

Holistic Speech Pathology

TERMS AND CONDITIONS

ABN: 71 297 521 606 | 50b Angove Street, North Perth WA 6006
info@holisticsp.com.au | www.holisticsp.com.au

This document sets out the Terms and Conditions under which **Holistic Speech Pathology** will provide speech pathology services to your child. We've written it to be clear and straightforward — please read it carefully, and don't hesitate to ask us any questions.

1. SERVICE PROVIDER

1.1 Service Provider

| | |
|----------------------------|--|
| Practice Name | Holistic Speech Pathology |
| ABN | 71 297 521 606 |
| Principal Clinician | Rachel Kelly, Speech Pathologist |
| Address | 50b Angove Street, North Perth WA 6006 |
| Phone | (08) 6388 1508 |
| Email | info@holisticsp.com.au |

2. SCOPE OF SERVICES

2.1 Services Provided

Holistic Speech Pathology provides professional, evidence-based speech pathology assessment and therapy services to children and adolescents (aged 0–18) in the areas of:

- Speech sound production — articulation, phonology, and motor speech (including Childhood Apraxia of Speech)
- Stuttering and fluency
- Language development — receptive, expressive, vocabulary, grammar, narrative, and social communication
- Pre-literacy and literacy skills
- Developmental Language Disorder
- Screening to identify children who may benefit from a comprehensive assessment
- Consultation to support understanding and provide guidance

2.2 Service Delivery

Services may be delivered via:

- Face-to-face sessions at the clinic (50b Angove Street, North Perth)
- Telehealth (video or phone) where clinically appropriate
- Home, school, or community visits where clinically indicated and logistically feasible

2.3 What We Don't Provide

Our practice does not provide services for voice disorders, dysphagia and mealtime management, laryngectomy or tracheostomy management, autism assessments, or complex communication needs such as AAC system development. Where these needs arise, we will assist you to find appropriate specialist services. This does not mean children with these needs cannot receive our services — it means they may also need a specialist for those specific areas.

3. FEES AND PAYMENT

3.1 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 |

3.2 Payment Terms

- Payment is due on the same day as service
- We accept EFTPOS/HICAPS, bank transfer, online payment and automatic payment via stored card (Stripe)
- An invoice and receipt will be issued for every service.
- Outstanding accounts must be settled within 7 days of the invoice date. Accounts more than 30 days overdue may be referred to a debt collection agency. You agree to meet any reasonable costs of recovery.

3.3 Fee Reviews

Fees are reviewed annually, typically at the start of each calendar year. We will give you at least 30 days' written notice of any fee increase.

3.4 Financial Hardship

We understand that cost can be a barrier. If you're experiencing financial difficulty, please speak with us — we're happy to explore options including payment plans or referral to lower-cost services.

4. CANCELLATIONS AND NON-ATTENDANCE

4.1 Notice Requirements

We ask for at least 48 hours' notice for cancellations or rescheduling. Please contact us by phone or email.

4.2 Late Cancellations and Non-Attendance

If you cancel with less than 48 hours' notice, or do not attend without notice, a late cancellation fee of 50% of the session fee applies (or \$30 if the appointment is resold to another client). This fee is applied because that appointment time was reserved exclusively for your child.

4.3 Pattern of Cancellations

If attendance falls below 70% of booked appointments over a school term, we will contact you to discuss how we can best support your child's continuity of care. In some circumstances, this may affect our ability to continue holding your regular appointment time.

4.4 NDIS Participants — Short Notice Cancellations

For NDIS participants, a short notice cancellation is one made with fewer than 2 clear business days' notice. In accordance with the NDIS Pricing Arrangements and Price Limits 2025–26, a fee of up to 100% of the agreed session fee may apply. Full details are set out in our Cancellation and Non-Attendance Policy.

5. NO GUARANTEE OF OUTCOMES

We are committed to delivering the highest quality, evidence-based care. However, **speech pathology outcomes are influenced by many factors outside our control** — including the nature and severity of your child's presentation, their engagement with therapy, consistency of home practice, and other individual circumstances.

By agreeing to these terms, you acknowledge and accept that:

- Holistic Speech Pathology does not guarantee any specific therapy outcome or result.
- Progress varies between children, and timelines cannot be guaranteed.
- Our recommendations are based on the best available evidence and clinical judgement at the time of assessment. They may be revised as your child's needs evolve.
- We will always be transparent with you about your child's progress and will work with you to adjust the plan where needed.

