



### Enquiry

- You will be shown the fees and provided with an information booklet and an intake questionnaire to complete.

### Intake

- When you return your questionnaire, you will be placed onto the waiting list. Administration will tell you how long the waiting list is.
- Please ensure your contact details are correct.

### First offer

- We will offer you an appointment. Please accept or decline within 24 hours.
- If you accept, you will receive confirmation of your appointment.
- If you decline or give no response, you will remain on the waiting list. You will be offered another appointment as it becomes available.

### Second offer

- We will offer you an appointment. Please accept or decline within 24 hours.
- If you accept, you will receive confirmation
- If you decline or give no response, you will be removed from the waiting list. If you have been unable to contact us or believe this to be an error please contact the clinic.

### Assessment

- Unless otherwise discussed, your first appointment will involve assessment to determine requirements for intervention.
- Please bring any relevant documentation to this appointment (other reports, NDIS plans, previous therapy materials).

### Intervention

- If therapy is indicated, you will be offered available times. There may be a short wait between assessment and intervention.
- Telehealth *may* be available, if clinically appropriate. Speech pathologists providing telehealth services may work remotely. Your privacy will be protected.

### Discharge

- Intervention varies in length. Some clients require many years of attendance and others only a few weeks. When intervention ends you will be provided with a discharge summary or progress report.