

## WA Speech Fee Schedule and Cancellation Policy – NDIS

### General Statement

At WA Speech, work hard to prepare for each session, and we limit our daily appointments to ensure high-quality service for your family. To help us maintain an effective service, we ask that you notify us of any cancellations as soon as possible. In the event of a cancellation, we will endeavour to:

- Reschedule your appointment.
- Offer flexible service delivery options, such as video conferencing or phone consultations.
- Continue working on your child's program, resources, or reports tailored to their needs and goals.
- Provide support and training to your child's caregivers and educators in line with their needs and goals.

### Fee Schedule

NDIS Participants	
Service Duration	Fee
30 minutes	\$96.99
45 minutes	\$145.49
60 minutes	\$193.99

### Payment methods

#### *Self-managed*

- Parents/guardians who are managing their child's NDIS funding themselves are, wherever possible, required to pay after each service by credit card via our EFTPOS machine at the front desk.
- For parents or guardians managing their child's NDIS funding via a dedicated bank account not linked to a credit card, we will issue an invoice payable through direct bank transfer to the account specified on the invoice. Payment is due within 7 days of the invoice date. Please include your child's surname and the date of service as the payment reference. If payment is not received within this timeframe, reminder notices will be sent.

#### *Plan Managed*

- Parents/guardians who have a plan manager assisting with accessing our service will have their invoice sent to their elected plan manager the same day as the service for payment within 14 days.

**NOTE:** It is important that families accessing NDIS funding to keep an accurate track of their budget. If the funds run out while we are providing services, therapy will be either placed on hold or you will be required to pay for services privately.

## Cancellations and Rescheduling

WA Speech works in accordance to the NDIS Pricing Arrangements and Price Limits 2022-23, a cancellation is considered a short notice cancellation if:

- The participant does not show up within a reasonable time or is not present at the designated location when the provider arrives.
- Less than seven (7) days' notice is given for a cancellation.

Understanding that unexpected events can occur, WA Speech requires only **48 hours' (2 business days) notice** before imposing a 100% cancellation fee, for the session duration and travel time.

Regular and consistent attendance is crucial for your child's progress. If you are facing difficulties attending scheduled appointments, please contact us to explore more suitable options.

You will receive an SMS reminder the day before your appointment. If you need to cancel, please contact us as soon as possible at (08) 9274 1482 or email mail@waspeech.com.au. Please **DO NOT** reply to the SMS as it is not monitored.

## Cancellation by WA Speech

If our staff are unavailable due to unforeseen circumstances like illness or leave, we may need to cancel a session. In such cases, WA Speech will inform you as soon as possible and no charges will be applied for the cancelled session.

Additionally, if a staff member resigns or is absent for more than two weeks, we will collaborate with you to find suitable alternatives, whether through a different therapist, focusing on other goals, or providing a home-based program.

## Contact information

For any billing inquiries or to make payment arrangements, please contact our administration staff.

- Phone: (08) 9274 1482
- Email: mail@waspeech.com.au
- Office hours: Mon-Fri 7:00am – 7:00pm, Sat 8:00am – 2:00pm