6. LIMITATION OF LIABILITY

6.1 Our Commitment to Your Child's Safety

We take all reasonable precautions to ensure the safety and wellbeing of your child while in our care. Our clinicians are appropriately qualified, insured, and work within their professional scope of practice.

6.2 Limitation

To the fullest extent permitted by law:

- Holistic Speech Pathology, its clinicians, and staff are not liable for any loss, injury, or harm arising from the provision of services, except where caused by our own negligence or wilful misconduct.
- We are not liable for any indirect, consequential, or special loss (including lost income or opportunity) arising from the provision, delay, or cessation of services.
- Where our liability cannot be excluded by law, it is limited to the cost of re-performing the relevant service or refunding the fee paid for that service.

6.3 Your Responsibilities

You agree to:

- Inform us of any medical conditions, medications, allergies, or safety concerns relevant to your child before or during service provision.
- Ensure your child is accompanied by a responsible adult at all clinic appointments.
- Advise us promptly of any changes in your child's circumstances that may affect their care.

6.4 Professional Indemnity Insurance

Holistic Speech Pathology holds appropriate professional indemnity and public liability insurance. Details are available on request.

7. PRIVACY AND INFORMATION MANAGEMENT

7.1 Information We Collect

To provide services, we collect personal and health information including your child's name, date of birth, contact details, medical and developmental history, custody arrangements (where relevant), funding details, and information from other professionals involved in your child's care.

7.2 How We Use Your Information

We use your information to provide clinical services, manage our relationship with you, comply with legal and regulatory obligations, and communicate with you about your child's care.

7.3 Information Sharing

With your written consent, we may share relevant information with your child's treating doctor, educators, other health professionals, and Medicare, private health insurers, or the NDIS for billing purposes. Information will only be shared on a professional basis and for the purpose of delivering services.

7.4 Photography and Recording

From time to time we may wish to photograph or video record your child for clinical or educational purposes (for example, to track progress or for use in professional supervision). We will always ask for your written consent before doing so, and images will never be used publicly — including on social media or our website — without your explicit permission. You may withdraw this consent at any time.

7.5 Privacy Compliance

We comply with the Australian Privacy Principles under the Privacy Act 1988 (Cth), the Notifiable Data Breaches scheme, and the Speech Pathology Australia Code of Ethics. Our full Privacy Policy is available on request and on our website.

8. CONSENT

8.1 Consent to Services

By signing this Agreement, you consent to assessment of your child's communication skills and the collection and use of information as outlined in Section 7.

8.2 Consent to Intervention

If intervention is recommended following assessment, a separate Therapy Plan will be provided for your review. We will ask for your informed consent before therapy commences.

8.3 Right to Withdraw Consent

You may withdraw your consent at any time by advising us in writing. Please be aware that withdrawal of consent may limit our ability to continue providing services.

9. RESPECTFUL ENGAGEMENT — ZERO TOLERANCE POLICY

We are passionate about providing a safe, respectful, and positive environment — for your child, for your family, and for our team.

Holistic Speech Pathology has a zero-tolerance policy for abuse of any kind. This includes verbal abuse, threatening language, aggressive behaviour, intimidation, harassment, or discrimination directed

toward any staff member, another client, or any person associated with our practice — whether in person, by phone, by email, or through any other channel.

Where this policy is breached:

- We reserve the right to immediately end the session or interaction.
- We reserve the right to terminate the service relationship with immediate effect, without notice or refund of fees.
- Where there is a reasonable belief of risk to staff or others, we may contact the relevant authorities.

We also reserve the right to decline services to any person for any reason that need not be disclosed, including where we believe there is a risk to the safety or wellbeing of our team.

10. TERMINATION OF SERVICES

10.1 Your Right to Terminate

You may end services at any time by advising us in writing or verbally. Any outstanding fees remain payable.

10.2 Our Right to Terminate

We may terminate or suspend services — with notice where practicable — in any of the following circumstances:

- Outstanding accounts remain unpaid for more than 30 days and no payment arrangement has been made.
- Attendance falls below 70% over a school term and we cannot agree on a sustainable plan.
- There has been a breakdown in the therapeutic relationship that cannot be resolved.
- The services required are outside our scope of practice.
- Threatening, abusive, discriminatory, or otherwise inappropriate behaviour has occurred — in which case we may terminate with immediate effect and without notice.
- Continuation of services would pose a risk to the safety or wellbeing of our clinicians or other clients.

10.3 Notice Period

Except where immediate termination is necessary (such as for safety reasons), we will endeavour to provide at least 2 weeks' notice. We will always act in good faith.

