

New Client Pack

PO Box 1548, Unanderra NSW 2526
P: 0418 476 235 | E: beth@wollongongspeech.com.au
www.wollongongspeech.com.au

Welcome!

Dear New Client,

Welcome to Wollongong Speech Pathology. In this pack, you will find all the information you need to work with us. We appreciate you taking the time to review it prior to your first appointment.

Contents:

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We look forward to working with you!

Warm regards,



Beth Causa.
Director and Speech Pathologist
Wollongong Speech Pathology

Information for New Clients

PO Box 1548, Unanderra NSW 2526

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About Us:

Our Story

Wollongong Speech Pathology was established in 2014 by Beth Causa, to offer speech pathology services to **adults and adolescents** in the Illawarra and surrounding regions. As a **mobile** service, we travel to people's homes, hospitals, nursing homes, workplaces, or even local cafes – wherever the best outcomes will be achieved.

We believe that speech pathology services **make a difference** for adults with communication and swallowing difficulties, so we want everyone to be able to access that service if they need it. We will keep developing our knowledge, systems, networks, and resources so that we are capable of delivering high quality and efficient services, where and when they are needed. We share our knowledge with others for the benefit of our clients and our communities.



Our Core Values

- Compassionate
- Vibrant
- Inclusive
- Accessible

Our Mission

Our mission is to enable adults with communication and swallowing difficulties to live their best lives, as part of the Illawarra community.

Our Services

Wollongong Speech Pathology focuses on **REHABILITATION, DISABILITY, AND AGED CARE**. We can:

- Assess and manage swallowing disorders
- Assess and manage communication disorders
- Provide education, advice and support
- Work in a team with you, your family and friends, and other health professionals and support staff

Some client groups we see regularly:

- **neurological** impairment, e.g. stroke, brain injury, dementia, Parkinson's disease, Motor Neuron Disease, Multiple Sclerosis, Huntington's disease
- **physical** changes, such as tracheostomy, respiratory disease, cancer, vocal pathology
- **lifelong disabilities**, e.g. Cerebral Palsy, Down's Syndrome

Our Contact Details

PO Box 1548, Unanderra NSW 2526

P: 0418 476 235 | E: beth@wollongongspeech.com.au

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Beth Causa:

Mobile: 0466 577 133

Email: beth@wollongongspeech.com.au

Sophie Wilson:

Mobile: 0407 978 732

Email: sophie@wollongongspeech.com.au

Coralie Elliott:

Mobile: 0413 005 455

Email: coralie@wollongongspeech.com.au

Alex MacNeil:

Mobile: 0401 901 779

Email: alex@wollongongspeech.com.au

Sarah Kay:

Mobile: 0431 145 275

Email: sarahk@wollongongspeech.com.au

Allanah Starr (Practice Administrator):

Mobile: 0418 476 235

Email: admin@wollongongspeech.com.au

Practice Fax number:

02 4271 7094

Practice Postal address:

PO Box 1548 Unanderra NSW 2526



What you can expect:

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Getting ready

On the day of your first appointment please have the following ready:

- Relevant reports from others (e.g. doctor, previous speech pathologist)
- Your National Disability Insurance Scheme Plan (NDIS participants only)
- Your GP referral (Medicare and DVA clients only)
- Your recent ENT report (voice clients only)

The first appointment

We will ask you for background information and medical history. We will hear your concerns about your communication and/or swallowing ability. We will then assess your strengths and areas of difficulty.

Sometimes a diagnosis can be given, and a plan can be made in the first session. We will usually need time to interpret the assessment, so a plan of action will be made in the follow-up session.

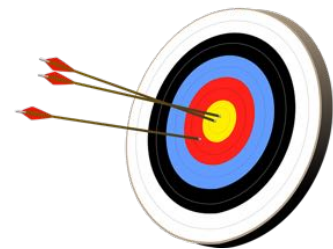
Please talk to us about what **report** you would like to follow your assessment, so that we can meet your expectations.

