large draught centre where hundreds of men were prepared for overseas service, and to Yorkshire where she was in charge of three hundred Air women, Joan was posted to the W.A.A.F Officers'

School. There she ran a course training Officers to be instructors, to staff the various schools of instruction for Non-Commissioned Officers, Commissioned Officers and Recruits. For three years Joan trained groups of approximately ten Officers in five-week blocks, until she felt exhausted from the demands of lecturing. She was posted to a station for a few weeks to sort out some troubles. Joan was promoted to the rank of Squadron Officer and was then posted to be the Staff Officer to the Inspector General of the W.A.A.F. Joan had met her future husband, a R.A.A.F pilot, and he was posted back to Australia on compassionate grounds when his father passed away. Joan wasn't able to go to Australia, as discharge from the Air Force could only be achieved ignominiously, or if Officers were unfit for service or in ill health. However, the "cessation of hostilities" was declared, and having been in the Air Force for six years, Joan was able to apply for a discharge. Joan considered her training in the Air Force to be a marvellous way to learn discipline, organisational and planning skills. Joan recalls that when she left the Air Force, there was still no speech therapy qualification available in London, and this only became available in 1948 when Lionel Logue and his associates founded the College of Speech Therapists.

Joan had accepted Bruce Mackie's proposal, and she commenced a month-long journey by boat to Australia. The Manager of the Bank of Adelaide in London upgraded her passage from tourist class to first class, and she had a ball. She wore full evening dress every night and enjoyed the company of the ex-boyfriend of a W.A.A.F Officer friend, who had agreed to look out for her. Upon arriving in Australia in 1947, Joan was soon married, since Australia House agreed to pay her fare as the fiancé of an ex-serviceman if she and Bruce married within a month. In Australia Joan struggled with frequent morning and afternoon tea parties featuring a proliferation of cream cakes, recipes, and babies. She made the decision to return to work, and approached the Adelaide Children's Hospital. There she discovered

Campaign preparation

an elocution teacher, Miss Abotomy, who headed the speech therapy department. Joan was employed at the Children's Hospital on King William Road and the Dental Hospital on Pirie Street, and discovered she was the only trained speech therapist. She wanted to pursue a formal qualification in speech therapy, however there was no course in Adelaide, and she could not move to Melbourne. Miss Abotomy left the Children's Hospital, and Althea Derrington, who was the first Australian qualified speech therapist in Adelaide, took the place of Miss Abotomy. At that time, speech therapists wore white coats like the doctors. Joan became familiar with paediatricians and through their referrals began to see some private paediatric patients in her home.

Joan recalls that dyslalia was the term used for the substitution of sounds, and she treated a lot of children with this speech impairment, targeting one sound at a time. She purchased large sheets of photographs the size of a stamp from a stationer, which featured objects like a pie, pan, and pot. She cut out particular photographs to stick in each child's speech therapy book, and every week each child would be given more photographs to work on. She also worked with children with spasticity and Downs Syndrome. Despite the fact that Joan and her colleagues did everything they'd been taught, she didn't feel that speech therapy achieved much for these children. Speech therapists at the time did not work with children with neurological conditions, such as strokes or seizures. At the Dental Hospital Joan worked with children following dental reconstruction work. She also worked with children aged over five years following surgery for cleft lip and palate, as surgical repair was not performed in infancy. Joan recalls working with children with psychological trauma who had stopped speaking, and her joy when a particular client who had stopped speaking uttered, "Ooh it's a puoy," when she showed him a

picture of a pie. This statement later became a running joke in Joan's family whenever a pie was served for dinner. Joan's employment at the Children's and Dental Hospitals came to an end when she started her family. With no access to childcare, Joan attempted to continue seeing private patients in her home, however her oldest child's demands from his playpen were too constant for her to continue working. Joan became interested in the Kindergarten Union and became the Chairperson of the Kindergarten Union Council, a parent body. She was Vice President on the Board of Governors for approximately nine years and was awarded an O.A.M for this work. After the Kindergarten Union was taken over by the Education Department, Joan became a Justice of the Peace, sitting on the bench at Adelaide Magistrates Court and other local courts until she was seventy. Joan continued documentary work as a Justice of the Peace until last year.

