

Dear Client,

It is our desire that when you are working with us that you are informed along the way. Thus, please find below information about the assessment and therapy process, our privacy policy, fees, and payment procedures.

### **Services and Fees:**

#### **PAYMENT INFORMATION**

The Voice Within Therapy Centre uses the Practice Management Software, Halaxy. We take automatic payment on the day of treatment, and a receipt is issued via email.

We ask that you complete and return our Debit/Credit Account Form, which is also attached with the intake email.

Halaxy is protected by 256-bit bank grade security and encryption, which means your patient records, notes and payment information are protected to the same level used in banks. All information is stored in a securely protected data centre in Australia.

For those clients with funding, all invoices are sent directly to the funding body. There is a 10% admin cost for the processing of FAHCSIA and Better Start sessions. NDIS plan managed and NDIS managed funds will incur the cost set per item by the NDIS price list.

In the event of outstanding accounts, sessions will be suspended until payment has been received.

#### **FEE SCHEDULE**

All credit card payments will incur an additional 2% plus 1.00-dollar fee during processing. Kindly note that declined of a card may result in an additional processing fee as it will go through an additional process when the attempted card it charged again.

#### **SPEECH PATHOLOGY**

- Initial Consultation: \$280.00
  - This includes a 50-minute initial consultation in the clinic, multi-dimensional client analysis, report writing, therapy plan writing and preparation.
  - If additional sessions are required for further assessment, clients will be contacted and revised assessment costs will be confirmed.
- Speech Therapy:
  - 50min Therapy Session in Clinic: \$145

- 50min Therapy Session on-the-road within 10kms from the clinic: \$165
- 50min Therapy Session on-the-road further than 10kms from the clinic: \$180
- Senior Speech Therapy:
  - 50min Therapy Session in Clinic: \$150
  - 50min Therapy Session on-the-road: \$170
- NDIS plan managed and NDIS managed funds only – as per Therapeutic Supports Item (15\_056\_0128\_1\_3) in the 1st December 2019 Price List. This does not apply to Self-Managed NDIS funds:
  - 50min Therapy Session in Clinic or out of Clinic and 10min of note writing time: \$193.99

*\*The last 10min of all sessions involve parent discussion and generalisation tasks, such as, creating the individual home program and/or providing training for teachers/parents (e.g. 50 min session = 40min one-on-one therapy and 10min generalisation tasks.) Generalisation tasks are essential to therapy as we want to ensure skills learnt in therapy are transferred to all environments.*

- Summary reports or funding reports: Billed as 1-2 hours/units of in clinic therapy hours.
- School and team meetings: same as speech therapy rates.
- Therapy Plans: \$70.00

*These are completed every 6months for reoccurring clients who need new informal assessments and goals written.*

- Referral or therapy summary letters (e.g. funding letters etc.): \$40.00
- Specific Additional Assessments

*These assessments include comprehensive assessment analysis and report with recommendations and goals for therapy:*

- Childhood Apraxia of Speech Assessment: By Quote
- Standardised Language Assessments: By Quote
- Complete Language and Literacy Assessments: By Quote
- School Severe Language Funding applications (includes observations and report): By Quote
- School ASD funding applications (includes observations and report): By Quote
- Articulation assessments (with summary letter): By Quote
- Stuttering assessments (with summary letter): By Quote
- Voice assessments (with summary letter): By Quote

## **OCCUPATIONAL THERAPY**

- Initial Consultation: \$340.00
  - This includes a 50-minute initial consultation in the clinic, multi-dimensional client analysis, report writing, therapy plan writing and preparation.
  - If additional sessions are required for further assessment, clients will be contacted and revised assessment costs will be confirmed.
- Occupational Therapy:
  - 50min Therapy Session in Clinic: \$170.00
- NDIS plan managed and NDIS managed funds only – as per Therapeutic Supports Item (15\_056\_0128\_1\_3) in the 1st December 2019 Price List. This does not apply to Self-Managed NDIS funds.
  - 50min Therapy Session in Clinic or out of Clinic, including 10min of note writing time: \$193.99
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*\*The last 10min of all sessions involve parent discussion and generalisation tasks, such as, creating the individual home program and/or providing training for teachers/parents (e.g. 50 min session = 40min one-on-one therapy and 10min generalisation tasks.) Generalisation tasks are essential to therapy as we want to ensure skills learnt in therapy are transferred to all environments.*

### **\*STAFF DETAILS**

*Senior Speech Pathologist:* Nichols Pakkiam, Lisa Newman

*Standard Speech Pathologists:* Nicola Anglin, Phoebe Scott, Emma Harvey, Nicolette Choo, Carmen Chan

*Occupational Therapist:* Shelley Blignaut

*Practice Manager:* Nichols Pakkiam

### **Intervention Procedures:**

In order to achieve your child's learning goals, it may be recommended that they receive ongoing therapy. In the initial consultation the number of sessions per week, therapist, style of therapy, and length of the sessions will be determined through discussion with the parent/s. Parents will also be provided with the goal-based therapy plan following this meeting. On average these plans are reviewed every semester.