Then what?

We are **inclusive** in our speech pathology service. That means we want you to contribute to your own therapy plan. Please help us to decide how long sessions will be, where we will meet, what the goals will be, and who will be involved. Of course, we will offer you advice based on our experience!

We are a **goal-directed** service. This means that that as long as you have suitable goals, you are making progress towards those goals, and payment is assured, we are very happy to keep working with you.

GOAL SETTING



Finishing up

There are a number of reasons that our services with you might 'finish up'.

- Ideally, we want to discharge you when your goals have been achieved.
- You might still have swallowing or communication difficulties, but no active goals. In this case we can stop working together until new goals are identified.
- You might still have swallowing or communication difficulties and active goals but no longer making measurable progress in therapy. In this case you might benefit from a therapy break.
- You might move out of area; in which case we can refer you on.
- You might decide we are not the best match for you; in which case we can refer you on.
- If your attendance or participation in sessions is poor, we will make efforts to address this. If unsuccessful, you will be discharged.

Speech pathology students:

Wollongong Speech Pathology sometimes takes students on clinical placement. These students are attending university, studying to be speech pathologists. We are not paid by the universities to supervise students. We take students because they bring fresh ideas, resources, evidence, and energy to our work. It is also nice for us to give something back to our profession. Benefits to you can include:

- A new perspective
- Students are taught the latest evidence, which helps you to get the best outcomes
- Potential for students to offer you extra practice sessions, at a discounted rate
- You can also help to give something back

How does it work?

The length of each student placement varies, depending on the university. Initially the student watches the qualified speech pathologist at work. When ready, the student starts working with clients. Students prepare a “session plan” for all services they deliver to clients. These plans are reviewed by a qualified speech pathologist. Students are always supported and guided by the qualified speech pathologist. Sometimes the qualified speech pathologist will make a comment or suggestion during a session, to help the student to learn.

Student funding FAQ's

Please read the below alongside the “Fee schedule”.

Level of student involvement	Fee for the service	Comments
The session is delivered by my speech pathologist. Students sit in and observe.	Standard fee	This is a standard speech pathology service, so fees are standard.
Some, or all, of the session is delivered by a student. My speech pathologist is present.	Standard fee	Standard fees are charged because your speech pathologist is present and actively part of the session.
The entire session is delivered by a student. My speech pathologist is not present.	Reduced “student” fee	All student-led services are overseen by your speech pathologist. This fee accounts for the speech pathologist's time in overseeing your program.

Feedback / concerns:

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We welcome your feedback. We want you to feel you are getting the most out of your sessions. If you have concerns, we encourage you to **talk to your speech pathologist**, or to the **Practice Director**. Wherever possible, our aim is to resolve your concerns or problem when you first contact us.

Feedback forms

If you don't feel comfortable doing this, you can:

- Fill in a feedback form (contained in this pack) and post it to us at PO Box 1548 Unanderra 2526.
- Complete our online feedback survey, at www.wollongongspeech.com.au

Complaints management process

We will follow these steps to resolve your complaint:

1. Provide you with an acknowledgement of receipt of your complaint;
2. Keep you informed of the progress of the complaint, including any action taken, the reason for any decisions made, and options for review of decisions;
3. Keep you involved in the resolution of the complaint;
4. Advise you in writing of the decision / outcome of the reason for the decision.

If we are not able to resolve your complaint within 10 working days, we will keep you informed of our progress and how long we expect that it will take to resolve your complaint.

What to do if you are not satisfied with the outcome of your complaint

If you feel your complaint has not been resolved to your satisfaction, we invite you to contact one of the following:

1. Speech Pathology Australia. We adhere to SPA's Code of Ethics (2010).
2. The Health Care Complaints Commission. We adhere to the National Code of Conduct for unregistered health practitioners.
3. The NDIS Quality and Safeguards Commission. We adhere to the NDIS Code of Conduct.

