

## General Terms and Conditions

Speech Pathology and Feeding Therapy

### Appointments

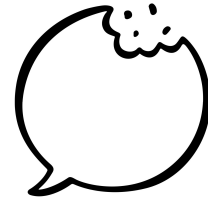
1. Appointments are available Monday to Friday from 9:30am to 4:00pm being the last appointment of the day. Please note that after school appointments are in high demand and clients may be waitlisted for this time slot.
2. Gab & Gulp will communicate and confirm your appointments by email, phone and/or text message.

### Location

1. Gab & Gulp is a mobile service where appointments will be conducted at client's home (face to face). Gab & Gulp are currently servicing most of Brisbane South and Logan suburbs. Option of telehealth is available for clients not within travel distance.
2. If you require appointments in external locations other than home (e.g. school, childcare facility, aged care facility), this will need to be discussed and confirmed with clinician to ensure safety and access.
3. By accepting an initial appointment at Gab & Gulp you are agreeing that when unable to attend in person that that a telehealth appointment may be required. This includes (but is not limited to) the following:
  - 3.1 Due to *any reason related* to a health pandemic e.g. symptoms, awaiting test result
  - 3.2 *Government or our association*, Speech Pathology Australia's *restrictions and policies* that indicate only telehealth appointments can occur
  - 3.3 *Client/Parent/Carer or Provider's* clinicians (please be assured the latter rarely happens) *unwell* but able to undertake telehealth appointments

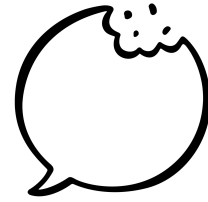
### Referrals

1. Referrals can be made electronically through Gab & Gulp website <https://www.gabandgulp.com.au/#referral> . Alternatively, phone and email referrals are also accepted.



## Cancellations

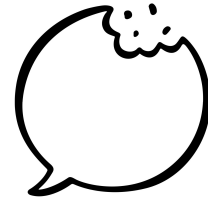
1. If you cancel an appointment less than 48 hours prior to your appointment time or fail to attend an appointment without due cause the full fee will be charged
2. This policy includes **cancellations** for **non-emergency** and **emergency (less than 48 hours notice)**.
  - 2.1 *Non-emergency cancellations require 48 hours' notice.* Non-emergencies include holidays, pre-planned medical appointments, celebrations, school excursions, sports events, or anything that is not designated as an "emergency" (see below). The session must be cancelled with reasonable notice. i.e. no later than 48 hours before the appointment. Greater time is requested when possible. If the session is not cancelled with at least 48 hours' notice, a 100% penalty will be invoiced and emailed to the person responsible for the account.
  - 2.2 *Emergency notifications* are those that are given in *less than 48 hours prior* to your session and *unable to attend by telehealth*: Emergency cancellations are considered on a case by case and history of cancellations basis.
3. If the client is deemed unwell or symptomatic on arrival to the appointment, it is within clinician's discretion to terminate the appointment immediately. Full fee will be charged for the intended appointment.
4. Gab & Gulp offers **make-up sessions**, as they are in the client's best interest. Make-up sessions are offered at the discretion of the provider and **within the clinician's schedule** within the upcoming fortnight. They may not be offered when there is a violation of the cancellation policy.
5. If you **exceed a cancellation/non-attendance rate of three or more sessions within a three month period** your time-slot is in jeopardy. *This attendance ensures consistency in therapy delivery, progress and best practice of speech therapy sessions* (research shows weekly or fortnightly sessions for best outcome). Regular sessions mean goals that are realistic and achievable can be set and ensures everyone is working to meet them. Regular sessions are required to achieve consistency. If you are **unable to make the appointments** due to illness, non-compliance from your child, family obligations etc, which results in *constantly needing to cancel or reschedule appointments*, you are requested to *contact the provider* to discuss your options. Gab & Gulp genuinely wants the best for the client.
6. If you have a regular time slot and **plan on taking a break** from services for any reason, you must give the provider **30 days' notice** or you may be discharged from our service and no further appointments offered within the fortnight.



**Fees**

<b>Support</b>	<b>Duration</b>	<b>Fee</b>
Initial Consultation	30 mins parent consult + 30 mins assessment + 60 mins assessment report	\$400
Initial Consultation	30 mins Parent consult - Complex + 60 mins assessment + 60 mins assessment report	\$480
<i>If additional time is required for initial consultation above, this billed as per therapy session fees listed below</i>		
Therapy Session	30 mins therapy + 15 mins clinical notes	\$145
Therapy Session	45 mins therapy + 15 mins clinical notes	\$194
Formal Assessments	Standardised assessments, billed pro-rata usually requires 2 x 60mins sessions + 120mins report writing time	\$775
Travel	Travel time requiring 30mins or more	\$30
Report Writing	Billed pro-rata 60 mins therapy fee	\$194
*Progress Reports	Up to 2 pages	\$194
*NDIS Progress Report	Billed pro-rata 60mins therapy fee	\$194
*Other services/report	Quoted on a case-by-case basis	

\* 2 weeks notice required for reports. Reports required within 2 week period will have an extra \$100 charge.