10.4 Referrals on Exit

Where we terminate services or are otherwise unable to continue, we will provide you with information about alternative service providers to support continuity of care for your child.

11. CHILD SAFETY AND MANDATORY REPORTING

11.1 Our Commitment

Holistic Speech Pathology is committed to child safety and wellbeing. We operate in accordance with the National Principles for Child Safe Organisations and Western Australian child safe standards.

11.2 Mandatory Reporting

As health professionals in Western Australia, we have a legal obligation to report to the relevant authorities if we have reasonable grounds to suspect that a child has been or is being abused or neglected. We will fulfil this obligation and act in the best interests of the child at all times.

12. COMMUNICATION AND REPORTING

- We aim to respond to all enquiries within 2 business days.
- Assessment summary reports will be provided within 1 week of completion.

- Comprehensive written reports are available on request and charged at \$193.99 per hour.
- You will receive written confirmation of appointments at least one week in advance (where practicable), including date, time, clinician name, fee, and cancellation terms.
- During therapy, we will discuss your child's progress regularly and adjust the plan as needed.

13. CLINICAL RECORDS

13.1 Record Keeping

We maintain comprehensive, confidential clinical records for all clients, including assessment results, therapy plans, progress notes, and professional correspondence.

13.2 Access to Records

You have the right to access your child's clinical records. Please submit your request in writing. An administrative fee may apply.

13.3 Retention

Records are retained for a minimum of 7 years in accordance with professional, legal, and regulatory requirements.

14. FEEDBACK AND COMPLAINTS

We genuinely welcome your feedback — it helps us improve. If something isn't working for you, please tell us. If you have feedback or a complaint, you can tell us:

- In person at any appointment
- By phone: (08) 6388 1508
- By email: feedback@holisticsp.com.au or complaints@holisticsp.com.au
- In writing to: 50b Angove Street, North Perth WA 6006

We will acknowledge your complaint within 2 business days and aim to resolve it within 5 business days. All complaints are handled in strict confidence.

If you are not satisfied with our response, you may also contact:

- Speech Pathology Australia: www.speechpathologyaustralia.org.au
- Health and Disability Services Complaints Office (HaDSCO): 6551 7600 | www.hadsco.wa.gov.au

15. PROFESSIONAL STANDARDS AND REGULATION

Holistic Speech Pathology operates in compliance with:

- Code of Conduct for Certain Health Care Workers (Western Australia)
- Speech Pathology Australia Code of Ethics (2020)
- Speech Pathology Australia Standards of Practice
- Australian Privacy Principles under the Privacy Act 1988 (Cth)
- NDIS Practice Standards (where applicable)

A copy of the Code of Conduct is available on request and at www.hadsco.wa.gov.au. Our clinicians maintain their professional competence through ongoing professional development and supervision.

16. NDIS PARTICIPANTS

16.1 Registration Status

Holistic Speech Pathology is not currently registered as a NDIS provider. We can provide services to plan-managed and self-managed NDIS participants only.

16.2 Plan-Managed Participants

- We will invoice your plan manager directly following each session.
- You are responsible for providing your plan manager's current contact details.
- You are responsible for ensuring sufficient funds are available in your NDIS plan.
- If plan funds are insufficient, you are responsible for any gap payment.

16.3 Self-Managed Participants

- Payment is due at the time of service (same as private pay clients).
- We will provide detailed invoices including NDIS support item numbers.
- You are responsible for claiming reimbursement from the NDIS and managing your NDIS budget.

17. TELEHEALTH SERVICES

Some services may be delivered by telehealth (video or phone) where clinically appropriate, including pre-assessment consultations, feedback appointments, parent coaching, and some therapy sessions. You will need a reliable internet connection, a device with camera and microphone, and a quiet private space. You may request face-to-face services at any time.

18. GENERAL TERMS

18.1 Governing Law

This Agreement is governed by the laws of Western Australia and the Commonwealth of Australia.

18.2 Changes to This Agreement

We may update this Agreement from time to time. You will be given reasonable advance notice of any significant changes and asked to consent to the updated terms.

18.3 Related Policies

This Agreement should be read together with our Fees and Payment Policy, Cancellations and Non-Attendance Policy, Privacy Policy, and Complaint Management Policy. All policies are available on our website (www.holisticsp.com.au) and on request.

18.4 Severability

If any provision of this Agreement is found to be unenforceable, the remaining provisions continue in full force and effect.