



FREQUENTLY ASKED QUESTIONS

Costing:

All services for private and NDIS/DSOA clients are \$193.99/hour

- Therapy/assessment
- Report writing
- Travel
- Resources
- Meetings/case conferences
- Staff training/education

Session times:

- Regular clinic and mobile sessions: These are usually 40 - 45 minutes providing direct therapy to the client. Therapists will spend additional time educating parents/families/support workers, making resources for home practice and case noting which incurs an additional 15 minutes of billable time. The initial assessment may be longer. Please discuss session times with your therapist if you have any concerns.
- Episodic sessions: The nature of these may be due to assessment, meetings, social skills group, make-up appointments etc. Please discuss session times for episodic consults with your therapist.
- Telepractice: Therapists may offer telepractice appointments. Clients must advise therapists if they want a telepractice session no less than 1 business day prior. Telepractice requires more preparation time than face-to-face consultations to ensure all resources are available electronically. Therapists may bill up to 30 minutes for administration which includes: resource preparation and case notes. Billable time is not deducted due to technical issues experienced by client.

Private Rebates Available:

A Medicare rebate from your GP can be arranged through a Chronic Disease Management Plan (CDM), previously known as an Enhanced Primary Care Plan (EPC). This will give approximately \$60 off your session fee. Accounts must be paid for in full. Once paid, this receipt can be lodged with Medicare by AASP or yourself. The rebate will be paid into the bank account provided to Medicare.

Private Health rebates will vary depending on your cover (please check this with your health fund). Accounts must be paid for in full. Receipts are provided which can be lodged to your private health fund for your rebate.



Referral types accepted: At AASP we see almost ALL difficulties with ALL ages.

We have 7 amazing therapists at our practice with different special interest areas.

Haylee	Working Monday, Wednesday and Thursday across clinic and mobile locations treating children with a special interest in: <ul style="list-style-type: none"> ▪ Early intervention clients (developmental delay, Autism, speech disorders, fluency) ▪ Paediatric communication clients (language disorders, speech, social skills, disability) ▪ Paediatric feeding – SOS qualified.
Jami	Working from the clinic (Monday/Wednesday) and mobile locations (Tues/Thurs/Fri) with children with a special interest in: <ul style="list-style-type: none"> ▪ Early intervention clients (developmental delay, Autism, speech disorders, fluency) ▪ Paediatric communication clients (language disorders, speech, social skills, disability) ▪ Paediatric feeding – SOS qualified.
Georgie	Working from the clinic (Monday & Tuesday all day, Wednesday & Thursday afternoon) and mobile locations Wednesday & Thursday morning working with children and adults with a special interest in: <ul style="list-style-type: none"> ▪ Adolescent language disorders and social skills ▪ Adult communication (speech disorders, language disorders social skills) ▪ Social skills groups ▪ Paediatric communication clients (language disorders, speech, social skills, disability)
Alinka	Working from the clinic and mobile locations Tuesday – Friday with children and adults with a special interest in: <ul style="list-style-type: none"> ▪ Early Intervention clients (developmental delay, Autism, speech disorders) ▪ Paediatric communication clients (language disorders, speech disorders, social skills, disability, literacy, AAC) ▪ Adults with neurological conditions (such as Stroke or Brain Injury) affecting language, speech, voice, cognition, memory and swallowing ▪ Adult disability communication clients (emerging communicators, AAC, language, speech, social skills)
Verity	Located in the clinic (Monday, Wednesday and Thursday), Goolwa (monthly on a Friday) and select mobile visits providing services to adult clients with neurological conditions including: <ul style="list-style-type: none"> ▪ Stroke related changes to swallow, speech, language, voice and/or cognition ▪ Degenerative neurological conditions, in particular Parkinson’s Disease, Motor Neurone Disease, and Dementia ▪ Other neurological conditions impacting swallowing and/or communication
Julie	Located across all of Adelaide and the wider regions providing mobile services to adults with: <ul style="list-style-type: none"> ▪ Dysphagia (swallowing/feeding) clients <ul style="list-style-type: none"> ○ NDIS mobile consultations ○ Aged Care facilities and in-home (NDIS, DSOA + Private) ○ DSOA ○ Neurological conditions impacting swallow (e.g. stroke, Multiple Sclerosis, Motor Neuron Disease, Parkinsons, Dementia, etc.) ▪ Disability communication clients (emerging communicators) ▪ Meaningful Mealtimes staff training
Lucy	Currently on maternity leave for 2024 (excluding autism assessments)



Client Capacity and waiting times:

Episodic (assessment only)

Dysphagia assessments are prioritised highly at our clinic. Pending completion of the service agreement clients can expect to be seen between 2-7 business days.

Clients who require a communication assessment only will be offered episodic time slots when therapists have cancellations within their schedule. Assessments will only be offered if there is a therapist with the capacity and skills to do so. Waiting times cannot be approximated.

Autism Assessments:

Our Director, Lucy diagnoses children and adults with Autism. This is a dual assessment with Clinical Psychologist Diana Morcom (A Mind Of Your Own – Psychology, Education and Support).

Regular Therapy:

Clinicians with availability:

- Georgie
- Alinka
- Verity
- Julie (flexible – all consultations are mobile)

Wait-listing:

We do not have a waiting list as we cannot guarantee a timeframe in which a therapist will be available.

Frequency required for services:

Clinic sessions:

- Weekly or fortnightly therapy time spots are allocated.
- Pending therapists work nature, this may not include holiday periods.
- NDIS clients can expect a minimum of 35 hours (weekly) and 20 hours (fort-nightly) of therapy to be requested.

School/home visits for paediatric clients:

- Weekly or fortnightly therapy time spots are allocated.
- Pending therapists work nature, this may not include holiday periods.
- Travel time will be approximated but may vary pending traffic conditions and shared travel arrangements.
- NDIS clients can expect a minimum of 55 hours (weekly) and 30 hours (fort-nightly) of therapy to be requested.

Mobile adult communication clients:

- Frequency of therapy will depend on the therapist's availability. Weekly or fortnightly sessions are ideal.
- Full travel compensation will be expected. Your therapist will discuss this with you prior to commencing services.



Dysphagia (swallowing assessments):

- Typically, 10 hours of therapy per 12-month period is required for this service
- If additional communication or training needs are requested/required additional hours may be sought.
- Full travel compensation will be expected. A 60-minute travel charge each way may be incurred for travel in MMM Zones 5 & 6. Your therapist will discuss this with you prior to commencing services.

Payment:

Invoices are emailed 1-2 business days after the consultation. Payment is made by Internet Transfer referencing the invoice number. Payments can be made over the phone. EFTPOS facilities are available in the clinic, however, a surcharge is applied.

Business model:

All Adelaide Speech Pathology provides a management service for our therapists. Clients should communicate directly with their therapist. Complaints can be made to our administration team which may be escalated to management if administration and the consulting therapists cannot resolve the issue at hand. Enquiries about scheduling need to be made directly to the therapist as they manage their own appointment books.

NDIS: We love working with the NDIS. However, we are not a registered provider so our NDIS clients must be self-managed or plan managed.

Please contact our admin team if you have any additional questions.

We would be more than happy to help :)