



## **Fees and Payment Policy**

Effective March 2026

This policy outlines the fees charged by Holistic Speech Pathology and the payment terms that apply to all clients. We are committed to transparent, fair pricing and clear communication about all fees.

The current fee schedule is detailed in Appendix A.

Information about deposits and refunds can be found in sections 2.3 and 4 of this policy, and in our Cancellations and Non-Attendance Policy.

### **1. FEE STRUCTURE**

**1.1 Our fees are aligned with the NDIS pricing recommendations (\$193.99 per hour) and reflect the expertise, time, and resources required to provide high-quality, evidence-based speech pathology services.**

**1.2 The full fee schedule is available in Appendix A of this policy and in our Terms and Conditions which can be found on our website at [www.holisticsp.com.au](http://www.holisticsp.com.au).**

**1.3 All fees are GST-free in accordance with section 38-7 of the A New Tax System (Goods and Services Tax) Act 1999, as speech pathology services are health services.**

### **2. PAYMENT TERMS**

#### **2.1 Payment Due Date**

2.1.1 Payment is due at the time of service unless alternative arrangements have been made in writing.

2.1.2 Invoices not paid on the day of service will attract a 7-day payment term.

## **2.2 Payment Methods**

2.2.1 We accept the following payment methods:

2.2.1.1 EFTPOS (debit or credit card)

2.2.1.2 Direct bank transfer (details provided on invoice)

2.2.1.3 Automated payment via stored card (Stripe)

2.2.1.4 Private health insurance (HICAPS available for immediate rebates on site)

## **2.4 Invoices and Receipts**

2.4.1 An invoice will be provided before or at the time of service.

2.4.2 A receipt will be provided immediately upon payment.

2.4.3 All invoices include our ABN for tax purposes.

2.4.4 Tax invoices are available on request.

## **2.5 Outstanding Accounts**

2.5.1 A reminder will be sent if payment is not received within 7 days of the invoice date.

2.5.2 Accounts overdue by more than 30 days may be referred to a debt collection agency, with all costs payable by the client.

2.5.3 Services may be suspended if accounts remain outstanding.

### **3. MEDICARE AND PRIVATE HEALTH INSURANCE**

#### **3.1 Medicare – M10 item group (Complex Neurodevelopmental Disorders, eligible disabilities, speech sound disorders, stuttering and cleft lip/palate)**

3.1.1 We are registered for Medicare and can provide services under the M10 item group

3.1.2 A GP referral is required to access speech pathology services

3.1.3 Medicare provides rebates for up to 8 assessment sessions and 20 treatment sessions per lifetime. You may use these in combination with a Chronic Disease Management Plan

3.1.4 The current standard Medicare rebate for these items is \$87.25 per session (as at 16 February 2026).

3.1.5 Clients are responsible for paying the gap between our fee and the Medicare rebate

3.1.6 We can process Medicare claims on your behalf via HICAPS

#### **3.2 Medicare – Chronic Disease Management (CDM) Plans**

3.2.1 We are registered with Medicare and can provide services under the Chronic Disease Management referral scheme.

3.2.2 A GP referral is required, with speech pathology specifically included in the CDM plan.

3.2.3 Medicare provides rebates for up to 5 allied health services per calendar year under a CDM plan.

3.2.4 The Medicare rebate is \$60.35 per session (as of February 2026).

3.2.5 Clients are responsible for paying the gap between our fee and the Medicare rebate.

3.2.6 We can process Medicare claims on your behalf via HICAPS.

#### **3.3 Private Health Insurance**

3.3.1 We accept private health insurance with HICAPS available on site for immediate rebates.

3.3.2 Please check your coverage with your private health insurer before your appointment.

3.3.3 You are responsible for any gap between our fee and your health fund rebate.

3.3.4 Important: You cannot claim both Medicare and private health insurance rebates for the same service. It is the client's responsibility to ensure they only claim from one source.

## **4. NDIS PARTICIPANTS**

### **4.1 NDIS Registration Status**

4.1.1 Holistic Speech Pathology is not currently registered as a NDIS provider.

4.1.2 We welcome NDIS participants who are plan-managed or self-managed.

4.1.3 We cannot provide services to NDIS-managed participants.

### **4.2 Plan-Managed NDIS Participants**

4.2.1 We will invoice your plan manager directly after each session.

4.2.2 You are responsible for providing your plan manager's details and ensuring they have been informed of our services.

