

Let's talk Let's eat

SPEECH PATHOLOGY

NDIS - Information for clients 2019

How do I pay, and how much does it cost? Via our mobile or clinic EFTPOS machine on completion of your appointment. See below for schedule of costs. Our clinician charge out rate is \$165 -\$179/hr for therapy and slightly less for assessment. We also charge for 10min of progress documentation time and 7.5min each way for travel if applicable.

Is it fair that my NDIS funds also cover clinician administration and travel time? We think so, and so does the NDIA. In their most recent price guide July 2018 NDIA explicitly added the provision to charge for travel up to 15min each way. The price guide also added the provision to charge for note taking as it is acknowledged as being standard practice. Clinician's will generally spend 30-60 minutes organising your child's program before and after each session so we think charging 10 minutes of extra time is very fair. Our aim after-all is to provide comprehensive, high quality support that will help you meet your goals.

Can I have a service agreement? Yes. As a plan or agency managed client you must but if you are self or 3rd party managed; only if you want to. A service agreement sets out how much therapy you would like, how frequently, and for what duration. It means that you are set up for the appointments that you want for the duration of your plan, and it's all written down together with the cost. To help with your organisation and planning we also use your service agreement to calculate the total amount of NDIS funds needed to cover your speech therapy for the duration of your NDIS plan. There is **no charge** for developing a service agreement for you as it actually helps us get organised, and plan our appointments more efficiently.

Can my service agreement be changed or cancelled? Yes, at any time we can shift or change your appointments if something is no longer working for you. However, we do ask that you give us 14 days notice if you wish to cancel completely so that we have time to fill your therapy spot.

What if I don't have enough money in my plan for the amount of speech therapy I want? Call us, or talk to your therapist about the options. We know how to help you get your best bang for buck. We might suggest slightly shorter appointments or less frequent appointments but with more homework. How about a few more clinic visits, or a break over school holidays? We will also ensure that when your next NDIS review comes around we will give you clear written guidelines on how many hours you need for future plans.

Will I be charged for cancellations? Yes. As per LTLE's booking and cancellation policy, and NDIS guidelines, if you fail to advise us by 3pm on the day prior to your appointment you will be charged up to 90% of your regular fee.

What to do if there is a problem? If you want to give feedback, or wants to make a complaint, you can talk to:

Renee Cansdale (Director)

Phone: 0490 894 427 Email: renee@LTLE.com.au

Caroline Ferris (Senior Speech Pathologist)

Phone: 0490 894 427 Email: caroline@LTLE.com.au

Laurel Conley (Practice Manager)

Phone: 0490 894 427 Email: Admin@LTLE.com.au

If you are not satisfied or prefer not to talk with Renee, Caroline or Laurel you can make a complaint to:

- National Disability Insurance Agency - 1800 800 110, visit one of their offices in person, or ndis.gov.au
- Department of Fair Trading on 13 74 68 or fairtrading.qld.gov.au

FEES

Assessment Location: Clinic / Home or Community

60 min Comprehensive Assessment & Summary Letter \$285 + travel if applicable (\$44)

Summary letter only \$110

Therapy Clinic / Home or Community

45 min \$158 + travel if applicable (\$44)

60 min \$193 + travel if applicable (\$44)

***Assessment includes:** 60 minutes of face to face time, and 60 minutes of assessment analysis and summary report writing. ***Therapy includes:** 45 or 60 minutes of face to face time, and 10min (.16) of documentation required at 179/hr charge (\$28). ***Travel charge:** 15min (.25) @ 179/hr for Home/Community NDIS visits (\$44 *Additional time for phone calls, emails, research, discussion with other professionals etc. **will not** be charged unless excessive time is required e.g. 60 minutes

or more and only with explicit prior permission.