

MelJay Speech Pathology: Privacy and Consent



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This policy explains how MelJay Speech Pathology provides services, how we collect and use information, fees and payments, and your rights as a parent or carer. It is written in clear language to help you understand what to expect.

Please read this policy carefully. A signed copy is required before or at your first appointment.

1. Our Services

MelJay Speech Pathology is directed by **Melissa Fischer**. All therapists are Certified Practising Speech Pathologists and members of Speech Pathology Australia.

Speech therapy sessions:

- are usually delivered in your **home** or your child's **school or early learning setting**
- run for **60 minutes** in total
 - approximately **50 minutes of direct therapy** with your child
 - approximately **10 minutes** for note taking and admin work
- are usually scheduled **fortnightly**, unless otherwise agreed

Home Practice

Home practice is an important part of speech therapy. It is where most learning and goal achievement occurs. Most families will be given:

- strategies to use during everyday routines, and/or
- activities or resources to practise skills at home.

If home practice is not completed, your child's progress may be slower. If home practice is consistently not able to be completed, we may need to pause therapy services and revisit them at a later time.

We understand that family life can be busy. If you are finding home practice difficult, please talk with us so we can adjust the support to better suit your family.

2. Personal Information and Privacy

To provide speech therapy services, we need to collect personal information about you and/or your child. This may include:

- names and contact details
- medical, developmental, and educational history
- assessment results and therapy notes

This information is used to:

- understand your child's needs
- plan assessments and therapy goals
- provide safe and appropriate services

All information is stored securely and is only accessed by authorised staff.

You have the right to request access to your personal information at any time, unless restricted by law.

3. Sharing Information

Your personal information will **not** be shared without your consent, except when:

- required by law or court order
- there is a serious risk to the safety of you or another person
- you have given permission for information to be shared (e.g. with a GP, school, or other professional)
- sharing information is expected and directly related to your child's care.

Your information is not sold, rented, or shared for marketing purposes.

Information will not be shared with overseas organisations unless required by law or with your consent.

4. Assessments and Reports

Your child's progress is regularly monitored and discussed with you.

- **Informal assessments** may occur during sessions and usually do not incur extra costs.
- **Formal or standardised assessments** (e.g. for funding or school purposes) may incur additional fees.

All assessments and any related fees will be discussed with you before proceeding.

Written reports may be provided when required and are billed separately.

5. Fees and Payments

All sessions and resources are billed at the NDIS rate: \$193.99 per hour. Fees vary depending on the service provided and the time required for preparation and documentation.

- Invoices will be sent via email on the day of the session
- Payment is made via direct deposit
- For NDIS Plan Managed clients, invoices will be sent directly to your plan manager who will organise payments.

Payment schedules

- Payment is required within **7 days** of the session, unless otherwise arranged.
- If your child has two outstanding invoices, sessions will be ceased until payment is made.

If invoices remain unpaid, debt collection services may be used and any additional costs will be your responsibility.

NDIS Clients

- Fees are set by the NDIS and follow your individual service agreement.
- It is your responsibility to ensure sufficient NDIS funding is available.
- If funding cannot be claimed, you will be responsible for payment.
- Missed sessions without explanation cannot be claimed through NDIS and will be billed to you.

Medicare rebates

If your child has a **Chronic Disease Management Plan (CDMP)** or a similar Medicare plan from their GP, they may be eligible for a Medicare rebate.

To claim the rebate, you will need to **pay the full session fee first**. You can then submit a claim for the rebate through **MyGov**.

If you need help with this process, please let us know and we will be happy to support you.

6. Waiting List and Referrals

- Existing clients are prioritised when session times become available.
- If no suitable time is available, your child may be placed on a waiting list at your request.
- When times become available, families are contacted in order of the waiting list.

If your child's needs change and another service may be more suitable, we will discuss this with you and provide referral options.

7. Cancellation Policy

When you book a session, that time is reserved for your child on an ongoing basis.

- **At least 2 full business days notice** is required to cancel a session.
- Late cancellations or non-attendance may be charged the full fee.
- If your child is unwell, please contact us as early as possible on the day.
- Ongoing frequent cancellations may result in the loss of your child's regular session time.

Please refer to our **Cancellation and Illness Policy** for full details.

8. Consent and Supervision for Children Under 18

A parent or legal guardian must provide consent for services to be delivered to a child under 18 years of age.

For the safety and wellbeing of all clients, we require that **an adult is present during the session** for anyone **under the age of 18**. For younger children, it is really important that parents are present, so they engage.