

# Welcome To Little Parrots!



Parent Information Pack

# Hello & welcome to Little Parrots!

Thank you for enquiring about Little Parrots speech pathology services. We hope this information booklet provides you with all the information you need and is the start of your child's journey to great communication and language skills.

We are a friendly, personal speech pathology service providing speech, language and communication assessment and therapy in the comfort and convenience of your own home or at your child's school.

Our vision at Little Parrots is *"for children to discover a love of communicating, participating & engaging with the people in their lives."*

Little Parrots provides home-based or school-based speech therapy for children between the ages of about 0-9 years old, in the outer eastern and inner south-eastern regions of Melbourne. Our Speech Pathologist's areas of special interest and expertise include:

- Early Language & Communication skills
- Autism Spectrum Disorders
- Articulation & Oro-motor difficulties
- Language & Learning difficulties
- Social Skills
- Stuttering
- Voice disorders
- Early Literacy skills

Along with this information booklet, you will be given some forms to fill in and return to Little Parrots. These forms will help to provide your Speech Pathologist with some background information about your child and allows them to understand your child's development, skills and your concerns before your first session.

Please take the time to read all sections of this booklet, as there is important information about our service options and rebates or funding that you may be able to access for your child's speech pathology sessions. If you have any questions about the information in this booklet, please feel free to contact us at any stage on 0402 270 853 or [info@littleparrots.com.au](mailto:info@littleparrots.com.au).

You can also find out more about Little Parrots, or keep in touch with us, via:

- Website: [www.littleparrots.com.au](http://www.littleparrots.com.au)  
Facebook: [www.facebook.com/LittleParrotsSpeechPathology](http://www.facebook.com/LittleParrotsSpeechPathology)  
Pinterest: [www.pinterest.com/littleparrots](http://www.pinterest.com/littleparrots)  
Blog: [www.littleparrotstatter.blogspot.com.au](http://www.littleparrotstatter.blogspot.com.au)  
Twitter: [www.twitter.com/littleparrots1](http://www.twitter.com/littleparrots1)

So, grab a cuppa & happy reading!

Kind regards,

*Robyn Bishop*

Director of Little Parrots

## A little bit about our staff at Little Parrots...

### Robyn Bishop – Director/ Paediatric Speech Pathologist

- Qualifications: Bachelor of Speech Pathology (1999)
- Previous work: Hospitals, Community Health Services, Early Intervention Programs, Private Practice.
- Expertise: Autism Spectrum Disorders, PECS, sensory impact on communication, speech sounds, social skills, Oro-motor difficulties, Early language, Hanen.
- Travels to: City of Knox, Casey, Maroondah, Whitehorse and surrounding areas.
- Personal: Mum of two beautiful girls (one of whom has Asperger's), married to my supportive husband, and I'm a self-confessed stationary enthusiast!



### Melanie Knight – Paediatric Speech Pathologist

- Qualifications: Bachelor of Speech Pathology (1994)
- Previous work: Schools, hospital, community health, early intervention & private practice
- Expertise: Literacy/ Phonological Awareness, Speech sound disorders, Language delays, Learning difficulties, Voice, Fluency, Autism Spectrum Disorders, PD/ Training and Consultations.
- Travels to: City of Maroondah, Whitehorse, Knox and surrounding areas.
- Personal: Mother of 3 school-aged children, Melanie understands the demands of family life – and the associated 'chaos' that often ensues across any given day!!



### Nicole Elwers – Paediatric Speech Pathologist

- Qualifications: Bachelor of Speech Pathology (1993)
- Past work: Dept. of Education/ schools, Dept. of Human Services, private practice, National Health Service (UK)
- Expertise: Assessment/diagnosis of school age children, Articulation, Severe language disorders, Phonological awareness and Literacy.
- Travels to: City of Whitehorse, Knox, Monash and surrounding areas.
- Personal: Nicole has two primary school-aged children, and loves working with school staff to benefit students.



