



# Client Welcome and Information Pack



‘Discover Your Potential’

[hello@discoverspeech.com.au](mailto:hello@discoverspeech.com.au)

[www.discoverspeech.com.au](http://www.discoverspeech.com.au)

0466 351 588

696 Young Street, Albury, NSW



## About Us

Discover Speech Pathology is a paediatric speech pathology business based in Albury's CBD, servicing children from the Albury-Wodonga region and surrounds. We provide assessment and therapy for a wide range of areas including speech, language, literacy, social skills, fluency and voice. Currently, we have a sole Speech Pathologist, Emma Esplin, who has more than six years of experience working with paediatric clients.

## Contact Us

The contact details for our service are below. Please note that we prefer appointment requests via our website. Emails and phone calls will be returned as soon as possible.

**Website:** [www.discoverspeech.com.au](http://www.discoverspeech.com.au)

**Phone:** 0466 351 588

**Business Hours:** Thursdays (8am to 4:30pm), Fridays (8am to 4:30pm) and every second Saturday (8am to 12pm)

**Email:** [hello@discoverspeech.com.au](mailto:hello@discoverspeech.com.au)

**Location:** 696 Young Street, Albury, NSW, 2640.



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# Your First Appointment

Your first session will be an initial consultation. This will take place in our clinic and is where we get to know you and your child. Please arrive on time and make sure your child knows what to expect. Usually, we will sit at our desk for children aged 4 or above and on our floor space on a rug for children below the age of 4 (depending on individual children). During the initial session, we will discuss your reason for referring your child, any relevant results/documentation, as well as all of the important things about your child's and your family's history. This is also where we learn about your child's interests and strengths, so that we can tailor future sessions to your child. We will let you know the fees involved with our service, and if appropriate, some short screeners or assessment can be completed in this session. We usually play a game or two with your child, and this is also a great time to ask questions!

If it is deemed appropriate to do any screening or assessment in the initial consultation session, the initial consultation fee will be waived and clients will only be invoiced for the assessment fee. This is only appropriate for non-complex clients with speech, voice or fluency needs. Assessments for more complex clients or children with language, literacy and social skill needs generally require a full initial consultation and subsequent assessment sessions.

After assessment sessions are complete, you will receive a written report of the assessment results. These are generally available within two weeks of the assessment session. Results are not available at the time of the assessment as our Speech Pathologists require time to score, analyse, interpret and report on the results.





# What You Will Need at Your First Appointment

Please make sure you have already completed and returned your 'Client History Form and Service Agreement' via email before your first appointment. We will go through your responses and any additional questions we may have during this first appointment.

We do not need a referral from a GP or allied health professional to see your child, however, if you have been referred to us, please make sure you have a copy of their referral available. Additionally, please have a copy of any previous assessments, reports or other documentation from other health professionals available.



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## Our Fees and Rebates

Speech Pathology does not usually receive a **Medicare rebate**. You may be eligible for a Medicare rebate through a 'Chronic Disease Management' (CDM) plan. These plans are prepared by General Practitioners (GP). If your GP approves a CDM plan, your child can access 5 sessions with Medicare reimbursing \$52.95.

**Private health insurance** funds generally include Speech Pathology in their 'extras' options. You may be eligible for rebates depending on your level of cover. The amount varies between funds and the type of service claimed. Contact your health fund to determine if you are eligible for a rebate.

We are also able to provide services for **plan-managed or self-managed NDIS clients**.

Please see our service agreement for more information regarding fees.

## Our Cancellation Policy

It is the aim of Discover Speech Pathology to provide effective, efficient and fair services to all of our clients. Our appointment times are specifically assigned to clients and may not be rebooked at short notice. Discover Speech Pathology will waive the cancellation fee if contacted by email or phone 24 hours before a scheduled session. In the event of a 'no-show' or late cancellation, a fee of a standard intervention/consultation session will be invoiced. Please arrive for sessions at the agreed time, as you will be noted as a 'no-show' after 10 minutes past your session start time. It is important to note that private health insurance companies do not provide reimbursements for cancelled sessions.

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Thank you for taking the time  
to read this information. We  
look forward to meeting you  
and your child!

Please keep this booklet for  
your reference and see our  
website for further information.