4.2.3 Payment is processed by your plan manager

4.2.4 Our fees align with NDIS pricing guidelines.

4.2.5 You are responsible for ensuring you have sufficient funds in your NDIS plan for our services.

4.2.6 If your plan funds are insufficient, you will be responsible for payment of any gap.

### **4.3 Self-Managed NDIS Participants**

4.3.1 Payment is due at the time of service (same terms as private clients).

4.3.2 We will provide detailed tax invoices and receipts for you to submit to NDIS for reimbursement.

4.3.3 Invoices will include the relevant NDIS support item numbers to assist with your claims.

4.3.4 You are responsible for claiming reimbursement from NDIS.

4.3.5 Our standard fees apply.

4.3.6 You are responsible for ensuring you have sufficient funds in your NDIS plan.

#### **4.4 NDIS Cancellation Terms**

4.4.1 For NDIS participants, specific cancellation terms apply as outlined in our Cancellations and Non-Attendance Policy, in accordance with NDIS Pricing Arrangements and Price Limits 2025-26.

### **5. FEE REVIEWS AND INCREASES**

**5.1 Fees are reviewed annually, typically at the start of each calendar year, to ensure they remain aligned with industry standards, NDIS pricing, and the cost of providing services.**

**5.2 Existing clients will be given at least 30 days' written notice of any fee increases.**

**5.3 Fee increases will not apply retrospectively to appointments already booked.**

### **6. FINANCIAL HARDSHIP**

**6.1 We understand that financial circumstances can change. If you are experiencing financial hardship, please contact us as soon as possible to discuss your situation.**

**6.2 We may be able to offer:**

6.2.1 A payment plan for outstanding accounts

6.2.2 Referral to lower-cost services if appropriate

6.2.3 Information about funding options that may be available to you

**6.3 All financial hardship discussions are treated in strict confidence.**

## **7. REGULATORY COMPLIANCE**

**7.1 This policy complies with:**

7.1.1 Australian Consumer Law

7.1.2 Privacy Act 1988 (Cth)

7.1.3 Health Insurance Act 1973 (Cth)

7.1.4 NDIS Pricing Arrangements and Price Limits 2025-26

7.1.5 Speech Pathology Australia Code of Ethics (2020)

**7.2 All fees are GST-free in accordance with section 38-7 of the A New Tax System (Goods and Services Tax) Act 1999, as speech pathology services are health services.**

## **8. QUERIES AND COMPLAINTS**

**8.1 If you have any questions about our fees or payment terms, please contact us:**

Email: [info@holisticsp.com.au](mailto:info@holisticsp.com.au)

Phone: (08) 63881508

**8.2 If you wish to make a complaint about our fees or billing practices, please refer to our Complaint Management Policy.**

## **9. ACKNOWLEDGMENT**

**9.1 By engaging our services, you acknowledge that you have read, understood, and agree to the fees and payment terms outlined in this policy.**

**9.2 You also acknowledge that you have been given the opportunity to ask questions about any aspect of this policy.**

**9.3 This policy should be read in conjunction with:**

9.3.1 General Information Sheet

9.3.2 Cancellations and Non-Attendance Policy

9.3.3 Privacy Policy

9.3.4 Complaint Management Policy

9.3.5 Service Agreement (if applicable)

**POLICY EFFECTIVE DATE: March 2026**

**REVIEW DATE: March 2027**

## APPENDIX A – FEE SCHEDULE

Service	Fee (AUD)
Clinical Consultation (30 min)	\$48
Screening (60 min)	\$144
Initial and Subsequent Assessment Sessions	\$193.99 per hour
Therapy Session — 30 min (direct) + 15 min (indirect)	\$145.49 (@\$193.99 per hour)
Therapy Session — 45 min (direct) + 15 min (indirect)	\$193.99 (@\$193.99 per hour)
Therapy Session — 60 min (direct) + 15 min (indirect)	\$242.49 (@\$193.99 per hour)
Telehealth	\$193.99 per hour
Report Writing	\$193.99 per hour
Travel	\$97.00/hour
Additional services (meetings, consultations)	\$193.99 per hour

### Comprehensive Assessment

The number of assessment sessions and level of analysis (based on complexity) differs between individuals. Quotes for assessments are calculated using the hourly rate and include direct (face-to-face) assessment time with your child and indirect (non-face-to-face) analysis and reporting time.

The following is included in the cost of an assessment:

- Face-to-face comprehensive history and assessment planning
- In-person direct assessment of your child
- Gathering information from other professionals or significant others
- Materials used to conduct the assessment
- Time spent reviewing, analysing and interpreting results
- Collating evidence for evidence-based recommendations
- Writing a summary report

### Therapy Sessions

The design and implementation of your child's therapy plan is individualised to meet their specific needs, your goals, and evidence-based practice. Fees are calculated at the hourly rate of \$193.99 per hour and include direct (face-to-face) and indirect (non-face-to-face) clinical time.

**END OF POLICY**