Joan is now 96, and a resident at the War Veterans' Home in Adelaide. Joan has two sons and one daughter, five grandchildren and four great-grandchildren. She loves antiques and has a fine collection of early Victorian vases. She is happily settled at the War Veterans' Home but longs for a garden and a cat on the mat. She is an avid reader, craft worker and Royalist, and highly recommends the book, *The King's Speech*, to which she relates, having studied speech therapy during that era. She has been working with a Russian woman at the War Veterans' Home with a staccato speech pattern, who has been grateful for her expertise. Joan is an amazing woman, and a pioneer of the Australian speech pathology profession. She still considers speech pathology to be a marvellous profession, and she is excited that it is now possible to achieve a PhD in that profession, following the difficulty she encountered in accessing a formal qualification during her career.

Josie Kemp
Speech Pathologist

Lobbying and Awareness workshop

THE TASMANIAN BRANCH held a lobbying and marketing workshop in October in order to plan for the State election in March 2014. Sixteen members attended and were taught strategies for dealing with the media and how to present appropriate material.

Members were led through a process to identify the immediate and relevant needs of the Tasmanian Branch in order to determine the project that would become the main topic for the election campaign. Many topics were discussed, all meriting action from the Branch. All topics will become part of the strategic plan for 2014–2015.

The topics recommended by members included:

- An increase in speech and language pathologists in schools, specifically to work in upper primary and secondary schools.
- A focus on early intervention 0–4 years and the benefit of early identification and intervention/prevention.
- Employment of speech pathologists in CAMHS to assist with children with mental health issues (including issues in youth justice).
- Raising awareness of the need for assistive technology for clients across all age ranges.
- More services for children with cochlear implants.

The first topic was finally decided upon as it was the hot topic for Tasmania, with many sectors of the community concerned about the poor literacy standards in the state, affecting employment, mental health, social well-being and behavioural difficulties.

A working party has been established, working with National Office staff, to streamline the information and ensure one consistent message from all members.

Our thanks go to Joanna Wood and Kerren Clark for the excellent workshop and the support from Gail Mulcair and Jemma Skeat.

Alison Henty
Tas Branch President

Learning how to communicate in different ways

Big Mouth Camp

LAST SEPTEMBER, nine speech pathology students from different Australian universities participated in the Big Mouth Camp (BMC) held in Rawson village, approximately two hours north-east of Melbourne.

BMC is a residential camp for children aged six to 15 with complex communication needs who use speech generating devices, and their families.

During the camp the children participate in group therapy sessions aiming to enhance their use of their device, parents participate in workshops given by therapists, other parents or adults who use AAC act as role-models to the children during camp, and the siblings take part in a sibling recreational program.

During the camp, the speech pathology students worked under the supervision of experienced speech pathologists. We were fortunate enough to observe and discover the different ways in which they assisted the children in using their communication devices; be it during structured activities such as 'get to know you', 'making a camp book', or whilst 'making a pirate ship'.


Over the course of the five days, the children were encouraged to use their communication devices

Silent Morning Tea

STAFF AND STUDENTS from the department of La Trobe University's Human Communication Sciences held a "Silent Morning Tea" on 9 October. This was organised in response to Scope's suggestion to hold a "Silent Morning Tea" to raise awareness of the different ways we communicate with each other. After registering on the Scope website, we received a promotional pack including pens and pads of paper and re-usable plastic coffee/tea cups. Staff and students volunteered to bring different food and drinks and other essentials.

It was a beautiful day, so we set up a picnic on The Simpson Lawn and commenced an hour of communicating without talking. A member of the International Student Service also joined us to experience the challenge and to find out more about Human Communication Sciences.

Initially not talking was very difficult and uncomfortable. All manner of communication was used: gesture, facial expression, and texting. Somewhat surprisingly, the good old pen and paper ended up being the most popular way to exchange information and ideas.



Staff and students had to devise creative ways to communicate during their 'Silent Morning Tea'.

There was also a consensus that not talking resulted in more eating – an unexpected side effect of silence.

By the end of the hour, we were more comfortable with silence, knowing full well that soon we would be able to speak easily and freely again and be able to choose whatever form of communication we desired. Having that choice is definitely now much more appreciated.

Special thanks go to staff member Rachel Davenport and second year students Lilli K and Phoebe Wainer for helping to organise the event. We are hoping to have an annual "Silent Morning Tea" to continue to raise our (and others) awareness of the different ways we can communicate.

Emma McLaughlin

intensively in various social contexts.

BMC has been an amazing experience on so many levels; it has undoubtedly shaped the clinicians we are going to be.