### Lydia Chua – Paediatric Speech Pathologist

- Qualifications: Bachelor of Speech Pathology (1999)
- Past work: Schools, Hospitals, Community Health, Early Intervention & Private Practice
- Expertise: Speech sound disorders, early language, feeding and swallowing disorders, learning difficulties, fluency, Autism Spectrum Disorders, PECS, Hanen, Floortime.
- Travels to: City of Monash, Knox, Greater Dandenong and surrounding areas.
- Personal: Mum of one school-aged child, Lydia understands the challenges involved in fitting everything into your day around the needs of children and the need to be flexible.



### Sarah Katthagen – Paediatric Speech Pathologist

- Qualifications: Master of Speech Pathology- Honours (2012)
- Past work: Early intervention, hospitals, university education.
- Expertise: Speech sound disorders, Early language, Fluency.
- Travels to: City of Maroondah, Lilydale and surrounding areas.
- Personal: Bookworm, crafter, and 'mum' to two very spoilt cats! Sarah believes in empowering parents to take an active role in their children's therapy 'journey', and has a keen interest in Autism Spectrum Disorders and literacy assessment and intervention.



### Tasneem Abdul Samad - Paediatric Speech Pathologist

- Qualifications: Bachelor of Speech Pathology (2008)
- Past work: Schools, Community Health, Early Intervention & Private Practice
- Expertise: Speech Sound Disorders, Dyspraxia, Language Delay, Fluency, Autism Spectrum Disorders, Learning Difficulties
- Travels to: City of Moreland, City of Darebin, City of Yarra and surrounding areas.
- Personal: Enjoys trekking, cycling, and travelling. Tasneem is passionate about working together with families to benefit children. She has a keen interest in dyspraxia and language delay.



# Speech Pathology Services & Fees -2015

## What's included?

Our fees at Little Parrots not only include the time we spend with your child during their session, they also include:

- Your Speech Pathologist's travel **time** to your home/ school (up to 15km from our base)
- Planning & preparation time for your child's session
- Materials given to you for home practice tasks (worksheets, cards)
- Record keeping after your child's session for their file
- Liaising with other professionals your child may be working with (eg. Teacher, GP, Specialists)
- Medicare administration – completing Medicare reports for your GP
- Other administrative costs

## "Out of Area" Travel Charge:

We have a 15km radius "free travel zone", whereby clients who live within the 15km radius of the nearest Speech Pathologist ON YOUR CHOSEN DAY, are not charged any additional travel fee on top of the session fees. If you are unsure whether you live within our "free travel zone", please contact us on 0402 270 853 for a quote.

## INDIVIDUAL SESSIONS

### Individual Speech Pathology sessions:

Most children will require individual speech pathology sessions for a period of time. We offer 45 and 60 minute sessions. Your individual speech pathology sessions may include assessment or therapy or a combination of both.

Length of individual session	Session fee (per session)
Initial session	\$160.00
1 hour	\$125.00
45 minutes	\$110.00

### Formal Speech Pathology assessment & report:

Formal assessments are often required prior to school entry, or if you are going through the process of diagnosis for your child. Formal assessments are also used to help with goal setting and prioritising these goals.

Our formal assessment and report package includes:

- 2 x individual, 1-hour assessment sessions
- a written assessment report, providing information on your child's scores, outcomes from all assessments completed and analysis of scores. Recommendations and strategies will also be provided in the report.

Little Parrots Service	Assessment & Report package fee
Assessment & Report package	\$450.00 per package

### Educational Setting Observation Visit:

Kindergarten, child care or school visits can be an important and valuable part of your child's speech pathology intervention. Observation sessions in these settings allow your Speech Pathologist to see how your child communicates and interacts with others in a social and more formal, educational setting.

These observational, centre-based visits include:

- a one-hour observation of your child during their kindergarten, child care or school
- discussion with the teacher regarding concerns, goals and strategies
- a brief report of observations, including strategies for the teacher or carers to use to help your child achieve their goals in a group environment.

Little Parrots Service	Standard Fee
Educational Setting Observation Visit	\$195.00 per visit

### GROUP PROGRAMS

#### Social Skills/ Pragmatic Language Group sessions:

Social skills are the foundation for a child's development and learning, and with better developed social skills children can have greater school success, increase their independence, interact with others more positively and establish and maintain quality friendships.

