

Frequently Asked Questions

Referrals we accept:

- Private Health
- Medicare
- NDIS (self-managed or plan managed)
- DSOA (Disability Support for Older Australians)
- Work Cover
- My Aged Care

Referral information:

- No referral from medical provider required
- Please select appropriate referral form from our website
<https://www.alladelaidespeechpathology.com.au/s-projects-basic>

Our support team:

Receptionist hours:

- Our receptionist works Monday – Thursday from 9 – 1pm.
- For general enquiries, please contact admin@alladelaidespeechpathology.com.au

Referrals:

- Our referrals are reviewed and triaged each week by our allied health assistant, Jessica. For all referral enquiries please contact referrals@alladelaidespeechpathology.com.au

Accounts:

- For all invoice enquires, please email Cherie at
accounts@alladelaidespeechpathology.com.au

Pricing:

Please call or email admin for pricing enquiries.

Payment:

Invoices are emailed 1-2 business days after the consultation. Payment is made by Internet Transfer referencing the invoice number. Payments can be made over the phone. Credit card payments can be made over the phone, however a 2.2% surcharge is applied.

Rebates:

A Medicare rebate from your GP can be arranged through a Chronic Disease Management Plan (CDM), previously known as an Enhanced Primary Care Plan (EPC) provides up to 5 discounted sessions per Calendar year. Medicare will rebate approximately \$60 per session. Accounts must be paid for in full. Once paid, this receipt can be lodged with Medicare by AASP or yourself. The rebate will be paid into the bank account provided to Medicare.

Private Health rebates will vary depending on your cover (please check this with your health fund). Accounts must be paid for in full. Receipts are provided which can be lodged to your private health fund for your rebate.

Business model:

All Adelaide Speech Pathology provides a management service for our therapists. Clients should communicate directly with their therapist. Complaints can be made to our administration team which may be escalated to management if administration and the consulting therapists cannot resolve the issue at hand. Enquiries about scheduling need to be made directly to the therapist as they manage their own appointment books.

Frequency required for services:

Clinic sessions:

- Weekly or fortnightly therapy time spots are allocated.
- Pending therapists work nature, this may not include holiday periods.
- Clients can expect a minimum of 45 hours (weekly) and 25 hours (fort-nightly) of therapy to be requested.

School/home visits for paediatric clients:

- Weekly or fortnightly therapy time spots are allocated.
- Pending therapists work nature, this may not include holiday periods.
- Travel time will be approximated but may vary pending traffic conditions and shared travel arrangements.
- Clients can expect a minimum of 55 hours (weekly) and 30 hours (fort-nightly) of therapy to be requested.

Mobile adult communication clients:

- Frequency of therapy will depend on the therapist's availability. Weekly or fortnightly sessions are preferred.
- Full travel compensation will be expected. Your therapist will discuss this with you prior to commencing services.

Dysphagia (swallowing assessments):

- Typically, 10 hours of therapy per 12-month period is required for this service
- If additional communication or training needs are requested/required additional hours may be sought.

Wait-listing:

We do not have a waiting list as we cannot guarantee a timeframe in which a therapist will be available.

Our team: We have 8 amazing therapists at our practice with different special interest areas. Please visit our website to learn more about our team.

<https://www.alladelaidespeechpathology.com.au/team-4>



To enquire about specific therapist's availability, please contact our receptionist
admin@alladelaidespeechpathology.com.au

Session times:

- Regular clinic and mobile sessions: These are usually 40 - 45 minutes providing direct therapy to the client. Therapists will spend additional time educating parents/families/support workers, making resources for home practice and case noting which incurs an additional 20 minutes of billable time. The initial assessment may be longer. Please discuss session times with your therapist if you have any concerns.
- Episodic sessions: The nature of these may be due to assessment, meetings, social skills groups, make-up appointments etc. Please discuss session times for episodic consults with your therapist.
- Telepractice: Therapists may offer telepractice appointments. Clients must advise therapists if they want a telepractice session no less than 1 business day prior. Telepractice requires more preparation time than face-to-face consultations to ensure all resources are available electronically. Billable time is not deducted due to technical issues experienced by client. See our cancellation policy for more information.