We believe that learning best occurs when a client is actively engaged and enjoying themselves. Thus, intervention will encompass games, creative activities and technology. Also learning is best achieved when learning is consolidated at home, therefore home practice will also be provided each session.

An email will be sent following the therapy session to keep parents informed on what was covered in the session and what they can do at home to assist in the skill development process.

### **Progress Meetings:**

We believe in partnering with your child's educational setting (e.g. crèche, kinder, school) to ensure our service is complementing their other educational activities. Thus, depending on your child's needs it may be recommended that the therapist attend meetings at their educational setting. For these meetings preparation time, report writing and travel are required, standard on-the-road therapy rates apply.

### **Medicare, FAHCSIA and Private Health Insurance Rebates**

Please see our website [www.voicewithin.com.au](http://www.voicewithin.com.au) (under "Services" > "Government Funding and Rebates") for information on various funding options available for therapy.

An Enhanced Primary Care plan might be available from your local General Practitioner (GP), which would provide 5 Medicare sessions per calendar year which gives you a return rebate of approximately 53.80. This can be automatically processed through our Halaxy system upon provision of the plan, your Medicare card details and birthdate. Please refer to your local GP.

### **Cancellation Policy**

- If your child is unable to attend their session, at least 48hours notice must be given via text message or phone call from the parent to the therapist directly or Nichols on 0497 847 044. No fee will be charged if 48hours notice is given.
- If there are any special school occasions which will cause your child to miss their therapy session (e.g. assembly, sports carnivals, excursions etc.) the parents must inform the therapist or Nichols at least 48hours before.
- In the case of a client waking up sick, the parent must please inform the therapist or Nichols via text message or phone call by 8:00am on the day. Although it is preferred that 48 hours' notice be given, so clients on the waiting list can be contacted.
- If notice is not given, and the therapist arrives at the stated location the **full fee** will be charged.
- If there are more than two cancellations a school term with less than 48hours notice given, then the full fee of the following cancelled sessions will be invoiced. This is because you are reserving this time and we are unable to offer this to other clients.

## PRIVACY STATEMENT

### **Who Information will be Collected From**

When you use our service, we ask for details about you and your child so that we may identify the best way to assist him or her. We may need to gain knowledge of your child's abilities by using prescribed assessment processes. This information is collected so that we can:

- establish what support your child will require
- provide your child with appropriate services
- administer and manage the services we provide and
- contact a person on your behalf in case of an emergency.

We may need to seek additional information to support and assist the general well-being of your child. To assist with the assessment of your child's needs, information may be collected from medical practitioners, health professionals, and education staff involved in the planning of your child's general well-being and education. If you choose not to provide the therapist with part or all of the information required, we may not be able to provide all the services required to support and assist your child.

### **Confidentiality and Security of Information**

Under the Privacy Act (1988) Allied Health Therapist have a legal duty to keep client information confidential and secure.

Client information developed by the therapist will be held in the electronic systems of The Voice Within Therapy Centre. These electronic systems are secured with a password, allowing only the Voice Within Therapy Centre team to access these. All paper documentation provided to the therapist will be held in a locked filing cabinet. There are strict guidelines as to who can access this information.

If information about yourself is requested from the therapist, the parent's verbal or written consent will need to be given before this is passed on.

Video and audio recordings may be required during sessions for assessment and therapy purposes. Please advise the therapist if you do not wish your child to be videoed or recorded.



### **Accessing Your child's Information and How to Gain Further Information**

You have the right to access information that you have provided to the service. If requested, we will provide you with a summary of assessments and therapy completed at the fee stated above. If you have concerns about privacy please do not hesitate to contact our Practice Manager.

If you have any further questions, please do not hesitate to contact Nichols during business hours on (03) 9596 7962 or email at [admin@voicewithin.com.au](mailto:admin@voicewithin.com.au)

Have a great day!

Yours sincerely,

The Voice Within Therapy Centre Team

