



Listening, Language and Literacy

Paediatric Speech Pathology and Audiology

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Practice Therapy Contract 2024 *Terms & Conditions*

Dear Parents

Please could you kindly carefully read through the practice's Therapy Contract Terms and Conditions, signature it and return via email or on commencement of the first therapy session or first therapy session of the year:

1. Should you be attending the practice for an initial speech and language assessment you would have received an email/phone call specifying the quotation for the completion of the assessment. This amount is payable on the day of the assessment either via bank transfer or via credit/debit card, and it includes a full, comprehensive speech and language assessment report, as well as a feedback session. The quoted price is based on the type of assessment required depending on the relevant information provided by yourself, your child's school, as well as any other professionals involved. Should further assessment procedures be deemed necessary on the day, the therapist will inform you verbally at the time of the assessment as to further time required, as well as any further costs incurred. Please kindly note that feedback and the assessment report will not be provided until assessment fees have been settled in full.
2. Please note that our practice specialises in the following areas:
 - Hearing impairment
 - Auditory Processing Difficulties
 - Language Disorder/Developmental Language Disorder
 - Mild Cognitive Impairment/Borderline Intellectual Functioning
 - Literacy Difficulties including Dyslexia and Dysgraphia
 - Mild Autism (Level 1 or 2)

While we will try our best to ensure that we are the 'right fit' in terms of professional skill-set prior to the completion of the assessment, it is not always possible to establish exact possible levels of function until the day of the assessment. The practice reserves the right to refer you to an alternative speech pathology practice following the assessment, should we establish that our practice does not have the suitable skill-set to sufficiently support your child.



3. **Therapy fees as of 9 January 2024 will be charged at \$95 per 30-minute therapy session.** The practice does not deal directly with Medicare or Private Health Care Insurance Companies. Please therefore kindly note that settlement of the account is to be made directly with the practice on the day of the session (via a debit/credit card transaction) or via a bank transfer payment on receipt of the invoice. **Once payment has been received, a receipt of payment will be emailed to you that can then be used to claim back from Medicare/Private Health Care Insurer. Please could you kindly advise the practice when claiming from Medicare versus Private Health Care as varying procedural codes and information are required in the invoice.**
4. Please note that the practice is not a NDIS provider. Should you wish, therefore, to claim from NDIS, you will need to do so using self-managed NDIS funding whereby payment is made directly to the practice and then claimed back from your child's NDIS self-managed fund.
5. The practice will invoice after each therapy session on a weekly basis. Please note that therapy fees must kindly be paid in full 14 days post services-rendered. **Therapy will not continue thereafter should outstanding fees still exist, and your child's appointment slot will unfortunately then be given to another client.** Should there be any difficulties with regards to settlement of your account, please contact me at your earliest convenience so that a possible resolution can be arranged.
6. **Sickness:** Should your child be sick in anyway, we request that you either cancel the session, or that it take place via Telehealth. A cancellation fee will not be charged in this case, and we will try to rebook your child into a free therapy slot that week or the following week, where available. We kindly request, however, that you provide us with as much notice as possible so that there is sufficient time to allocate your child's therapy slot to another child, where possible. **If your child is well enough, a Telehealth appointment can also be arranged. Telehealth will require a Zoom link on an i-Pad/touchscreen laptop. Please can we kindly request that your therapist is given a few hours' notice prior to a Telehealth arrangement so that suitable planning for the session can take place.**
7. Should you or siblings who are attending the practice with you be sick in anyway, we kindly request that you wait outside or in your car while your child attends their therapy session.
8. Should a cancellation for any alternative reason to sickness be made within 48 hours, there will be no charge. Should cancellation be made within 48 hours prior to your child's therapy slot, this will incur a cancellation fee of 50%. Any session that is missed without having informed the therapist prior to the session, or cancelled with less than 24 hours' notice, will be charged for at the full therapy session rate.
9. Our practice tries our best to ensure that your child is given the same therapy slot on a weekly/fortnightly basis so that intervention is regular, consistent and subsequently beneficial. **In doing so, should a pattern of cancellation occur whereby your child's therapy slot is regularly missed or cancelled, please note that unfortunately the therapy slot will then be given to an alternative child in need of therapy, and your child will then be placed back onto the waiting list. Irregular attendance in therapy will hinder therapeutic gains made.**



10. Kindly please ensure that you are on time for your appointment as lost time will unfortunately likely not be able to be made up due to back-to-back fixed appointments.
11. Meetings can be arranged via telephone or email to discuss progress or any information regarding therapy. Progress or multidisciplinary meetings at schools or at other involved professionals' offices out of your child's allocated therapy time slot will incur a service charge for time rendered as per the normal sessional rate.
12. Please kindly note that any feedback or informative telephone conversation that takes 15 minutes or more in terms of time, will be charged at a normal sessional rate after 15 minutes has passed.
13. Should you wish for a termly in-depth email to be sent to your child's educator informing them of targeted aims, progress, future targeted aims, as well as adjustments to support your child in the classroom, this will be charged for at an amount of \$45 on a termly basis. Please could you tick the box below should you wish for a termly email to be sent:

Yes

14. Upon termination of therapy a Termination Report can be completed on request at a charge of \$290.
15. Any formally written progress reports that are issued during the course of therapy, for example, annual requested progress reports will be charged at \$290.
16. It is important to note that should a Medicare Plan be utilised a progress report will be required annually, or if sooner, upon termination of therapy. This will kindly require forwarding by yourself to the referring GP practice.
17. In the interest of the provision of the best possible care for your child, sharing of required assessment and therapeutic information with appropriate involved professionals e.g. your child's teacher, OT etc. may be required for best-possible management outcomes. **Should you not wish to consent for sharing of information please could you kindly indicate this by ticking the NO box below:**

NO

18. Please note that speech therapy is an ongoing process and that unlike medication, it cannot be seen as a quick resolution for your child's difficulties. Each child's rate of progress is individual and dependent on their own cognitive aptitude to learn, attention and concentration, regular therapeutic attendance, as well as consistent input and consolidation of therapeutic approaches in the child's home environment (at least 3 to 4 times a week) to promote your child's success at an independent level.

Print Name: _____ Sign: _____ Date: _____



We hope that you will find these conditions acceptable and that we will succeed in our common goal in providing the best possible assistance for your child in a healthy and safe environment. We look forward to working with you.

Kindest regards



Candice Stone



Kristen McKenzie