During camp we were able to see firsthand what a difference the ability to communicate can make in the life of the children with complex communication needs and for their families. Indeed, we now realise that it is these small accomplishments which

make the children's journey a success.

We were able to work alongside other health professionals including occupational therapists, physiotherapists and therapy assistants and really grasp the meaning of a 'holistic approach'.

One of the children asked a role model, "What is it like to live with a disability?" And the response was "You only have one life, enjoy it".

We would like to thank Helen Tainsh, Gayle

Porter, Chris Morris, Leanna Fox, Ellie Middleton, Katherine Sanchez, Kate Margetson, Matt Yates, Annie Rose McMahon, Charlene Cullen, Anna Eglitzky, Stacey Fisher, Kim Tait, Libbi Bland and above all, Jane Farrall and Si n Gough Hughes for the opportunity and the support they have given us throughout the camp and for the great work they do.

Annabelle, Jane and Meryl
*Final year SP Students,
La Trobe University*

Regional work

What is it like to work as an SP in rural WA?

AN INTERVIEW with four speech pathologists (Luke, Julia, Rose and Catherine) about their experiences in regional WA:

What made you consider going rural when applying for jobs?

L: A diverse case range and a change of scenery were the two biggest advantages to a country setting. A chance to experience new adventures and challenges both personally and professionally.

J: I really enjoyed a rural placement I had at uni, got a bit of a taste for rural practice and decided it would be an interesting opportunity.

R: I wanted a job with lots of variety as I wasn't sure what area/s I wanted to work in when I graduated, I loved all areas of speech pathology! I also really liked the idea of working within a small community and I have always been very interested in indigenous health issues.

What do you see as the benefits of rural work?

C: The broad range of clients we get to see. We get clients from across the age spectrum and we also get to see complex cases that if they were in Perth would be managed by a specialist team. I get to travel to outlying towns twice a week. It is nice not to have to be in the same office every day and people are really grateful that we travel out to their towns.

L: Personally I see the opportunity to further develop skills as a huge benefit – professional development across every possible topic is supported by the Western Australian Country Health Service (WACHS) as there's every chance you will come across that particular case in your clinic (or on a farm!).

J: Also, the opportunity to work closely with multidisciplinary teams and the community in providing a health service to a culturally diverse population.

What have been the challenges about being a new graduate in a rural area?

C: One has been seeing clients socially, i.e., at Coles or down the pub and making sure to not talk work and request that they give me a call when I'm in the office.



Clockwise from top left: Julia Scott ready to play hockey; Rose Taylor at Turquoise Bay; Catherine Young & fellow SP unpack new toys; camping in the desert.

L: Working in smaller teams or with limited senior supervision can feel like there's more pressure on a new grad to know everything and handle each case with the same suave expertise that my senior seems to have. The challenge is learning to accept that we don't know everything. Realising it's OK to ask questions and seek alternative support.

J: The diversity and at times complexity of the caseload can create the need for a bit of mental gymnastics at times!

R: Carnarvon is definitely not an easy drive from Perth (10 hours!), so it's not like you can just pop back for the weekend. I have tried to overcome this by having people visit me (who wouldn't want to escape winter in Perth?!), lots of phone calls, and lots of Skype dates!

What is a myth about rural work/life that you would like to dispel?

C: That there is nothing to do after work. There are heaps of social events in Narrogin!

L: That rural practitioners have no access to resources. It's true that it can be limited in some particular circumstances, but there's a tonne of support to ensure every new grad can overcome the barriers their job dictates.

R: That you'll be in a strange new town on your own, this is definitely not true! Everyone has been so incredibly welcoming and friendly. There are also plenty of external supports available to new graduates in the country, e.g., WACHS transition to practice program,

networking with other SPs and support from other sites.

What does your downtime/weekend involve?

L: I have dived head first into the world of water sports. In summer everything is beach-related. Turns out winters are much the same! Wakeboarding, surfing, biscuiting and kite surfing with some new local friends has been some of the best fun I've ever had.

J: Sport (hockey in particular) is a rather popular pastime here. I was barely here a week before being 'recruited' to one of the local teams!

R: On the weekends we either stay in Carnarvon and spend time at friends' houses/the pub; or head up the coast to go camping and snorkelling on the Ningaloo Reef; or head inland to camp in the desert. My weekends are always jam-packed with lots of fun things I would never have been able to do had I stayed in Perth!

How can we attract more people to rural jobs and retain them?

C: Make sure that everyone has a rural prac and that they are involved in the community as much as possible during their prac to see what a country town can offer.