### Payment of fees

1. In respect of each week during the Contract Period and in consideration of Gab & Gulp performing the services to the client, Gab and Gulp will invoice the person responsible for the account/Payment Provider for the Support Fees and Charges.
2. Payment of the Support Fees and Charges by the Payment Provider to Gab & Gulp must be made by cleared funds into the nominated bank account of Gab & Gulp (as detailed on the tax invoice) prior to next session or within 7 days of receipt of a valid tax invoice (or such other time period as specified on the tax invoice). Failure to pay within the given time period will result in suspension of the services, which will resume once payment is received.
3. A dispute will not affect payment of non-disputed Support Fees and Charges on the same invoice or the payment of any other invoices due by the Payment Provider and the Payment Provider shall have no right of set off.
4. All Support Fees and Charges are GST exclusive.
5. Any costs whatsoever incurred by AHP Disability in recovering amounts overdue in respect of any tax invoice will be payable by the Participant and Payment Provider.

### Rebates

1. Some clients are eligible for a Medicare rebate through the Chronic Disease Management program and/or HCWA or Better Start Initiative. Access to these programs is through your GP or Paediatrician.
2. Some private health insurance “extras” packages will provide a refund for speech pathology services. Please advise the clinician which health fund you are with so that she can provide you with the appropriate receipt.

### Initial Consultation

1. The initial or first consultation is for one hour. This consultation allows the clinician to gain background information about the client and to screen the client’s current feeding, speech and language skills. Information is gathered by discussing the client’s birth, developmental and medical history, as well as the parent’s observations of the if the client is a child. How the clinician screens the client’s current skills depends on their age. For younger children this may involve observing the child playing with his/her parent. For older children or adults the clinician may administer screening tests.
2. If no other assessment consultations are required a one page summary of the screening consultation is provided free of charge to the client.



3. A one hour (initial) consultation is usually sufficient for the assessment of:

- Voice
- Articulation (Speech)
- Straight forward expressive language delay
- Standard paediatric feeding assessment
- Standard adult swallow assessment

### **Assessment information**

1. The clinician will inform you if a more comprehensive assessment is required and how many sessions this will entail and the cost. The number of assessment consultations required will vary depending on the client's age and the type of communication and/or feeding difficulty.

2. Two or three consultations/hours are usually required for the assessment of:

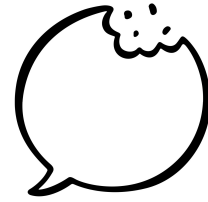
- Receptive and Expressive Language Disorders
- Speech Sound Disorders
- Autism-Spectrum Disorders
- Neurological and Developmental Disorders
- Literacy Learning Difficulties
- Complex feeding difficulties
- Tethered Oral Tissues

3. A kinder/school visit may be required as part of the assessment process.

### **Assessment report**

1. Once initial assessments are completed, an assessment report will be completed and sent to client within 2 weeks via email. Cost of assessment reports as listed in section, **Fees**.

2. For any other reports requested by client, 2 weeks notice is required. Reports required within the 2 week period will have an extra \$100 charge.



### **Complaints and Grievances**

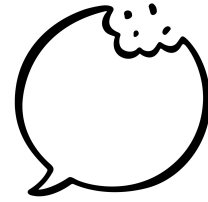
1. The parties will use reasonable commercial endeavours to resolve complaints and grievances between them quickly and, where possible, without resort to legal proceedings.
2. If despite the use of reasonable endeavours, the parties cannot reach agreement on any aspect of their respective rights and obligations under this Agreement, either party may notify the other of the existence of a dispute, giving details of the dispute including references to and copies of any relevant documentation and correspondence.

### **National Code of Conduct**

1. The national code of conduct is a minimum set of standards of conduct for all health service providers who are not regulated by the Australian Health Practitioner Regulation Agency (AHPRA). The national code of conduct (Queensland) can be accessed here:  
[https://www.health.qld.gov.au/data/assets/pdf\\_file/0014/444101/national-code-conduct-health-workers.pdf](https://www.health.qld.gov.au/data/assets/pdf_file/0014/444101/national-code-conduct-health-workers.pdf)

### **Home Visit Safety**

1. Gab & Gulp will conduct a preliminary off-site check with the client over the phone to ask about physical access, people who may be present (children, parents, other relatives or friends), and identify any risks, such as whether the client owns dogs or other animals, the presence of firearms, and / or other risks associated with mental health, violence or behaviour. If the risk is identified and appropriate controls are not able to be put in place, the referral may need to be passed on to another practice.
2. Clinician may offer to provide the service at an alternate workplace if the client or any member of the household has a known history of substance abuse and/or aggressive/violent behaviour. Alternatives may include hiring a room for an hour / afternoon within a GP practice where there are other staff present or seeking another appropriate person to be present in the session.
3. Clinicians have the right to refuse to work or terminate appointments with a client if they feel at risk or threatened and leave a client's home immediately if a situation develops where they are not comfortable.
4. If the clinician is seeing a child; a parent or guardian must be present during the session and will be responsible for the safety and welfare of the child.



## Privacy and Confidentiality

1. Gab & Gulp compiles a client database which contains client contact details (including a record of any Court orders pertaining to paediatric clients), billing information (including information about third party funding sources) and discharge information (if applicable)
2. Gab & Gulp compiles a confidential Health Record (client file) for each client and collects, stores, releases and destroys the Health Record according to the relevant laws (e.g., Commonwealth Privacy Act 1988 and relevant State Acts). Information in the file includes a copy of client information recorded in the Client Database, referral information, a record of other service providers involved with the client, a log of all client contacts, session plans and notes, a record of assessments conducted (including record forms and working notes), correspondence received and sent and discharge information (if applicable)
3. Gab & Gulp keeps financial records that comply with all relevant legislation (including retaining the records for the required amount of time) and seeks specialist advice (from the Australian Taxation Office or an accountant) if unsure as to what the relevant legislation is.
4. When using cloud computing services, Gab & Gulp complies with the Privacy Act 1988 and the relevant Australian Privacy Principles (APPs).