

# Let's talk Let's eat

## SPEECH PATHOLOGY

### NDIS - Information for clients 2025

**How do I pay, and how much does it cost?** Via our clinic EFTPOS machine on completion of your appointment. For home and mobile visits we accept payment via Credit Card and our secure NAB Payment Facility. See below for schedule of costs. Our clinician charge out rate is \$193/hr. We also charge for 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 price guide the 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 up to 30 minutes organising your child's program before and after each session so we think charging 10-15 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 you can if you would like to. A service agreement is a document that 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 if you fail to give us 48 hours notice prior to your appointment, you will be charged up to 90% of your regular fee. We do try to offer reschedules or sessions via Telehealth if there is availability.

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

Renee Cansdale (Director) Phone: 0490 894 427 Email: [renee@LTLE.com.au](mailto:renee@LTLE.com.au)

Caroline Ferris (Director) Phone: 0490 894 427 Email: [caroline@LTLE.com.au](mailto:caroline@LTLE.com.au)

Danielle Wilson-Smith (Practice Manager) Phone: 0490 894 427 Email: [Admin@LTLE.com.au](mailto:Admin@LTLE.com.au)

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

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

### FEES

#### **Assessment Location: Clinic / Home or Community**

60 min Comprehensive Assessment & Report \$482.50 + travel if applicable (\$48.25)

Summary letter only \$193 (GST inc)

#### **Therapy Clinic / Home or Community**

45 min \$193 + travel if applicable (\$48.25) 60 min \$241.25 + travel if applicable (\$48.25)

**\*Assessment includes:** 60 minutes of face to face time, and 90 minutes of assessment analysis and summary report writing. **\*Therapy includes:** 45 or 60 minutes of face to face time, and 15min (.25) of documentation required at 193/hr charge (\$48.25). **\*Travel charge:** 15min (.25) \$193/hr = \$48.25 for Home/Community NDIS visits **\*Non Face-to-Face Support** - Additional time for phone calls, emails, research, discussion with other professionals etc. will be charged at 15 minute increments .25 @193.00/hr - \$48.25) and only with explicit prior permission.