



KARA DI DIO  
Speech Pathology

# Client Information & Welcome Kit

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## Welcome

Welcome to Kara Di Dio Speech Pathology. Our mission is to provide family centred, strengths based and evidence based intervention for children with communication disorders. We strive to provide individualized therapy programs based on the unique needs of each child. Meaningful therapy goals are developed in collaboration with the client and their family.

## Our Values

**Collaborative:** We work closely with the team around your child to nurture their needs as a whole

**Innovative:** We continually aim to find new and better ways to provide our services

**Family Centred:** We like to create genuine connections with families to include and encourage them to participate in their child's therapy

**Strengths based:** We like to nurture and build on your child's strengths to help them reach their potential

**Fun:** We aim to deliver a service that is enthusiastic, fun and enjoyable for children

The purpose of this booklet is to provide important information about Kara Di Dio Speech Pathology services and policies.

If you ever have anything you wish to discuss related to our services please do not hesitate to contact us directly via e-mail [admin@karadidiospeechpathology.com](mailto:admin@karadidiospeechpathology.com) or telephone (03 4112 2072).

## **Our Services**

The most common structure of the service is as follows:

1. **Initial Consultation (60 minutes)**
2. **Assessment (60-120 minutes)**
3. **Optional consultation to discuss assessment results and plan intervention (30 minutes)**
4. **Therapy Sessions (30-60 minutes)**

The frequency of therapy will be advised after your initial consultation and/or assessment. Your therapist will develop an intervention plan that best meets the individual needs of your child.

## **Group Programs**

Throughout the year we run a number of different group programs including:

- Social skills groups
- Lego therapy groups
- Literacy groups
- School readiness groups
- Fun with food program

## **Workshops**

At different times during the year we host Key Word Sign workshops for KWS Victoria.

For dates and specific information about group programs and workshops please email us or check the website for what is currently running.

## **Cancellation Policy**

We are committed to providing a high quality service and your therapist dedicates a significant amount of time preparing for your appointment. In addition, there may be times when children are placed on a waiting list for the service. In order to provide the most efficient service we request that clients provide us with sufficient notice when cancelling an appointment. The following policies apply for appointment cancellations, late arrivals and failures to attend.

### **Late Cancellation / Failure to attend an appointment**

Clients unable to attend a scheduled appointment or group session **must cancel the appointment with 48 hours notice** to avoid cancellation fees. If notice is provided after this time, a late cancellation fee of 50% of your scheduled appointment fee will apply. If a client fails to attend a scheduled appointment and no notice is received the full appointment fee is payable.

Further appointments cannot be scheduled until accounts are paid in full. We understand that from time to time 48 hours notice can not be given, in the instance of children being unwell or emergencies occurring. Please phone to cancel appointments with as much notice as you can.

NDIS clients will be charged 90% of the appointment fee as per the NDIS guidelines.

### **Late arrival to an appointment**

To ensure an efficient service schedule we ask that you arrive promptly for your scheduled appointment. We recommend arriving 5-10 minutes prior to your appointment time. There are toys in the waiting room to keep the children entertained. Late arrivals will still incur the full fee for the scheduled appointment. Unfortunately since your therapist will have other appointments scheduled before and after, the session cannot be extended if you are late.



## **Travel Policy**

Therapy sessions, assessments or meetings conducted outside of the clinic will incur a travel fee.

Our travel rates:

- Locations 20km and under will be charged a flat rate fee of \$25.00 in addition to the regular appointment fee  
E.g. 60 minute appointment \$170 + \$25.00 = \$195.00
- Locations > 20km will be charged at \$85 per hour in addition to the regular appointment fee.  
E.g. 60 minute appointment \$170 + \$85 (1 hours travel) = \$255

## **National Disability Insurance Scheme Travel**

NDIS clients will require approval from their NDIS planner to add travel to their plan. Your planner should contact us to arrange a quote for therapy and travel charges. NDIS will then advise an amount that they will fund. The family is liable for any travel fees not included in your child's plan that Kara Di Dio Speech Pathology is unable to claim from NDIS.



## **Consent**

Your consent to treatment is given when selecting YES on the online new client case history form (available on the website). **All clients MUST complete the online form prior to their initial appointment.** If you would prefer to complete a paper copy of the form please contact us to request one.

By providing your consent to treatment you are agreeable to:

- Payment of fees and charges;
- Cancellation policy;
- Sharing of information and reports with other medical/health professionals;
- Voice and video recordings for the purpose of analysis and assessment;
- Text message reminders for appointments
- Provision of assessment and treatment
- Permission for telehealth appointments

If you have any questions or concerns regarding this information please do not hesitate to raise them with your therapist.