Photos, videos, and recordings:

To deliver a quality speech pathology service, we often need to take photos, videos, and/or audio recordings of a person. It is important that we have your consent to take these recordings. We also need you to tell us how we can use the files.

Privacy and consent: All files (including photos, videos, and audio recordings) are stored securely as per Wollongong Speech Pathology's record keeping policy. Please know that you can change your mind and withdraw your consent at any time.

Copyright: The copyright of any images/recordings remains with Wollongong Speech Pathology.



Rights and responsibilities:

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Healthcare is a partnership. On the one hand, you have the right to expect the highest level of healthcare from Wollongong Speech Pathology. In turn, we have the right to expect a high standard from you. A good partnership will ensure we achieve the best results.

	MY RIGHTS	MY RESPONSIBILITIES
Access	I have a right to healthcare. My speech pathology services will meet my needs.	I have a responsibility to give my speech pathologist open and honest information, so that I receive appropriate services.
Safety	I have a right to safe and high quality healthcare. My speech pathology services will be delivered with care, skill and competence.	I have a responsibility to inform my speech pathologist about any factors that could harm me or my progress in therapy.
Respect	I have a right to be shown respect, dignity and consideration, with regard to my culture, beliefs, values, and personal characteristics.	I have a responsibility to treat my speech pathologist with courtesy, dignity, and respect.
Communication	I have a right to be informed about services, treatment, options and costs in a clear and open way. Information about my speech pathology services will be delivered in a way I can understand.	I have a responsibility to ask questions about anything I do not understand. I have a responsibility to communicate openly and honestly with my speech pathologist.
Participation	I have a right to be included in decisions and choices about my speech pathology management.	I have a responsibility to participate in my speech pathology. I will tell my speech pathologist what I hope to achieve from each session. I will set goals that are meaningful to me.
Privacy	I have a right to privacy and confidentiality of my personal information.	
Comment	I have a right to comment on, or complain about, my speech pathology management. My comments will be acknowledged properly and promptly.	I will be open about any concerns, complications, or questions relating to my speech pathology management.

For further information see *Australian Commission on Safety and Quality in Healthcare*.

National Code of Conduct

for health care workers:

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Speech Pathologists are bound by the National Code of Conduct for health care workers. This Code sets out what you can expect from your health care provider. There are 17 principles:

1. Health care workers to provide services in a safe and ethical manner
2. Health care workers to obtain consent
3. Appropriate conduct in relation to treatment advice
4. Health care workers to report concerns about the conduct of other health care workers
5. Health care workers to take appropriate action in response to adverse events
6. Health care workers to adopt standard precautions for infection control
7. Health care workers diagnosed with infectious medical conditions
8. Health care workers not to make claims to cure certain serious illnesses
9. Health care workers not to misinform their clients
10. Health care workers not to practise under the influence of alcohol or unlawful substances
11. Health care workers with certain mental or physical impairment
12. Health care workers not to financially exploit clients
13. Health care workers not to engage in sexual misconduct
14. Health care workers to comply with relevant privacy laws
15. Health care workers to keep appropriate records
16. Health care workers to be covered by appropriate insurance
17. Health care workers to display code and other information

Read more about The Code on our website, or here:

<http://www.coaghealthcouncil.gov.au/NationalCodeOfConductForHealthCareWorkers>

What is the Health Care Complaints Commission?

The Health Care Complaints Commission is an independent body dealing with complaints about health services to protect the public health and safety.

If you are concerned about the health service that we have provided to you or your next of kin, please talk to us. If you are not satisfied with our response, you can contact the Inquiry Service of the Health Care Complaints Commission on (02) 9219 7444 or toll free on 1800 043 159 for a confidential discussion. If your complaint is about sexual or physical assault or relates to the immediate health or safety of a person, you should contact the Commission immediately.



