

WA Speech Fees and Billing Information for Private Paying Clients

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

Private Paying Clients	
Service Duration	Fee
30 minutes	\$95
45 minutes	\$140
60 minutes	\$190

Payment methods

Payment is required at the time of the appointment unless prior arrangements have been made.

- Payments can be made at our front desk using our health fund-enabled EFTPOS machine which allows us to process your health fund rebate at the time of payment.
- If prior arrangements have been made WA Speech 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.

Medicare rebates

- For clients who have received a referral from the GP allowing 5 Medicare subsidised sessions, we will require a copy of the GP referral at the first session.

- The Medicare rebate will be processed through our practice management systems and the remaining gap will need to be paid by credit card.

Health care rebates

- Clients may be eligible to claim a rebate from their private health insurer for speech pathology services.
- It is the client's responsibility to confirm with their insurer the extent of their coverage and the process for claiming rebates.
- We can provide necessary documentation for the insurance claims upon request.

Cancellations & Rescheduling

WA Speech requires a cancellation notice at least 24 hours before your scheduled appointment. If we do not receive such notice, this will result in a late notice cancellation, incurring a **100%** cancellation fee that will be added to your next appointment charge.

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.

NOTE: 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