## **We Welcome Your Feedback**

As part of our commitment to open communication and continuous improvement, we encourage both our staff and clients to provide constructive feedback (whether positive or negative) on our services.

Clients can provide feedback, formally or informally, to their treating therapist. Feedback forms are available from your therapist. A copy is also included in the forms section of this booklet on page 15.

All feedback received will be recorded by Kara Di Dio Speech Pathology and appropriate consideration and/or action taken. Where appropriate, Kara Di Dio Speech Pathology will advise the person/s providing the feedback with information regarding the actions taken and/or outcomes in relation.

## **Complaints Procedure**

At Kara Di Dio Speech Pathology, we strive to provide high quality services to our clients. Client feedback – both positive and negative – is an essential part of helping us learn from our mistakes and to improve our service quality continuously.

To help you give us feedback, we have provided a feedback form on page 15. Alternatively, you can lodge a complaint in person, over the phone, by email or in writing.

If you are dissatisfied with a service we have provided to you, or you are concerned about any aspects of our care, we encourage you to let us know as soon as practicable so we can address it. Whenever practicable, we will endeavor to resolve your complaint within 30 days. If this isn't practicable, we will let you know why not in writing and give you an estimate of how long it will take for us to respond meaningful.



In some cases, a complaint may require us to notify a regulator, professional body, and/or our insurers e.g. if your complaint includes allegations of professional misconduct or leads us to anticipate a claim for compensation or other litigation. This may become clear only after we have completed our preliminary investigation of your complaint.

If you are unsatisfied with our response to your complaint, our Complaints Officer will endeavor to schedule a time to meet with you to discuss your ongoing concerns with a view to resolving the matter amicably. If an acceptable resolution is not achieved, you have the option to take your complaint to Speech Pathology Australia or Health Complaints Commissioner.

### **Privacy & Confidentiality**

Kara Di Dio Speech Pathology is committed to protecting the privacy of personal information we collect and hold about individuals.

Kara Di Dio Speech Pathology complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), other privacy laws govern how private sector health services like Kara Di Dio Speech Pathology handle your personal information (including your health information), and Speech Pathology Australia's Code of Ethics (2010).

A full version of the privacy policy is available upon request. The privacy policy explains how Kara Di Dio Speech Pathology manages the personal information we collect, use and disclose. Please ask your therapist should you wish to have a copy of the privacy policy.

## **Child Safe Policy**

Kara Di Dio Speech Pathology has a strong commitment to child safety and establishing and maintaining child safe and child friendly environments. All children who come to Kara Di Dio Speech Pathology have a right to feel and be safe. We are committed to the safety and wellbeing of all children and young people accessing our services. Kara Di Dio Speech Pathology will not tolerate incidents of child abuse. All employees understand their obligations to notify the Child Abuse Report Line as soon as practical if they have reasonable suspicion that a child has been, or is being, abused or neglected.

The policy complies with our obligations under the Children's Protection Act 1993, including:

- Section 8B-8D: Child Safe Environments and criminal history assessments for people working with children; and
- Section 11: Mandatory reporting.

For a full copy of the Child Safe Policy please ask your treating clinician or admin staff for one.

## Fees, rebates and funding

Fees current as at July 1<sup>st</sup> 2021

Service Type	Cost	NDIS Plan Managed Cost
<b>Initial Consultation</b> <ul style="list-style-type: none"> <li>• 1:1 appointment with the clinician</li> <li>• Review of previous reports/assessments</li> <li>• Screening assessment (as required)</li> <li>• Communication with your child's therapy team, educators as required</li> <li>• An email/print out detailing a plan for your child's therapy / assessment needs</li> </ul>	50-60 min \$180	50-60 min \$193.99
<b>Therapy sessions</b> <ul style="list-style-type: none"> <li>• 1:1 appointment with the clinician</li> <li>• Programming and planning time</li> <li>• An email/print out detailing your child's goals, practice tasks for the week and their progress in the session.</li> <li>• Homework resources</li> <li>• Communication with your child's therapy team</li> </ul>	20-30 min \$90.00 35-45 min \$135.00 50-60 min \$180	20-30 min \$97.00 35-45 min \$145.50 50-60 min \$193.99
<b>Formal Speech Assessment</b> <ul style="list-style-type: none"> <li>• Formal assessment of speech sounds</li> <li>• 50- 60 min appointment</li> <li>• Assessment report detailing results and recommendations</li> </ul>	\$360	\$385
<b>Formal Language /Literacy Assessment + Report</b> <ul style="list-style-type: none"> <li>• Formal assessment of language / literacy</li> <li>• 90-120 min appointment</li> <li>• Communication with therapy team/educators as required</li> </ul>	\$600	\$650