Service in other languages

The Commission uses interpreting services to assist people whose first language is not English. If you need an interpreter, please contact the Translating and Interpreting Service (TIS National) on 131 450 and ask to be connected to the Health Care Complaints Commission (9.00 am to 5.00 pm Monday to Friday).

Contacting the Health Care Complaints Commission

Office address: Level 13, 323 Castlereagh Street, SYDNEY NSW 2000

Post address: Locked Mail Bag 18, STRAWBERRY HILLS NSW 2012

Telephone: (02) 9219 7444

Toll Free in NSW: 1800 043 159

Fax: (02) 9281 4585

E-mail: hccc@hccc.nsw.gov.au

Website: www.hccc.nsw.gov.au

Fee schedule:
Effective from 1st July 2019

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Assessment: \$193.99 per hour

In a typical assessment session, we will ask you for background information; assess your swallowing or communication skills. We may provide education; discuss treatment options; and establish goals. We often spend time outside of these sessions reading previous reports; liaising with external parties (e.g. doctors, insurers); analysing and interpreting assessment data.

Report: \$193.99 per hour

We provide a written report following all assessments, in line with Speech Pathology Australia guidelines.

Individual Treatment: \$148.35 per hour

In a typical therapy session, we will review your progress and goals; provide therapy; and adapt your home exercise program. We often spend time outside of your sessions researching evidence for your treatment, preparing therapy resources, and collaborating with your team.

Group Treatment: \$64.66 per hour

Usually group treatment involves at least 3 clients and is facilitated by a speech pathologist.

Speech Pathology Student: \$64.66 per hour

Wollongong Speech Pathology supports the clinical education of speech pathology students. When we have students with us, we may offer you extra therapy sessions. These 'extra' sessions are delivered by the student speech pathologist, without the qualified speech pathologist present.

Travel: \$193.99 per hour**Cancellation fee (Less than 2 days' notice): 90% of service fee**

The following discounted fee is available for **Pensioners** and **Health Care Card** holders, and for others in exceptional circumstances:

Assessment = \$148.35 per hour
Treatment = \$127.90 per hour

Fee FAQs:

1. **How can I pay?**

We accept payment by cash, credit card, cheque, or direct bank transfer.

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2. **What is your cancellation policy?**

We understand that things come up which can prevent you from attending an appointment. To cancel, you can call, SMS, or email your speech pathologist. We will reply to confirm the message was received. There will be a **cancellation fee** for late cancellations or no-shows.

3. **I have private health insurance. Will I get a rebate?**

You should call your insurance company to make sure speech pathology is covered in your policy. Ask them how much you will get back per session. Also, how much is your annual limit? Most private health insurers will cover assessment and therapy only (not reports or meetings). After you pay for your appointment in full, we will give you a receipt to take to your insurance company, so that you can get your rebate.

4. **I saw my GP and they gave me a referral for a Medicare program. What does this mean?**

The Chronic Disease Management program helps people with complex health needs to access private allied health services. You must see your GP for a referral. You may receive up to 5 subsidised allied health sessions per calendar year. Sessions must be at least 20 minutes long, must be face-to-face (no Telehealth), and must be individual (not groups). After you pay for your appointment in full, we will give you a receipt to take to Medicare. You will receive \$53.80 back per session. NB: You cannot use your private health insurance AND Medicare CDM for the same session.

5. **I have a DVA (Department of Veteran's Affairs) Gold card. How do I pay?**

You will need to see your GP for a referral. Please bring this to your first appointment. If you have a DVA Gold card, you can access all of our services without paying. We will ask you to sign a form at each appointment, to prove to DVA that you received the services. We will then do the claiming for payment – you don't need to do anything else.

6. **Can I choose to have therapy with a speech pathology student?**

The short answer is: no. We need to make sure you achieve great outcomes. We also need to meet each student's learning goals. For this reason, the qualified speech pathologist thinks carefully when offering clients therapy sessions with a student.

