



PAYMENT AND CANCELLATION POLICY

Payment:

You will be issued an electronic invoice within 48 hours of you/your child's therapy session.

Payments can be made via bank transfer, and all accounts are to be paid **within 7 days** of receiving the invoice. If you are a plan managed NDIS client, please ensure your plan manager is aware of these terms and direct them to discuss with reSPond Speech Pathology if required.

Please make all payments to account:

ACCOUNT NAME: RESPOND SPEECH PATHOLOGY

BSB: 063-097

ACCOUNT NUMBER: 9176 8651

You/your plan manager are responsible for ensuring you have adequate funds in your NDIS plan to pay for your services accessed. Should you attend a session when you have run out of funding, you will be responsible to personally cover the cost of that session fee.

If two invoices for our services are unpaid, services will cease until the account has been paid.

Fees:

All fees are charged according to hourly rates below, as guided by current NDIS pricing structure (2023-2024). We reserve the right to change our fees according to the NDIS recommended schedule.

Item	Cost
Standard rate:	\$271.59 per hour
Travel:	<p>Flat rate of 10 minutes at the standard rate within Port Lincoln (\$46.17).</p> <p>If outside of Port Lincoln, the travel amount will be calculated using the time spent travelling using the standard rate.</p> <p>Where multiple clients are seen at the same location, one after another, the travel amount will be split.</p>



Therapy - Indirect and Direct supports:

reSPond Speech Pathology will charge for any direct and indirect supports that are specific to the individual client. The list below indicates the direct and indirect services that will be charged:

- Face-to-face appointments
- Travel time
- Report writing (assessments, NDIS reports, summaries)
- Therapy planning meetings to determine specific goals
- Development of home programs
- Development of resources for home-based activities, therapy and home programs (such as visuals, speech flashcards)
- Any discussions/meetings (5 minutes or longer) held face-to-face, via phone or emails, with clients/caregivers, other service providers (such as educators, doctors, other allied health professionals), or key participants

As well as the above, all sessions may have direct and in-direct supports built in to allocated time (e.g. a one-hour session includes 45 mins direct client contact and 15 mins for planning, documentation and follow up).

In accepting supports with reSPond Speech Pathology, you are providing initial, one-off consent that indirect supports will be undertaken and charged as required. As these are not always be able to be discussed prior to occurring, completing a service agreement with reSPond Speech Pathology is confirmation for these supports to be charged.

Cancellations:

To remain sustainable as a business, it is necessary for reSPond Speech Pathology to charge cancellation fees even in the event of illness. If you attend an appointment where you or your child are unwell, you will be asked to leave and will be charged the full session fee.

Cancellation fees will be charged in the event of a no show, or late cancellation. The following will be charged where appropriate.

- No show/unwell attendance – 100% fee
- Cancellation day of appointment – 100% fee
- Cancellation less than 24 hours before appointment – 80% fee
- Cancellation less than 48 hours before appointment - 50% fee

In the event there are three consecutive no shows, services may be discontinued. This is due to the high demand and waiting times for services.