

Fee Schedule

Fees are calculated according to the hourly rate published in the NDIS price guide.

<p>Direct Services includes:</p> <ul style="list-style-type: none"> • All assessment sessions • All therapy sessions • Meetings attended (e.g. care team meetings, ILP reviews, NDIS reviews) • Training provided as part of a therapy plan (e.g. teaching a parent or support worker to use a strategy or device) • Appointments are typically charged at 60 minutes, which includes 45 minutes face-to-face, and 15 minutes to cover planning, note-keeping, administration, brief phone calls and emails to keep you updated 	<p>\$193.99 per hour</p>
<p>Indirect Services includes:</p> <ul style="list-style-type: none"> • Reports written (e.g. NDIS end of plan reports, assessment reports) • Phone calls or letters to other professionals as part of a therapy plan that exceed 15 minutes • Resource creation (e.g. creating a visual support or a custom home program or practice activity) • Device programming and maintenance (when required for high tech AAC) 	<p>\$193.99 per hour</p>
<p>Travel:</p> <ul style="list-style-type: none"> • Travel is charged per kilometre from Gungahlin, up to the amount included in your quote or Support Plan • Travel is charged in one direction only 	<p>\$3.23 per kilometre</p>

All fees are subject to change on July 1, or when updates to NDIS guidelines come into effect. We will make every reasonable effort to inform you of any pricing changes.

Payment

If you are claiming **Medicare** or **private health insurance** rebates, **paying privately**, or **self-managing NDIS funding**, we require payment on the day of the appointment. You can:

- pay us on the day of the appointment via credit or debit card. We will email you a payment receipt straight away for your records.
- provide us with your credit or debit card details. We will use these details to charge your card after your appointment with us. Your card will be charged when we process billing, which happens twice per week. We will email you a payment receipt straight away for your records.

If your **NDIS funding is plan-managed**, you will need to provide us with the contact details of the organisation managing your funding. Following each appointment or service, we will invoice them directly, and they will pay us. The invoices will be sent when we process billing, which happens twice per week. At the end of each quarter, we will email you an account statement that lists the services we have billed for, and what we have been paid for, during that quarter.

If your **NDIS funding is NDIA-managed**, you will need to provide us with the details of your NDIS plan. Following each appointment or service, we will claim from the NDIA directly, and they will pay us. The claims will be processed when we process billing, which happens twice per week. At the end of each quarter, we will email you an account statement that lists the services we have billed for, and what we have been paid for, during that quarter.

Cancellations

At Northside Speech, we:

- prepare for each of our client appointments properly;
- limit the number of clients we see each day to ensure we are providing a quality service to each client;
- only accept and start working with new clients when we can offer ongoing services that are likely to meet that client's goals.

If you book an appointment with us and don't turn up - or if you contact us to cancel an appointment with less than two working days' notice - three things happen:

- We lose the time we have spent preparing for your appointment - time we could have spent helping another client or helping you in another way.
- We may not have enough time to reschedule another client for your appointment time, which reduces the total number of clients we can help that day. This is not fair for people on our waiting list.
- We lose income, which makes it more difficult for us to invest adequately in our workers and resources to provide you and other clients with a quality service. In some cases, this can mean that our staff don't get paid as much for their work as they would have had the appointment happened.

Our services and supports are most effective when we trust and value each other's work. We know that unexpected things happen – e.g., cars break down, people get sick, important travel commitments crop up at short notice. But "no shows" and late cancellations (also known as "failures to attend" or "did not attend" ("FTAs" and "DNAs") - particularly if they happen more than once - can interfere with our trust in each other and, over time, can affect a client's overall quality of care. We take pride in our work and don't want this to happen.

Consistent with common practice and the NDIS Pricing Guide for this year, we will accept cancellations up to **two business days before an appointment**. A business day for us includes Monday to Friday. You must notify us by email or by telephone or by text.

If you fail to attend, cancel or seek to reschedule an appointment with less than two business days' notice you must pay us **100% of the appointment fee**. We may occasionally make exceptions on compassionate grounds, solely at our discretion.

If you fail to attend two or more appointments, we reserve the right to discharge you and/or any person under your care from our service.

If we need to cancel an appointment for any reason, we will inform you as early as possible. We do not expect this to happen except in exceptional circumstances (e.g. speech pathologist is ill). Any planned absences (e.g. leave, professional development) have already been factored when this Support Plan was created. You will not be charged, but we will not be liable to compensate you for any other expenses you've incurred in connection with the appointment.