Our 7-week Social Skills Group will help children to:

- build an understanding of social rules and social expectations
- problem-solve and negotiate with peers when conflict occurs
- understand how to work together as a 'team'
- grow in confidence with their social interactions

Little Parrots Service	Total cost of the 6-week group program	Cost per session
Social Skills/ Pragmatic Language Group program	\$450.00	\$75.00 per session

#### Early Language Group sessions:

This 4-week Early Language Group is designed for children aged approximately 1.5 years to 2.5 years who are having difficulties with using language and developing vocabulary to an age-appropriate level.

Our Early Language Group will focus on:

- Parents learning language stimulation strategies with the Speech Pathologist
- Parents practising these strategies in a supported playgroup environment
- The Speech Pathologist giving immediate feedback and individualised home practice

Little Parrots Service	Total cost of the 4-week group program	Cost per session
Early Language Group program	\$300.00	\$75.00 per session

## **OTHER SERVICES**

### **Attendance at Meetings:**

There are times when you might need to bring everyone who is working with your child, together for a meeting. Meetings of this nature might include a PSG (Program Support Meeting), Care Plan meeting, ABA meeting or meeting organised by yourself or your child's kinder or school. Your Speech Pathologist will prepare a written summary of information regarding your child, to present at the meeting. Your Speech Pathologist will also attend this meeting (typically 1 hour) and contribute as appropriate, and will also follow up on any issues related to your child as a result of this meeting.

Little Parrots Service	Standard Meeting fee
Attendance at Meetings (1-hour)	\$155.00 per meeting

### **Additional Administrative Tasks:**

Sometimes you might require us to write extra letters, reports, funding applications, make visual materials or schedules, write personalised social stories, etc. Quotes for these services can be provided on request.

Little Parrots Service	Standard fee
Administrative tasks	\$60.00 per hour

If your child requires additional services from Little Parrots, you are welcome to ask your Speech Pathologist for a quote for additional services. This way you will know what the extra costs are, for your weekly budget, and to make sure there are no 'surprises'.

## **CANCELLATION FEES:**

We all get sick from time to time, so this cancellation policy was created to ensure that both the therapists and families have the same understanding and expectations when it comes to cancelling a session.

### **If you need to cancel a therapy session:**

- Please give your Speech Pathologist as much notice as possible (24+ hours notice if possible).
- Call your Speech Pathologist directly, or call Robyn ASAP on 0402 270 853.
- Please specify whether you would like to keep your appointment the following week or arrange an alternative time.

### **If you do not cancel a therapy session and your Speech Pathologist arrives at your home, and you are not at home:**

- Your Speech Pathologist will attempt to contact you using the contact numbers you have provided.
- If unable to contact you, your Speech Pathologist will wait for 15 minutes, in case you have been held up.
- You will be charged the full fee for that session as preparation and travel time has already been provided and the appointment time has been dedicated to you.

### **If you cancel your appointment with your Speech Pathologist at short notice (ie. Less than 4 hours):**

- You may be charged a **cancellation fee of \$55.00**
- This decision is at the discretion of Little Parrots, depending upon your circumstances

### **If your Speech Pathologist needs to cancel their appointment with you:**

- They will give you as much notice as possible. Your Speech Pathologist will endeavour to give you at least 24 hours notice where possible.
- They will contact you using the contact numbers you have provided.



## Medicare, Rebates & Funding

Medicare Australia provides rebates for eligible clients, whereby you can claim part of your money back for your speech pathology sessions. Little Parrots is registered with Medicare, and all our Speech Pathologists have a Medicare provider number so that, if your child is eligible, you can claim a Medicare rebate for some sessions. Please contact your GP to discuss whether your child may be eligible.

You may need to make a specific appointment to fill in the paperwork associated with this, so tell the doctor's receptionist when you are making an appointment. At your appointment, give your GP the following details, so that they can make the referral to your Speech Pathologist.