L: Volunteer for a country placement at uni. Or go one better and make them compulsory. Despite mixed experiences on my uni regional prac I gained a lot of confidence.

R: I think it's important to promote the benefits of working in rural settings to student speech pathologists in their final year of study.

Any pearls of wisdom for people considering a rural job?

C: Give it a go and be open to trying new things and meeting new people as they are often a lot more friendly than city people.

L: Make a list of adventures or hobbies that you'd like to do one day. You might find a rural job makes that list a reality.

R: Definitely do it; it will be the best decision you will make!

Johanna Eppler
WA Branch Editor

Communication Access update

Communication Access making great advances in Gippsland

COMMUNICATION ACCESS occurs when people are respectful and responsive to individuals with communication difficulties, and when strategies and resources are used to support successful communication (Scope's Communication Resource Centre, 2013).

People with communication difficulties define communication access as "when everyone can get their message across".

Background

In 2012 Scope received a community grant from Baw Baw Shire Council to improve communication access for people with communication difficulties in the Baw Baw community. The project was launched in November 2012.

Project goals

- To increase the community's awareness of communication disability.
- For 20 local businesses to be supported to improve services for customers who don't use speech or have speech that is difficult to understand.
- To provide a unique employment opportunity for Baw Baw residents with communication difficulties. A portion of the grant funds would be used to employ communication access assessors – all of whom have a communication difficulty.



Back, from left: Nick Hannah (Scope speech pathologist) and four communication access assessors. Front: Mel Smith (co-trainer at communication assessor training).

Project implementation

- Fifty businesses and services selected by community members with communication difficulties were invited to participate in the project. 25 committed to the project.
- Four people with communication difficulties from the Baw Baw Shire were recruited and employed as communication access assessors. They completed three days of training to prepare them for the job and then commenced working with local businesses to support them to become communication accessible.
- During February and March 2013, each participating business received a pre-assessment visit from a speech pathologist and a communication access assessor. This was an opportunity to identify areas for improvement.
- During April and May 2013, two Scope speech pathologists worked with the participating businesses to assist them to implement change in their services

in order to improve communication access. This included staff training and the creation of site specific communication aids.



Scope speech pathologist Anna Eglitzky with the communication boards made for Baw Baw Shire businesses.

- Throughout June 2013 the communication access assessors conducted communication access assessments on the participating businesses.

Project outcomes

- Staff from the participating businesses have a greater awareness of complex communication needs and are better able to support customers with a communication difficulty.

"I am now more aware and prepared when I come into contact with people with communication difficulties" – staff member from participating business

- 20 Baw Baw Shire businesses and services successfully met the minimum criteria for communication access and were awarded the Communication Access symbol.
- Four individuals with a communication disability commenced open employment.

Businesses awarded the Communication Access Symbol



The Communication Access symbol.

Bellfield Speech Pathology, Bendigo Bank (Warragul), West Gippsland Arts Centre, Pacific Smiles Dental (Warragul), YMCA Warragul Leisure Centre, Warragul Cinema, The Daisy Patch, G Mobility, Fresh Juice & Sushi, Little Tea Cups Café, Bowland Warragul, Nick's Bakehouse, Darnum General Store, Gregory's Fitness Centre, Mawarra (disability support service), Neerim South Milk Bar and all four Baw Baw Shire Council offices.

Where to from here?

- Scope will evaluate the long-term outcomes for the businesses and community in 2014 to look at maintenance of communication access.
- The importance of communication access will be further promoted in Gippsland.

For further information about Communication Access, please contact the Scope's Communication Resource Centre on **03 9843 2000** or crc@scopevic.org.au

Nick Hannah & Anna Eglitzky
Speech Pathologists, Scope



SPA Twitter update

Interesting links tweeted and/or re-tweeted on our Twitter feed in October to November included:

- It's International Stuttering Awareness Day! Dr Susan Block from @latrobe represented #SLPeeps today on @abcgippsland (21 Oct)
- A new genetic pathway to speech and language? (31 Oct)
- Study says poor social & communication skills (among others) can be predictors for bullying & victimisation (31 Oct)
- The cap has been scrapped! @JoeHockey said Gov won't proceed with \$2000 cap on self-edu expenses. Great news (5 Nov)
- "The loneliness of language difficulties" (10 Nov)

Join the conversation and follow us on Twitter: @SpeechPathAus



SPA Facebook highlights from October to November included...



