

# Speech pathology

You are a Speech Pathologist and have just opened a new clinic. As a sole practitioner that is co-located with other services, your clients wait for appointments in a shared area. The waiting area is small, has limited seating, and there are many pamphlets and posters on the walls about services and supports. There is a small kids activity board on one wall near the door, and you are conscious of the noise this made when in appointments.

One of your clients has recently left before their appointment, and gave feedback that they couldn't wait in the space provided. This isn't the first time you have experienced this from someone accessing the waiting area.

## Things to consider:

- 1 How would you ask for feedback from this client? Are there ways to ask that don't include verbal responses, or enable time for the response to be expressed?
- 2 What other ways could you support this client, that don't require them to meet you in person?
- 3 What could easily be changed/added in the waiting area that could make it feel safer, both physically and emotionally?

Safer spaces  
must include  
consent and  
choice

Everyone can  
contribute  
towards safety



National Centre for Action  
on Child Sexual Abuse