

6 December 2021

Dear Valued Client,

We thank you for choosing Hills District Speech Therapy to provide you with high quality Speech and Occupational Therapy intervention and work with you to reach your goals. We are committed to continuing to provide this high level of care.

We wanted to let you know that as of the 1_{st} January 2022, we will be making some changes to and increasing our service delivery fees. These increases and changes will enable us to continue offering quality, individualised services for our clients and their families. They also ensure we retain our superior clinicians and high level of professional development and training. We wanted to provide this information early on so that you have time to plan your ongoing therapy sessions and additional services.

School Based Services

We alert you to some specific new costs/ changed:

<u>School Based Services- Report fees - Individualised Support Plans (ISP</u>). ISPs are valuable reports that assist with guiding therapeutic intervention and ensuring all service providers and Educators are united in the goals and outcomes. Previously ISP plans were not always charged for, however they form a large part of our clinicians' time and are a valuable tool for you and your child's Educators. We will be charging for our time required to collate and write these ISPs in 2022. The cost will generally be between 1/2 and 1 hour and capped at 1.5 hours. ISPs are reviewed at regular intervals and charged at the time of review.

Cancellation Fee Changes

Cancellation notice needs to occur prior to 3pm the day before your session. No fee will be charged in this event. A \$50 cancellation fee will occur for cancellations after 3pm the day before. Where no notice is given, 90% of the session fee will be charged. Cancellations can be done via email, phone and voice message.

To avoid having sessions suspended, we also request that session payments are finalised within 7 days of service and prior to your subsequent session.

At HDST, we endeavour to keep our clients informed of our approaches and clinical decisions. This includes providing you with insight into what constitutes a standard session at HDST (please visit: <u>https://hdspeechtherapy.com.au/fees/</u>). Our iceberg



visual is a summarised view of all the elements that form a successful, and quality delivery of therapeutic services at HDST.

Therapy Sessions	
All therapy session fees include time required for pre and	
post planning	
30-minute therapy session	\$101
45-minute therapy session	\$135
60-minute therapy session	\$173
Offsite Therapy Sessions (when 2 or more clients are seen	
in same offsite location)	
30-minute offsite therapy session	\$106
45-minute offsite therapy session	\$142
60-minute offsite therapy session	\$182
Other Costs	
Non face to face services – based on hourly rate of	Hourly rate \$160
\$160/hour	
Travel fee – 20 minutes	\$53
Report fees – based on hourly rate of \$160/hour	Hourly rate \$160
ISP report fees- based on hourly rate of \$160/hour	\$80 - \$240
Saturday surcharge (per session)	\$10
Cancellation fee (correct notice given- before 3pm day	No Charge
before)	_
Cancellation fee (short notice given- after 3pm day before)	\$50
Cancellation fee (no notice given)	90% of cost of
	session

2022 HDST Service Price List | Private & NDIA Self-Managed

More Information:

- The cost breakdown and inclusions for our therapy sessions can be viewed by visiting this link on our website: <u>https://hdspeechtherapy.com.au/fees/</u>
- Our cancellation policy can also be viewed by visiting this link: <u>https://hdspeechtherapy.com.au/faqs/cancellation-policy/</u>

Our management and administration team would be most happy to give you any further information or answer any questions regarding the price increase.

Many thanks,

The Team at Hills District Speech Therapy