Dr Tanya Serry and author Ursula Dubosarsky appeared on ABC Breakfast on the morning of the Book of the Year Awards in Melbourne (left). SPA would like to thank both Tanya and Ursula for doing such a great job of promoting awareness for children's speech, language and literacy skills.



At the time we went to print, we have grown to a whopping **3,946** followers – thank you to all our social media fans for your support.

The Advertiser newspaper published an article (above) featuring Flinders University students discussing a program to target speech and language difficulties in young primary school students.



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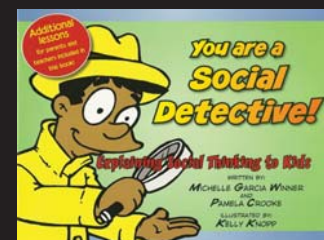
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Essential resources for working with individuals with social challenges. Make your programs more effective and meaningful with books, posters & resources to teach abstract skills in a concrete way.

Michelle Garcia Winner, SLP, coined the term Social Thinking® and developed the related treatment approach for individuals with Asperger's Syndrome, high-functioning autism and difficulties with social skills

"Social thinking is what we do when we interact with other people; we think about them. And how we think about people affects how we behave, which in turn affects how others respond to us, which in turn affects our own emotions."

Available at www.spectrumspeech.com.au/shop





Introduction to PROMPT: Technique

Dates: 3 day workshop, January 30–February 1
 Randwick Labour Club, Alison Rd, Randwick NSW

To Register: <http://promptinstitute.com>

This 3 day intensive workshop focuses on teaching the technique of PROMPT.
 Maximum of 22 participants.

Full 2014 workshop program for Introduction to PROMPT Technique, and Bridging PROMPT Technique to Intervention to be advised in February 2014 issue of *Speak Out*.

Inquiries:
 Ainsley Poulos info@eastsidespeech.com.au

Feeling isolated and overwhelmed or out of your depth?

Group supervision for new graduates and speech pathologists of up to 7 years experience, in either **Belgrave or Albert Park, Victoria.**

Facilitated by highly experienced and qualified supervisors with over 25 years of clinical speech pathology experience.

Facilitators – Nicola Dann (ABI, language-learning difficulties, social communication) *mobile: 0419 018 424*
 Bernadette Feeney (infant mental health, ASD, social communication, social-emotional behaviour disorders.) *mobile: 0401 213 533*

Experienced in rehabilitation, CYMHS, early intervention, disability, schools, private practice.

Cost – \$60 plus GST per 1.5 hr monthly session. Upfront payment of 6 consecutive sessions required. 4–6 per group.

Individual supervision also available.

Helping you help children communicate

The Hanen Centre offers world-renowned training to speech pathologists who work with young children. Depending on your area of focus, we have a training that will equip you with a practical, evidence-based framework for involving parents or educators to achieve the best possible language outcome for every child you see.

Language Delay

It Takes Two to Talk®

Entry-level Workshop

Learn to facilitate parent-implemented early language intervention for children with expressive and/or receptive language delays through explicit teaching, coaching and scaffolding.

21.5 professional development hours

Perth, WA Feb 5,7,8, 2014
 Melbourne, VIC Feb 10-12, 2014
 Brisbane, QLD Mar 19-21, 2014

Autism

More Than Words®

Entry-level Workshop

Learn how to involve parents of children with autism in early language intervention that fulfills the key criteria for effective services for children on the autism spectrum.

20 professional development hours

Sydney, NSW Mar, 2014 TBD
 Melbourne, VIC Mar, 2014 TBD
 Brisbane, QLD Apr, 2014 TBD

Language & Literacy

Learning Language and Loving It™

Entry-level Workshop

Learn how to provide outstanding in-service education that gives child care providers and preschool teachers the skills to facilitate children's social, language and literacy development.

19.5 professional development hours

Brisbane, QLD Jan, 2014 TBD
 Perth, WA Jan, 2014 TBD

Register soon – space limited to 14 SPs!
www.hanen.org/SPworkshops



“The phone is such a lifeline ...”

“... I advise many of my clients with speech or hearing impairments to use the NRS.”

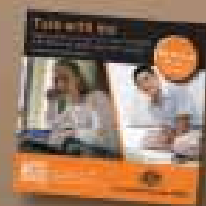
The **National Relay Service** makes it easier for people with complex communication needs to retain their networks and independence – to phone a friend, contact the bank or book a taxi.

Learning to use the NRS is straightforward. Training is free and can be done in your client's home.