**Robyn Bishop**  
Little Parrots  
PO Box 552  
Boronia, VIC 3155  
Ph: 0434 373 073  
Provider No.: 2937741J

**Melanie Knight**  
Little Parrots  
PO Box 552  
Boronia, VIC 3155  
Ph: 0422 422 910  
Provider No.: 4505502W

**Nicole Elwers**  
Little Parrots  
PO Box 552  
Boronia, VIC 3155  
Ph: 0416 192 481  
Provider No. 2722392L

**Lydia Chua**  
Little Parrots  
PO Box 552  
Boronia, VIC 3155  
Ph: 0413 157 846  
Provider No.: 4397626X

**Sarah Katthagen**  
Little Parrots  
PO Box 552  
Boronia, VIC 3155  
Ph: 0410 135 242  
Provider No.: 4967901T

**Tasneem Abdul Samad**  
Little Parrots  
PO Box 552  
Boronia, VIC 3155  
Ph: 0410 708 014  
Provider No.: 4450112A

If you have private health insurance you will need to decide if you will use Medicare to claim a rebate for your speech pathology sessions, or your private health extras cover.

**YOU CANNOT CLAIM FROM BOTH MEDICARE AND THROUGH YOUR PRIVATE HEALTH FUND FOR THE SAME SPEECH PATHOLOGY SESSION.**

Once you have a Medicare plan, you will need to give the paperwork to your Speech Pathologist at your first session or send it to us prior to your first session. **Little Parrots legally needs to have your Medicare referral documents on file and cannot issue Medicare receipts without this document.**

You will still need to pay for your speech pathology sessions in full, then you will be emailed or posted a specific Medicare receipt within a week of your session. You then simply present your itemised receipt to a Medicare office to receive your rebate.

Getting your head around all the 'ins and outs' of the Medicare rebate system can be difficult, so please feel free to contact us at any time if you are unsure whether you are eligible for a Medicare rebate or you have any questions.



The different Medicare schemes and some details about each one are listed below.

#### **CHRONIC CONDITION AND COMPLEX CARE NEEDS (ITEM 10970)**

- **Rebate amount = \$52.95 per session**
- **Previously known as an 'Enhanced Primary Care plan' - EPC**

Only your GP can determine whether your child will be eligible.

Under this Medicare item (10970), your child (if deemed eligible) will have up to 5 allied health services per calendar year.

#### **ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES WHO HAVE HAD A HEALTH ASSESSMENT (ITEM 81360)**

- **Rebate amount = \$52.95 per session**

If your child is of Aboriginal or Torres Strait Islander descent they may be referred by their GP for speech pathology services. This can be accessed in addition to allied health services for people with a chronic medical condition and complex care needs (item 10970: see above).

Under this Medicare item (81360), your child will have up to 5 allied health services per calendar year.

#### **CHILDREN WITH AUTISM / PERVASIVE DEVELOPMENTAL DISORDER (ITEMS 82005 & 82020)**

- **Rebate amount = \$74.80 per session**
- **Referral needed from a Consultant Psychiatrist or Paediatrician**

A referral from your child's Paediatrician or Consultant Psychiatrist is needed for the assessment and/or therapy sessions.

Assessment speech pathology sessions (up to 4 sessions) for children aged under 13 years (item 82005). Sessions must be at least 50 minutes duration and services provided in person.

Therapy speech pathology sessions (up to 20) for children aged under 15 years (item 82020). Sessions must be at least 30 minutes duration and services provided in person.

#### **Private Health Insurance Claims:**

As all of our Speech Pathologists at Little Parrots are registered with Medicare, we are automatically registered with most of the major health funds. However, if you are planning to claim your speech pathology sessions through your private health insurance, please call your private health fund to make sure your Speech Pathologist is registered with them.

If your Speech Pathologist is not registered with your fund, this is easily done. Simply notify Little Parrots and we will register with your private health fund – easy!

#### **Other funding sources/ DSS (FaHCSIA):**

If your child has access to funding from other sources e.g. DSS/ FaHCSIA - 'Helping Children with Autism' or 'Better Start', DHS, Connections or from another source, please let us know prior to your first session. This allows us to complete any necessary paperwork, contact the funding provider and clarify with them of any limitations to the services we can provide and how many of your sessions are covered by the funding. This just ensures that you are not out of pocket for any of the speech pathology services we have provided. If your child is funded through DSS/ FaHCSIA, please contact Robyn on [robyn@littleparrots.com.au](mailto:robyn@littleparrots.com.au) and we'll send you the full list of services offered and associated fees.

