

# Let's talk Let's eat

## SPEECH PATHOLOGY

### INFORMATION, BOOKING AND CANCELLATION FOR NEW CLIENTS

Welcome, and thank you for choosing Let's Talk, Let's Eat Speech Pathology. Let's Talk, Let's Eat Speech Pathology is a private practice servicing the northern suburbs of Brisbane, Redlands and the Mackay Region.. We are dedicated to providing the highest quality, family- focussed speech pathology services. We value each and every client, and aim to help and support families throughout their journey with us.

### OUR TEAM

Renee Cansdale and Caroline Ferris are the Directors of Let's Talk, Let's Eat. Renee has a special interest in paediatric feeding and early language, whilst Caroline has a special interest in school aged language and Developmental Language Disorder. Danielle Wilson-Smith is our practice manager. Our team includes the following passionate and experienced clinicians;

#### Aspley office

Renee Cansdale

Joanne Wilkinson

Erin Nicklin

Jacqui Riches

Sarah Colwell

Stephanie Bell

Kate Gray

Samantha Williams

#### Ormiston office

Caroline Ferris

Renee Cansdale

Lishelle Nastro

Elizabeth Ho

Aurelie Twidale

Lizzie Stankevicius

Cassie Wilcox (Mackay/Sarina)

### Our Admin Support Team

Danielle Wilson Smith (Clinic Manager)

Sylvie Humphries - Invoicing and Admin Support

Austin Parrish - Administration

### LOCATION OF PRACTICE

- 1) Shop 5 /116 Wellington Street, Ormiston Shopping Village, Ormiston, QLD 4160
- 2) Suite 5, Level 1, Professional Office Suites - Aspley Homemaker City, 815 Zillmere Road, Aspley, QLD 4034
- 3) Mackay Region - Mobile Service, Sarina - Clinic Service, Sarina Neighbourhood Community Centre

**Phone number:** 0490 894 427 / **Fax number:** (07) 3102 9906



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**PARKING:** Clinic parking is available onsite at all clinic locations.

### APPOINTMENTS

Please contact us by phone or email to book your initial appointment with Let's Talk, Let's Eat Speech Pathology. Our team provides services Monday to Saturday at our rooms, at your home, or at childcare or school (with permission). Your initial appointment will be confirmed via a confirmation email. If you have not received your appointment confirmation within 48 hours of booking, please check your spam or junk email folder or filter. If you are unable to locate our email, please contact our office immediately. You will be reminded of each of your appointments via 48 hours prior via SMS.

### REFERRALS

Written referrals are welcomed but not essential. If your GP has provided a Chronic Disease Management plan through Medicare, please provide us with a copy.

### INITIAL CONSULTATION

The initial or first consultation is usually 45-60 minutes. This consultation allows the clinician to collect background information about your child and to screen their current speech, language, literacy and feeding skills. Information is gathered by discussing your child's birth, developmental and medical history, observations, and also a formal assessment. How your clinician screens your child's current skills depends on the child's age, and developmental level. For younger children assessment may involve observing your child playing with their carer or administering specialised tests. Following and initial assessment a short assessment summary will be provided to the family by email within 14 days.

A 45-60 min (initial) consultation is usually sufficient for the assessment of:

- Stuttering
- Articulation (Speech)
- Language delay
- Fussy eating

A longer session, or multiple sessions may be required for more complex communication or feeding difficulties. This will be discussed with you when your assessment is booked.

### CANCELLATIONS

You will receive a text message to confirm your appointment 2 business days prior. Please reply CONFIRM or CANCEL to this message. You may provide extra information in your text message or contact our office to reschedule your appointment. If you fail to notify us by 3 pm one day prior to your appointment of a cancellation, we may charge up to 90% of the service charge as per our cancellation policy.

### PAYMENT OF FEES

Payment for your session is due on the day of your service. Our clinic accepts EFTPOS or Auto Credit Card Transaction for payment of your session. An invoice can also be issued for clients with 3rd Party



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Providers. If you pay by Auto Credit Card your details will be held securely with our NAB virtual merchant facility and processed within 48 hours from the time of service. If your payment is declined, we will contact you via phone or text message.

### **REBATES and NDIS**

We accept NDIS participants who are self or plan managed. For privately funded families speech pathology does not receive a Medicare rebate, however some children are eligible for a Medicare rebate through the Chronic Disease Management program and/or HCWA or Better Start Initiative. Access to these programs is through your child's GP or Paediatrician.

Information sheets are available from our admin team or your clinician. Some private health insurance "extras" packages will also provide a refund for speech pathology services which you can access using the details on your receipt. All speech pathology session fees are paid in full on the day of your service with LTLE. Rebates can be claimed using your receipt which will be emailed to you following your session.

### **ATTENDANCE AND CONDUCT**

Please ensure you arrive on time for each appointment. For the benefit of other clients, we will not admit you to your appointment any later than 15 minutes after the scheduled appointment time. You will remain liable for the appointment fee and we will not issue any refund in this event.

We reserve the right to refuse admission to you and/or any child under your care or ask you and/or any child under your care to leave our premises if we think you and/or they are behaving in a disruptive way or in a way that violates our lease, or in a way that is likely to cause damage, nuisance, offence or injury. You will remain liable for the appointment fee and we will not issue any refund in this event. We also ask that you comply with all health, safety and any other rules and regulations applicable to our premises, and that you agree not to bring onto our premises any illegal or hazardous items.

Thank you for choosing Let's Talk, Let's Eat Speech Pathology. We look forward to providing you with a friendly, fun and professional service to achieve the best possible communication and feeding outcomes for your child.

Please direct any feedback about our services to [admin@LTLE.com.au](mailto:admin@LTLE.com.au) and talk about us to your friends. If you have a grievance or complaint at any time, please refer to our complaint management policy, also attached. Our clinicians work within the Speech Pathology Australia's Code of Ethics. A copy of this document is also attached for your reference.

Sincerely,

Renee Cansdale  
Director  
Let's Talk, Let's Eat Speech Pathology

Caroline Ferris  
Director  
Let's Talk, Let's Eat Speech Pathology

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