Relay calls are available 24 hours a day and cost about the same as a local call.

The NRS can provide customised support for people with a speech or hearing impairment and their families.

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January and July
Sydney and Melbourne

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02 9412 1966

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Derbyshire Language Scheme

Three Day Training Workshop Brisbane 17-19th January 2014 Registration Form

The Derbyshire Language Scheme (DLS) is a developmentally organised and structured language program with linked assessment. This developmental approach to language remediation can be used as the basis for 'structured teaching to objectives' or as a checklist of language objectives with all teaching and assessment in free play, or a combination of both. It is easy to adapt to TEACCH methodology, Applied Behavioural Analysis, usage with Visual Materials and for ESL learners or other students with language needs.

Dates: Fri 17th, Sat 18th & Sun 19th January 2014
Time: 8.30 to 3.30pm

Venue: To be confirmed- Brisbane Metropolitan area
Cost: \$1260.00 inc GST (includes morning tea, lunch and afternoon tea). Extra for equipment purchase.

Participants: Suitable for Speech Language Pathologists, AVTs, Early Intervention Teachers & Special Education Teachers/ Support Staff.

Registration is on a first-come first serve basis and not guaranteed until full payment received.

Limited places will be available.

Presenters: Janet Eales (M.Ed., School Guidance and Counselling; Dip. Spec Ed., Cert Play Therapy) and Sue Park (M.Sp.Path., B.Sp.Thy., CPSP, MSPA).

Contact: Janet Eales, e: learningsteps@optusnet.com.au

or Sue Park e: susanepark@optusnet.com.au; Janet and Sue are qualified presenters, with 30+ years of experience. They have successfully used the DLS with children diagnosed with delayed and/or disordered language. This scheme is suitable for use with children diagnosed with SLI, ASD, II, HI, PI and learning disorders. "Hands on" practice activities, videos and detailed handouts are included in the presentation along with the launch and demo of their new iPad app based on this scheme. Certification will be provided following the course completion. Interest can be registered for purchase of the scheme and/or toys for the test kit / therapy items. Details can be sent with your Workshop Confirmation. Please indicate interest on this form.

RSVP: 23rd December 2013. Please complete the registration form or request an emailed version and return to Sue Park e: susanepark@optusnet.com.au or post to: Sue Park 85 Gellibrand St., Clayfield Q4011

Cancellation Policy: No refund unless a suitable replacement is found.

Personal Information

Participants Name _____

Home Address _____

State Post Code _____

Phone Mob Ph _____

email _____

Payment: Visa/ MasterCard/ Cheque (to Speech, Language and Learning)

Card Number _____

Expiry Date _____

Cardholder's Name _____

Signature _____

-Interested in purchase of:

Program toys with the workshop? YES/ NO

Pre- shipped Scheme & Test Manuals YES/ NO

-Special Dietary Requirements YES/ NO



DIR® / FLOORTIME THE ACTION IS IN THE INTERACTION

February & March 2014 in Melbourne

Suitable for those who are working with children with autistic spectrum disorders, communication & learning difficulties, sensory regulatory disorders & developmental delays.

Due to popular demand there will be an extended series of trainings organised through Sensory Connections. Previous attendees will be eligible to return for additional stages. See website for details

Presenters: Mari Caulfield, Speech & Language Pathologist & Kathy Walmsley, Occupational Therapist

The Developmental, Individual Difference, Relationship-Based model (DIR®), a theoretical & applied framework for comprehensive intervention, examines the developmental capacities of children in the context of their unique biologically based processing profile, their family relationships and interactive patterns. Floortime is the tool at the heart of a DIR® program, & is the process of interacting in a continuous back and forth manner, following the child's lead, first establishing a foundation of shared attention, engagement, simple & complex gestures & problem solving to then bring the child into the world of ideas & abstract thinking.

This training offers a unique opportunity to experience an integrated approach to the child's sensory processing capacities, emotional development & developmental language acquisition.

Mari and Kathy have been co facilitating previous trainings since 2008 and are delighted to be working together again in 2014. Participants will leave these trainings inspired with practical strategies to bring back to their workplace.

"The DIR® model provided me with a whole new way of working with children and families. Kathy and Mari have an enormous amount of experience and generate such positive energy and warmth as they take you through the components of the DIR® model and the Floortime approach" Past Training Participant

For details and online registration visit: <http://www.sensoryconnections.com.au/announcements.php> Ph + 08 9382 8538



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