

Service agreement



Welcome to Clear Kids! Our vision is to provide high quality speech therapy for people with communication needs to set them up for a bright future.

This agreement is made between you (the client), and Clear Kids. It serves as a guide to the therapy services we provide, and any changes to this agreement need to be discussed and agreed upon by both the client and Clear Kids before implementation. Prior to commencing services with Clear Kids, you will need to electronically sign our intake form sent via our client management system, Halaxy to record that you consent to the terms of this agreement.

Attendance Policy

We pride ourselves on achieving outstanding results for our clients. Consistency in attendance is critical to ensure that children get to meet the goals of their treatment plan. We are sensitive to the pressures faced by the families however please understand we spend time preparing for your appointment and this time slot is reserved for your child, making it unavailable to other waiting clients. It is therefore necessary for us to have a strict cancellation policy.

Cancellations

- Appointments must be cancelled via email directly to your treating therapist and CC support@clearkids.com.au prior to 48 hours (2 business days) of the planned session. A late cancellation within 48 business hours of the session will result in a charge of 100% of the full amount planned for appointment.
- Once you are booked into a regular time slot, you are committing to the entire term (as per ACT public primary schools dates). Sessions will need to be rebooked prior to COB when cancelled outside the 48-hour cancellation period within school terms for any reason.
- All appointments missed outside of the late cancellation period need to be rebooked at the time of cancellation before we can remove your session from the calendar. Alternatively you request your therapist use the time to make up a home program, or meet via telehealth.

Notice of any changes to this policy will be given on the day of cancellation or appointment, whichever is sooner.



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Feedback

We appreciate feedback and value to hear your suggestions about what you find helpful and ideas for improvement. It is the responsibility of clients to raise any concerns in a timely manner with the treating clinician. Feedback can be provided both in person or in writing via email to support@clearkids.com.au. An anonymous survey is sent from time to time to collect feedback and comments regarding your satisfaction with our service.



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Please see the **Pathways** document as a guide to the services we offer and an indication of the number of sessions required.

All sessions include **indirect** time used for planning, preparation, and documentation of the legally required clinical notes, cleaning and tidy up.

Time spent beyond the 45 minute **direct** time allocation providing assessment, intervention or parent consultation will be billed in 5 minute increments or a pro rata basis depending on the length of appointment.

1. Assessment

60 minutes direct/45 minutes indirect
time to review case history, analysis
& documentation

- ▷ (additional sessions are often required as per Pathways)

\$477

Subsequent assessment sessions
45 minutes direct/15 minutes indirect

- ▷ More than one appointment is often required to complete parent and/or teacher interviews, school or childcare based observations, and multiple assessments—for example:
 - Complex Communication Pathway
 - Childhood Apraxia of Speech
 - Language Pathway

\$238.50



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2. Therapy

Ongoing appointments are offered on a weekly or fortnightly basis via telehealth or in clinic. If you are offered a time limited 10-week therapy block, you will be placed back onto our waiting list after this period. Therapy assistant services are subject to availability and client suitability, please discuss with your treating therapist for more information.

45 minutes (30 minutes direct therapy)

\$178.90

60 minutes (45 minutes direct therapy)

\$238.50

60 minutes Therapy Assistant at school
or childcare (45 minutes direct)
TBC by your therapist

TBC



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3. Consultative

Our consultative service provides one-off quick access to a speech pathologist for assessment/guidance rather than an ongoing service. Please discuss your interest in our consultative service with our administration team as this offering is only beneficial for certain clients, for example:

- ▷ Language assessments for school funding
- ▷ NDIS applications
- ▷ Suspected language disorder
- ▷ Investigation for children with literacy difficulties
- ▷ Second opinion on Apraxia of Speech

Assessment (see the above heading 'Assessment' and our Pathways for an indication of price)

60 minutes consultation (45 minutes direct)

\$238.50

- ▷ Parent feedback session
- ▷ Teacher consultation to advise on curriculum modification
- ▷ Consultation with paraprofessional

4. Additional services

Billed at rate of \$238.50 per hour

- ▷ Written and verbal correspondence e.g. report and letter writing, email, phone
- ▷ Home program containing therapy activities and recommendations
- ▷ Report writing e.g. for NDIS, family, or school
- ▷ Resource development, visuals
- ▷ Travel

Plan Managed NDIS – Direct billing

Please note we are a private billing practise and as with all other funding providers such as Medicare, DVA, Health and Funds, we do not bill NDIS Plan Manager directly. If you are Plan Managed NDIS you will need to pay on the day of service and claim a reimbursement from your plan manager directly.



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Payment options

Payment service

During the intake process you will be asked to provide your credit card details which are stored on a secure payment service called 'Halaxy'. Card numbers are not visible once stored and payment is processed automatically.

Our practise covers the card processing for all transactions. Payments can be made by:

Mastercard

Visa

American Express/Debit card

Please be aware that failed transactions to Credit Card payments may incur a processing fee on your end and the system will notify you before reattempting the payment.

To continue to provide high quality services we need to ensure our clinicians and support staff are paid on time. Therefore, payment is processed on the day of your appointment. Payments not received within 5 business days of the date of service will incur a late fee and no further sessions will be booked until accounts are paid. Clear Kids maintains the right to withhold the release of the assessment report until accounts are paid in full and/or reassign the client's regular appointment slot.

Payments not received within 30 calendar days will be forwarded to debt collection for recovery and will incur an additional fee. Please note that each year we adjust our prices and terms in line with the costs of providing clinical services and changes in regulations related to disability and healthcare such as Medicare and NDIS.

Please contact accounts@clearkids.com.au for all queries regarding billing.



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Terms of Service



I wish for my child to access the services of Clear Kids under the conditions described below in the consent form.

By signing this consent: I understand that:

- 1) Results of Speech Therapy vary according individual factors such as the underlying disorder, individual's health and cognitive status, social situation, frequency of therapy, time spent practising, and motivation. Clear Kids cannot guarantee results or be held liable for the individual differences and circumstances which influence the results of therapy. I understand that it is my responsibility to complete home practise in order to realise the benefits of therapy.
- 2) The information I provide will be used by Clear Kids for: managing accounts, providing records to court when required for example mandatory report of child abuse, treatment planning, accreditation and compliance (e.g. Medicare and insurance), and referral to other health professionals (if required).
- 3) A client record will be kept for the purposes of planning training/therapy sessions.
- 4) My personal information, including digital video files will be stored securely and analysed for the purposes of providing speech therapy.
- 5) Clear Kids is not liable for claims by, or damages of any kind whatsoever to me as a client, website user, or Facebook member for actions, decisions or communications made taken in reliance on the information, training or advice given in training sessions or our website/ Facebook page. Such damages include without limitation, direct, indirect, special, incidental or consequential damages.
- 6) The above information is collected under the Federal Privacy ACT 1988 and Privacy Amendment (Private Sector) Act 2000. To view our privacy policy please visit www.clearkids.com.au/privacy
- 7) I can request to access to my health records with the exception of circumstances which might; pose a serious threat to life or health, national security, be related to legal proceedings or breach a legal impediment to access, or impact on the privacy of another person.

If at any time I have any questions or concerns I can contact Clear Kids on **support@clearkids.com.au**

