



0422 120 727  
5/22 Magnolia Drive Brookwater,  
QLD, 4300  
[vanessa@talkandread.com.au](mailto:vanessa@talkandread.com.au)  
[www.talkandread.com.au](http://www.talkandread.com.au)

TALK & READ SPEECH PATHOLOGY  
ABN: 41 484 315 215

## NEW CLIENT INFORMATION & POLICIES

### VISION

Talk & Read Speech Pathology are 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 offer 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 48 hours before your appointment. Please contact us immediately should you not be able to attend (see cancellation policy below).

### LOCATION

Talk & Read Speech Pathology offer services at our on-site clinic based in Brookwater. The clinic is within Brookwater Corporate House and our receptionist will be able to direct you to our room. Our address is Suite 19 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, up-hill 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. However, 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.

### CONTACT

Clinic phone: 0422 120 727

Email: [vanessa@talkandread.com.au](mailto:vanessa@talkandread.com.au)

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

### REFERRALS

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

### CANCELLATIONS AND ATTENDANCE

We will send an appointment reminder 3 business days prior to your appointment. You are welcome to contact us by phone to reschedule the appointment if needed.

We require a minimum of 48 hours' notice of a cancellation. **If you cancel your appointment less than 48 hours prior to your appointment, you will be charged the full-service fee. No-shows will automatically be charged the full-service fee.** Please note, this cancellation policy is the industry standard and is needed to cover the cost of the speech pathologist's preparation for the appointment and other associated running costs. Frequent absence will affect the child's progress.

Please ensure you arrive on time for each appointment. Late arrival beyond 20 minutes will be treated as a no-show. Repeated nonattendance may result in discharge from the service. Please discuss your appointment schedule issues with the speech pathologist to see if alternate arrangements can be made.

#### FEE

Fee schedule (as at August 2023) – as per the NDIS pricing arrangements.

Appointments	FEE
Initial Consultation <ul style="list-style-type: none"> <li>1 hour initial appointment not requiring assessment and report</li> <li>Observation and verbal feedback</li> <li>Goal setting</li> </ul>	\$193.99
Speech Pathology Screening Assessment <ul style="list-style-type: none"> <li>1 hour assessment appointment</li> <li>1 page summary report</li> </ul>	\$387.98
Comprehensive Speech Pathology Assessment <ul style="list-style-type: none"> <li>1 hour assessment appointment</li> <li>Comprehensive assessment report (this is required for diagnostic assessments)</li> <li>Assessment form fee included (e.g., CELF-P3, CELF-5, CTOPP)</li> </ul>	\$581.97
Therapy session <ul style="list-style-type: none"> <li>15-minute administration time included in session allocation</li> </ul>	\$193.99/hr
Additional assessment session	\$193.99/hr
Additional reporting (e.g., NDIS reviews)	\$193.99/hr
Meetings (e.g., stakeholders)	\$193.99/hr + travel
Travel	\$193.99/hr

#### REBATES

You may be eligible for rebates through one of these arrangements.

Rebate
<b>A Chronic Disease Management Plan arranged by your GP (up to 5 sessions) *CDMP</b> Medicare Rebate: \$55.10/session
<b>An Autism Assessment referral may be available from your Paediatrician (up to 4 sessions)</b> Medicare Rebate: \$77.80/session
<b>Private Health Insurance</b> Please contact your provider for further information as to the rebates that may apply.
<b>National Disability Insurance Scheme</b> Please contact the NDIS for further information about funding.



0422 120 727  
5/22 Magnolia Drive Brookwater,  
QLD, 4300  
[vanessa@talkandread.com.au](mailto:vanessa@talkandread.com.au)  
[www.talkandread.com.au](http://www.talkandread.com.au)

#### 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 3<sup>rd</sup> 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 regulation applicable to our premises, and that you agree not to bring onto our premises any illegal or hazardous items.

#### POLICIES AND PROCEEDURES

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 uphold 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 communities needs so please reach out if there's something we could do better. Please direct any feedback about our service to [vanessa@talkandread.com.au](mailto:vanessa@talkandread.com.au).

If you have a grievance or complaint, please reach out to Vanessa Bormann at [vanessa@talkandread.com.au](mailto: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.

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