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NEW CLIENT INFORMATION & POLICIES

VISION

Talk & Read Speech Pathology is a private practice offering services in the Greater Springfield region. We are passionate about providing evidence-based, family-centred care. As our name suggests, Talk & Read Speech Pathology offers services for a range of communication and literacy difficulties to children aged 0 to 18 years.

STAFF

Vanessa Bormann is our practice owner and primary speech pathologist. Vanessa has experience working with literacy disorders (e.g., dyslexia and dysgraphia), developmental language disorder, early language intervention, AAC implementation, speech sound disorder, fluency (i.e., stuttering), and parent/teacher training. She has a particular interest in the teaching of reading and has previously supported schools to deliver high-quality reading practices to support all children to learn to read.

APPOINTMENTS

Please contact us by phone or email to book your initial appointment. On confirmation of availability, we will send you an online intake form and consent form. Once we have received your signed forms, we will confirm your initial appointment. Please check your spam folder if you have not received your online forms.

A reminder will be sent **72 hours** before your appointment. Please contact us immediately should you not be able to attend.

SESSION LENGTH

Sessions typically run for **45 to 60 minutes**, depending on your child's age, goals, and individual needs. Each session includes both **direct (in-person)** therapy and **indirect (non-face-to-face)** components such as documentation, planning, or liaison with other professionals. Generally, this is structured as **45 minutes of in-person therapy and 15 minutes allocated to clinical documentation and follow-up tasks**. Final session structure and length will be confirmed during your initial appointment in consultation with your speech pathologist.

PARENT INVOLVEMENT

Parents or caregivers are encouraged to attend sessions, as active involvement supports generalisation of skills. Parent coaching and training are also offered.

TELEHEALTH

Telehealth (video-based) consultations may be available upon request, subject to clinical suitability and family preference.

Talk & Read Speech Pathology offers telehealth appointments via Zoom, a secure, user-friendly video conferencing platform. Telehealth may be recommended or requested when in-person sessions are not possible or when remote support is preferred by families.

Zoom complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth). The platform uses end-to-end encryption to ensure your child's personal and health information remains private and protected during sessions. No sessions are recorded, and any shared documents or information are handled in accordance with our privacy and data security policies.

By participating in a Zoom session, you acknowledge and consent to the use of telehealth and understand the associated privacy protections and limitations. If you have any concerns about using Zoom or require assistance in setting it up, please contact us prior to your session.

MOBILE VISITS

Talk & Read Speech Pathology offers a limited number of mobile visits to homes, early learning centres, and schools within the Greater Springfield area, subject to availability and clinical appropriateness. These visits are designed to support children in familiar environments and allow for collaborative care with educators and caregivers when needed.

- Mobile services must be arranged in advance and are offered on a case-by-case basis.
- Travel time and costs apply and will be discussed prior to booking.
- A suitable, distraction-free space must be available at the location.
- A parent, carer, or authorised adult must be present at home-based sessions.
- Schools or childcare centres must provide written permission and a designated staff contact.

Mobile visits will be discussed at the initial consultation if this option is requested or considered clinically beneficial.

LOCATION

Talk & Read Speech Pathology offers services at our on-site clinic located within Brookwater Corporate House. Our receptionist will be able to direct you to our room. Our address is 5/22 Magnolia Drive, Brookwater QLD 4300.

PARKING

Limited onsite parking is available at the front of the building. Ample street parking is available outside of the building with a short, uphill walk to the clinic. Please arrive 5 minutes early to your appointment to accommodate this. Disabled parking is located at the front of the building.

AMENITIES

Toilets are located on the same level as our clinic. Our staff will show you at your initial appointment. Parents are encouraged (and may be required) to stay in the clinic room for the child's session. If you need to step out momentarily, you may use the kitchen or outdoor seating available. You must remain onsite for the duration of your child's session and are not permitted to leave the building.

PRIVACY & CONFIDENTIALITY

All client information is treated with the utmost confidentiality and managed according to the Privacy Act 1988 (Cth). Information will only be shared with other health professionals or third parties with your written consent.

REFERRALS

A referral to our clinic is not required. You are able to request an appointment without a referral. Any reports or letters from your GP, paediatrician, or other health professionals are appreciated and will assist us with supporting your child.

PAYMENT

Payment for your service is due on the day of your service. Our clinic accepts auto credit/debit card transactions for payment of your session. An invoice will also be issued for clients with third-party providers. Credit card details are kept private and confidential as per our privacy policy and saved within our secure Stripe Invoicing Facility.

CONDUCT

We reserve the right to refuse admission to you and/or any child under your care or ask you and/or any child under your care to leave our premises if we think you and/or they are behaving in a disruptive way or in any way that is likely to cause damage, nuisance, offence, or injury. You will remain liable for the appointment fee and we will not issue any refund in this event. We also ask that

you comply with all health, safety, and any other rules and regulations applicable to our premises and that you agree not to bring onto our premises any illegal or hazardous items.

POLICIES AND PROCEDURES

This policy, our privacy policy, complaints policy, WH&S policy, infectious diseases policy, national code of conduct, SPA code of ethics, and NDIS code of conduct can be found on our website and in our clinic. Talk & Read Speech Pathology upholds the aforementioned policies, codes, and ethical standards when providing speech pathology services.

FEEDBACK, COMPLAINTS, AND GRIEVANCES

We love improving our service to better meet our community's needs, so please reach out if there's something we could do better. Please direct any feedback about our service to admin@talkandread.com.au.

If you have a grievance or complaint, please reach out to Vanessa Bormann at vanessa@talkandread.com.au. Should this not address your concerns, we will guide you through our complaint management policy and procedure, which can be found on our website.

CONTACT

Clinic phone: 0422 120 727

Email: admin@talkandread.com.au

Postal address: Talk & Read Speech Pathology, 5/22 Magnolia Drive, Brookwater QLD 4300

We look forward to supporting you, your child, and their communication and literacy needs so that your child can focus on playing, learning, and growing! If you have any questions relating to any of the information in this document, please contact us.

Vanessa Bormann

Clinic Owner & Speech Pathologist

Talk & Read Speech Pathology