

TERMS OF SERVICE

ABOUT THIS POLICY

The following Terms of Service are for all clients of the service who are self-funded, NDIS plan managed or NDIS self managed. The Terms of Service are in line with Little Mouths Matter business requirements and therefore are subject to be updated periodically. You are required to read and review the Terms of Service prior to engaging with Little Mouths Matter services.

Eligibility

Little Mouths Matter Speech Pathology provides services to eligible clients who reside in the Central West of NSW. Ages 0-18 years are priority referrals.

Your Privacy

Little Mouths Matter follows the Privacy Act 1988 and the Australian Privacy Principles. For more information on how we collect and store your information, please read, and review the Little Mouths Matter *Privacy Policy* (located on our website).

Cost

Little Mouths Matter charge service fees at the upper price limit stated by NDIS.

The cost of our services to both private clients and NDIS participants are in line with [NDIS Price Arrangement and Price Limits](#), accessible on the NDIS website.

A one (1) hour session involves 45-min clinician face-to-face time, and 15min progress note documentation.

All prices are GST inclusive, if applicable to that service, and include the cost of providing the support service.

The Modified Monash Model is used to calculate the cost of services to the NDIS Participant. This model helps to understand who is receiving services in rural and remote areas of NSW.

If the above supports are provided in remote areas of the western NSW, they are quoted at a higher hourly rate. However, some services may be provided from an office, including consulting with you via phone and email, and report writing. These support activities are charged at the standard rate.

NDIA plan or self managed clients:

Costs outlined with your assessment or therapy service, will be provided to you by Little Mouths Matter prior to your initial appointment. These costs will be outlined within your Service Agreement with Little Mouths Matter. Once a signed copy of your Service agreement is received, you will be contacted to schedule the initial appointment.

Fee for Service/ Private clients:

An estimate of service costs can be provided if requested. The provided is an estimate of cost only and does not constitute a quote. This estimate may change because of variations in the actual treatment provided.

Little Mouths Matter charges travel costs, relevant to the Modified Monash Model. See Appendix A.

Where suitable, the client may have the option to attend sessions via Telepractice to reduce travel costs.

Service Charges

Little Mouths Matter will charge the client for the following requested services:

Service Type	Face to Face Service (F2F)	Non Face to Face Service (NF2F)
+ Initial appointment/ Goal setting meeting Includes clinician travel costs	X	
+ Assessment session (Completion of formalised assessment, screeners and/or observation in everyday environment). Includes clinician travel costs	X	
+ Therapy session	X	

Includes clinician travel costs		
+ Liaison with key people including all correspondence to family, teachers and all other key stakeholders (NDIS, Support coordinator, other allied health etc.) related to your SP service.		X
Development of resources		X
Report writing		X
NDIS Service review document		X
Short notice cancellations in line with the cancellation policy period (>48hours).		X

Payment

The client receiving the service is liable and agrees to pay for all applicable costs of the service invoice within 7 days of the invoice issued.

All prices are GST exclusive, unless GST is explicitly stated.

The client accepts responsibility for full payment of the service if the client is not insured or funded under the National Disability Insurance scheme.

All documentation including assessment reports, NDIS funding applications and NDIS Service review documents will be withheld until relevant invoices are paid.

If payments are overdue (<14 days), all Little Mouths Matter services will cease until outstanding invoices are finalised.

Rights and Responsibilities

The client voluntarily provides sensitive and personal information for the purposes of the speech pathology service and agrees this information is accurate and complete to the best of the client's knowledge.

The client understands that the results or outcome of the treatment and/or intervention cannot be guaranteed.

The client has the right to make informed consent about the treatment and intervention received by a speech pathologist, and that the client has the right to decline or withdraw consent.

The client may be contacted via SMS or email for appointment reminders. The client has the right to opt out of this communication at any time.

The client is responsible to not reproduce or distribute speech pathology material provided as part of the service.

The client has responsibility to notify Little Mouths Matter if the client is unwell, has cold and flu symptoms, isolating for known exposure to COVID-19, and/or tested positive for COVID-19.

The client has responsibility to notify Little Mouths Matter if the client requires to cancel or reschedule a speech pathology session. The client should give as much notice as possible to allow rebooking of the session timeslot.

Little Mouths Matter may charge a cancellation fee if less than 48 hours of notice is provided, and this will be billed as 'short notice cancellation'.

Attendance Requirements

During visits the client must provide a safe, smoke-free environment, with pets secured away from staff. Little Mouths Matter reserves the right to terminate the session if any perceived or actual safety concerns arise.

Appointment Cancellation

Little Mouths Matter requires you to attend your appointment within the agreed time and place.

The client must provide 48 hours (2 days) notice to cancel or reschedule the appointment if the client is unable to attend.

An appointment fee may be charged for late cancellations or non-attendance.

APPENDIX A

Modified Monash Model Classification	Hourly Rate
Trangie (MMM 5 - National hourly rate)	\$193.99
Narromine (MMM 5 - National hourly rate)	\$193.99
Tottenham (MMM 6- Remote)	\$271.59
Nyngan (MMM 6 – Remote)	\$271.59
Dubbo (MMM 5 – National hourly rate)	\$193.99

Classifications and prices in accordance with NDIS pricing arrangements and price limits 2023-2024.