## ACCOUNTS & PAYMENTS

The procedure of invoicing, making payments and getting receipts, is outlined below.

TIME	WHAT YOU NEED TO DO	WHAT WE NEED TO DO
<b>Before session</b>	<p>Provide us with a <b>contact address</b>, phone number and <b>email address</b>.</p> <p>Have <b>payment ready</b> to go before your session, i.e. withdraw cash, set up Paypal account, save Little Parrots as a payee with your online banking.</p> <p>If you have a <b>Medicare/ doctor's referral</b>, please provide us with the referral before your first session.</p> <p>Let us know if you will be claiming sessions on your <b>private health cover</b>, to ensure we are registered with your specific health fund.</p>	<p>Will set up a draft invoice for your session, to ensure a quick and easy transaction after sessions.</p> <p>Will determine which type of receipt you will require and ensure all the relevant information is on the invoice, if you need to claim any rebates.</p>
<b>At the end of your session</b>	<p><b>Make payment</b> via:</p> <ul style="list-style-type: none"> <li>• Cash</li> <li>• Direct deposit</li> <li>• PayPal</li> <li>• Cheque</li> </ul>	<p>Once payment has been made, an invoice or receipt will be sent to you via email, to the email address you have supplied.</p>
<b>After your session</b>	<p>Check your email inbox for your invoice or receipt.</p> <p>If you require us to print your receipts, please let us know and we will post these to you ASAP.</p> <p>If you didn't pay at the time of your session, you will need to pay your account immediately to avoid a \$10 late fee.</p> <p>If you have a Medicare referral or are claiming through your private health fund, once your account is paid, you can take your receipt down to your local branch and claim your rebate.</p>	<p>Any payments that have not been made at the time of the session will be handed on to Robyn Bishop to follow up.</p> <p>Receipts will be printed and sent via post, for those families who have specifically requested.</p>

## Accepted Payment Methods:

- **Cash** – cash payment is fine, however your Speech Pathologist will have limited change available, so please try and have the correct amount if possible.
- **Cheque** – All cheques will need to be made out to “Robyn Bishop”.
- **Direct deposit** – can be done via internet banking. Please note that direct deposit payments **MUST** be cleared by invoice due date, or an ‘online payment receipt’ can be emailed (in PDF format) or given to your Speech Pathologist on the day of your session.
  - Account Name: Robyn Bishop
  - BSB: 633-000
  - Account no.: 131294233

**PLEASE** remember to put your child’s initials and the invoice number as your reference (e.g. RB Inv#100). This helps us to track your payment quickly and easily.

- **PayPal** – PayPal allows families to pay their accounts using credit or debit cards, or directly from your bank account. PayPal is secure, easy and fast! If you do not have a PayPal account, you can sign up for free at [www.paypal.com.au](http://www.paypal.com.au).

To pay your account via PayPal, simply login to PayPal, click on ‘send money’ and enter in the email address ‘robyn@littleparrots.com.au’. Enter the total amount on your invoice, and click the ‘Pay for Goods or Services’ button. Confirm your details and click ‘Send Money’. Easy!

### Overdue account fee:

Your account for your speech pathology session needs to be paid within 5 days of the date the invoice is issued otherwise you will be charged a late payment fee of **\$10.00 per invoice**. If you have special circumstances, please talk to your Speech Pathologist or email Robyn on [accounts@littleparrots.com.au](mailto:accounts@littleparrots.com.au) ASAP to discuss these issues. We’ll work it out!

Thank you for taking the time to read all of this information, and we hope that we’ve answered all your questions. If not, please feel free to contact us at any stage by calling us on 0402 270 853 or by emailing [info@littleparrots.com.au](mailto:info@littleparrots.com.au)

All the best to you and your family!

## Robyn Bishop

Speech Pathologist



**P** 0402 270 853

**A** PO Box 552 Boronia VIC 3155

**E** robyn@littleparrots.com.au

**W** www.littleparrots.com.au