7. **Why do I have to pay for a report?**

Speech Pathology Australia's position is that without exception following an initial assessment, review assessment, or at the completion of treatment, the client should receive a written report (Ref: Guide for SPA Members: Report Writing February 2015). Report writing is a separate item on your invoice, to show you the time we have taken when writing your individualized report.

8. **Do your fees change?**

We update our fees every year, usually on 1 July. Your speech pathologist will let you know when the fees are going to change and will give you an updated fee schedule.

Acknowledgement of this pack

PO Box 1548, Unanderra NSW 2526

By signing below, I acknowledge that I have read this pack. P: 0418 476 235 | E: beth@wollongongspeech.com.au
www.wollongongspeech.com.au

I know:

- How to contact my speech pathologist
- Current fees and funding options
- Cancellation policy
- My rights and responsibilities
- How to provide feedback or make a complaint

Client name:

Signature:

Date: / /

Carer/Nominee consent (where required)

My relationship with (client name) is that of

Carer / Nominee name:

Signature: Date: / /

Audio-Visual Consent

I consent that (please circle) photos, videos, and/or audio recordings of me may be taken. These files may be used for:

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- ☐ **Clinical services** – used for my health care and treatment.
- ☐ **Education and Training** - used for teaching purposes and viewed by health professionals within and outside of Wollongong Speech Pathology.
- ☐ **Research** – used in presentations at conferences. Images/recordings may be seen by health professionals and the general public.
- ☐ **Marketing** – includes use in publications on the internet.
- ☐ **Other** – Specify: _____

Working With Students Consent

- ☐ I agree to working with speech pathology students.

Communications Consent

Please send **appointment reminders** by:

- ☐ Email
- ☐ SMS

Please send assessment and progress **reports** by:

- ☐ Email
- ☐ SMS
- ☐ Post

Please send **practice news** and updates by:

- ☐ Email
- ☐ SMS
- ☐ Post
- ☐ NO – I do not want to receive practice news

Client name:

Signature:

Date: / /

Carer/Nominee consent (where required)

My relationship with (client name) is that of

Carer / Nominee name:

Signature:

Date: / /

Privacy Consent Form:

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Wollongong Speech Pathology needs to collect information about you for the primary purpose of providing a quality service to you. To thoroughly assess, diagnose and provide therapy, we need to collect some personal information from you. This information will be used for:

- The administrative purpose of running the practice;
- Billing either directly or through an insurer or compensation agency;
- Disclosure of information to your doctors and other health professionals, to facilitate communication and best possible care for you; and
- In the case of insurance or compensation claims it may be necessary to disclose and/or collect information that affects your return to work.

Wollongong Speech Pathology has a Privacy Policy that is available on request. This policy provides guidelines on the collection, use, disclosure, and security of your information. To ensure the process of quality service provision, information about your assessment results and progress may be given to relevant other service providers, who are involved in your management.

-
- ☐ I understand why my information is collected and how it may be used.
 - ☐ I understand it is my choice what information I provide, and that I should be honest.
 - ☐ I am aware that I can access my information on request. I understand that if, in exceptional circumstances, access is denied for legitimate purposes, that the reasons for this and possible remedies will be made available to me.
 - ☐ I have provided details of people involved in my life, with whom information can be shared (page 2).

Client name:

Signature:

Date: / /

Carer/Nominee consent (where required)

My relationship with (client name) is that of

Carer / Nominee name:

Signature:

Date: / /

Privacy Consent Form:

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I consent to information being shared with the following people, if needed:

Profession	Individual's name	Contact details
General practitioner		
Neurologist		
Ear Nose and Throat Specialist		
Other medical practitioner: _____		
Speech pathologist		
Occupational therapist		
Physiotherapist		
Dietitian		
Social worker		
Psychologist		
Support coordinator		
Rehabilitation case manager		
Other allied health provider: _____		
Other:		
Other:		
Other:		

NDIS Service Agreement

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Overview

This agreement is made between Wollongong Speech Pathology and:

Service participant:	
Participant NDIS number:	

This agreement can be made between Wollongong Speech Pathology and a Nominee (e.g. Plan Nominee, advocate, parent, or guardian). Where relevant, add Nominee details below:

Nominee name:	
Relationship to participant:	
Mailing address / email / phone number:	

Supports and funding available

Registration categories:	Wollongong Speech Pathology is registered to provide: <ul style="list-style-type: none"> Speech Pathology Therapeutic Supports Communications and Information Equipment
Service codes:	Our invoices will show the following code from Support Category 3.15: Improved Daily Living Skills. <ul style="list-style-type: none"> 15_056_0128_1_3 (Assessment, Recommendation, Therapy, and/or Training – Other Therapy)
Hourly rate:	We follow the NDIS Price Guide. If the NDIA makes changes to therapy rates, travel rates, or cancellation fees, we implement that change.
GST:	Most services provided under the NDIS do not include GST. We do not apply GST to claims from Support Category 3.15: Improved Daily Living Skills.
Travel:	We charge a travel fee to come to you, in accordance with the NDIS Price Guide. With your permission we will “apportion” travel. This means we share the travel fee between people living in a similar area, to keep everyone’s travel costs as low as possible.
Remote and very remote:	Some areas we service fall into the “MM4 and MM5” categories. The therapy rate and travel fees are higher in these areas.

NDIS Service Agreement

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Changes to this agreement

If your NDIS plan is reviewed during this agreement:	Let us know! Sometimes the NDIA cancels our service booking when your plan is reviewed. This means we lose our funding. We may need to pause our service with you, until funding is restored.
When approaching the end of your NDIS plan dates:	Please tell us as soon as your Planning Meeting is booked. We appreciate at least 4 weeks' notice about your NDIS Planning Meeting. We want to give you a progress report to take to this meeting, so that you show your NDIS Planner what we have achieved together. We need time to write this progress report. Also, your plan may be cancelled when you attend your Planning Meeting. We may need to pause our service with you, until funding is restored.
Changing this agreement:	We can make changes to the dates, supports, and/or funding contained in this agreement. These changes must be made in writing (e.g. email or letter). All changes must be agreed upon by both parties.
Ending this agreement:	Should either party require this agreement to end, we agree to give 2 weeks' notice . Notice can be given verbally or in writing. If either Wollongong Speech Pathology or the service recipient seriously breaches this agreement, then the requirement of notice may be waived.

Signatures

Client name:

Signature:

Date: / /

Carer/Nominee (where required)

My relationship with (client name) is that of

Carer / Nominee name:

Signature:

Date: / /

Feedback Form



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Please tell us about your experience with Wollongong Speech Pathology.

To give feedback you can:

1. Fill out this form and send it to:
Wollongong Speech Pathology
PO Box 2526
UNANDERRA NSW 2526
2. Email your comments to: beth@wollongongspeech.com.au
3. Fill out on online survey. There is a link on our website www.wollongongspeech.com.au

My feedback

1. My feedback is a:
 - ☐ Compliment
 - ☐ Complaint
 - ☐ Comment/Suggestion
2. I am a:
 - ☐ Client
 - ☐ Family member
 - ☐ Service Provider
 - ☐ WSP contractor
 - ☐ Other: (please specify) _____
3. We encourage you to raise issues with the speech pathologist providing the service in the first instance. Have you discussed the issue with the relevant therapist?
 - ☐ Yes
 - ☐ No
4. What would you like to tell us?

5. What would you like to happen now that you have told us?

6. Would you like a response to your feedback? If yes, tell us your name and contact details.

Name: _____

Preferred contact (e.g. Phone number, email address): _____

Please Note: You may make a complaint anonymously if you prefer. You will not however receive a response and if you do not provide enough information, we may not act on, or be able to resolve your complaint or concerns.

Thank you for taking the time to fill out this form.