<ul style="list-style-type: none"> <li>Detailed assessment report with results and recommendations</li> <li>Scoring of parent and teacher rated checklists</li> </ul>		
<p><b>Formal Language &amp; Pragmatic Assessment (ASD ASSESSMENT)</b></p> <ul style="list-style-type: none"> <li>Formal assessment of oral language</li> <li>Formal assessment of pragmatic language</li> <li>Communication with therapy team/educators as required</li> <li>Scoring of parent and teacher rated checklists</li> <li>Detailed assessment report with results and recommendations</li> </ul>	120 – 150 min \$690	\$740

- Group programs and workshops vary depending on the type and duration of the program. Costs for these can be found on the individual program flyers available upon request.
- Medicare Allied Health Initiative for Chronic Disease Management Items – previously known as Enhanced Primary Care – (EPC) plans. A rebate of \$54.60 is available for up to 5 appointments when a Chronic Disease Care Plan has been completed by a GP.
- Private Health Funds – Speech Pathology services can be rebated if you have Ancillary cover with your private health fund. Contact your health fund directly to determine the rebate amount and the maximum amount you can claim per person or family in a calendar year. *You cannot claim through both Medicare and your Private Health Insurer for the same session.*
- Please discuss your child’s eligibility for funding with your GP. All funding documentation needs to be provided at your child’s initial appointment.

## **NDIS PARTICIPANTS**

Please note that as of March 2020, Kara Di Dio Speech Pathology will NOT be a registered NDIS provider. This means that only the following NDIS participants can access our service:

- Self Managed
- Plan Managed through a third party

## **Frequently Asked Questions**

### **Where does Kara Di Dio Speech Pathology treat from?**

We provide a clinic based service from suite 3 / 41 Breed Street, Traralgon.

We also offer telehealth based appointments.

### **Do I need to stay for my child's appointment?**

We strive to deliver a family centered service. This means that we spend time within your child's session providing you with the knowledge, skills and strategies to help your child at home. Children need frequent repetition and practice of skills learnt in therapy sessions outside of the clinic environment. For some children it works best when the parent is outside the room during the session and the therapist will have a brief, 5-10 minute, conversation with you at the end of the session to discuss your child's progress, home practice and any queries you may have.

### **How long will my child require therapy for?**

Each child's needs are unique. Following your child's assessment the therapist will discuss with you a therapy plan. This will include individualized therapy goals and the recommended frequency of appointments.

### **Is there onsite parking available?**

We encourage you to plan to arrive early to your appointment as parking is limited. There are limited parks available directly in front of the clinic, further along Seymour street and on Breed street. There is a large public car park available across the road at the Gippsland Regional Aquatic Centre also.

## **Contacting Us**

**E-mail:** [admin@karadidiospeechpathology.com](mailto:admin@karadidiospeechpathology.com)

**Mobile:** 03 4112 2072

**Address:** Suite 3 / 41 Breed Street, Traralgon

**Facebook:** Kara Di Dio Speech Pathology

**Website:** [www.karadidiospeechpathology.com](http://www.karadidiospeechpathology.com)

## CONSENT FORM

**(Only required to be completed if the online new client form is not completed)**

By agreeing to this form, I hereby give my consent for:

- My child to receive private Speech Pathology services, including assessment and/or therapy, from Kara Di Dio Speech Pathology and agree to pay all associated fees for these services unless otherwise agreed for payment to be made by a third party;
- Kara Di Dio Speech Pathology to contact and share information and reports with the professionals noted who are involved in my child's care. When necessary, this may be via e-mail to an identified e-mail address and my child will be identified during this communication;
- Kara Di Dio Speech Pathology staff to make voice and video recordings of my child to be used solely for the purpose of analysis and individual therapy planning and evaluation;
- Kara Di Dio Speech Pathology to send me text message reminders for my child's scheduled appointments

Kara Di Dio Speech Pathology needs to collect information about you/your child for the primary purpose of providing a quality service to you/your child. In order to thoroughly assess, diagnose and provide therapy, we need to collect some personal information from you. If you do not provide this information, we may be unable to treat you/your child. This information will be used for:

- a. The administrative purpose of running the practice
- b. Billing either directly to you, Medicare or through an insurer
- c. Use within the practice if passing your case on to another speech pathologist or referral to another professional within Think.Grow.Connect;  
and
- d. Disclosure of information to your/your child' doctors, health professional or educators to facilitate communication and best possible care for you/your child

Kara Di Dio Speech Pathology has a Privacy Policy that is available on request. This policy provides the guidelines on the collection, use, disclosure and security of your/your child's information. The Privacy Policy contains information on how you may request access to, and correction of, your/your child's personal information and how you may complain about a breach of your/your child's privacy and how we will deal with such a complaint.

I \_\_\_\_\_ (name), have read the above information and understand the reasons for the collecting the information and the ways in which the information may be used. I understand that it is my choice as to what information I provide and that withholding or falsifying information might act against the best interests of my/my child's assessment and therapy progress. I am aware that I can access my/my child's personal and treatment information on request and if necessary, correct information that I believe to be inaccurate. I understand that the practice must obtain additional consent if the information collected is to be used in any ways other than outlined above.

#### **CLIENT INFORMATION AND WELCOME BOOKLET ACKNOWLEDGMENT**

By agreeing to this document, I acknowledge that I have read and understand, and consent to the information contained in the Client Information and Welcome booklet, such as the cancellation policy, travel policy, privacy and confidentiality.

I acknowledge that the policies contained within the booklet may be updated or otherwise modified, amended or canceled from time-to-time and that Kara Di Dio Speech Pathology will attempt to advise me of any changes as they occur. I also acknowledge that it is my responsibility to stay up to date with these policies and how they apply to me.

Client Name: \_\_\_\_\_

Parent/Carer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



### How Are We Doing?

Please take a few minutes to fill out this survey on the timeliness and quality of the service you receive from Kara Di Dio Speech Pathology. Kara Di Dio Speech Pathology welcomes your feedback and your answers will be kept confidential. Thank you for your participation.

#### General Patient Information

How did you hear about Kara Di Dio Speech Pathology?

- GP/Paediatrician     
  Online search     
  Recommended by another client  
 Other \_\_\_\_\_

How would you rate our concern for your privacy?

- Outstanding       Good        
 Adequate  
 Needs improvement       Poor

Did you receive a Client Welcome and Information Pack prior to your first appointment?

- Yes       No       Unsure

How often have you visited Kara Di Dio Speech Pathology within the past year?

- First Visit       2-5 Visits       More than 6

#### Scheduling Your Appointment

Did you schedule an appointment by phone or did you drop in?

- Scheduled by phone       Dropped in

How easy was it to make an appointment by telephone?

- Outstanding         Very difficult

Was the person who scheduled your appointment courteous and helpful?

- Very courteous         Rude

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If you scheduled an appointment, was your appointment date later than you expected?

Yes |  No

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Have you been able to book appointment times suitable to you/your child

Yes |  No

If not, please state why:

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### Appointments

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How would you rate the courtesy of the staff at the reception desk?

Very courteous        Rude

---

How long did you wait in the reception area beyond your scheduled appointment time?

0 to 5 minutes  5 to 20 minutes  20 to 40 minutes  Other

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### The Staff

---

Did you feel confident in the skills of your Speech Pathologist?

Very satisfied  Satisfied  Neutral  
 Unsatisfied  Very unsatisfied  N/A

---

How well did your Speech Pathologist communicate with you? i.e listen to your concerns, explain your child's difficulties and assessment/therapy processes.

Outstanding  Good   
Adequate

---

Mark the boxes that characterize the demeanor of your Speech Pathologist:

Attentive  Concerned  Friendly  
 Distracted  Rushed   
Inconsiderate

---

Please rate the clarity of the Speech Pathologist's explanation of your child's condition and treatment options:

Outstanding  Good   
Adequate

Needs improvement                       Poor                                       N/A

How well did your Speech Pathologist include you in healthcare decisions?

Outstanding                                       Good                                     

Adequate

Needs improvement                       Poor                                       N/A

Were your questions answered to your satisfaction?

Yes |  No |  N/A

Would you recommend this facility and its staff to your family and friends?

Yes |  No |  N/A

**Additional Feedback**

Please list any areas in which our service could be improved.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Personal Information**

Providing the following information is optional.

\_\_\_\_\_  
 Child's First Name                      Last Name                      Age                      \_\_\_\_\_

\_\_\_\_\_  
 Address                      City                      State                      \_\_\_\_\_

\_\_\_\_\_  
 Email                      Phone                      \_\_\_\_\_

Would you like someone to contact you regarding your responses on this survey?

Yes |  No

*Thank you. At Kara Di Dio Speech Pathology, we strive to provide high quality services to our clients. Client feedback – both positive and negative – is an essential part of helping us learn from our mistakes and to improve our service quality continuously.*

*All feedback received will be recorded by Kara Di Dio Speech Pathology and appropriate consideration and/or action taken in relation. Where appropriate, Kara Di Dio Speech Pathology will advise the person/s providing the feedback with information regarding the action and/or outcomes taken and achieved by Kara Di Dio Speech Pathology in relation.*