



Welcome to Talking Fish Speech Pathology for 2026!

Thank you for choosing us to be part of your healthcare team.

Please contact us at hello@talkingfish.com.au with any questions, comments, concerns or feedback regarding your care, or on 5922 4580 if you would prefer to phone. Please be advised that this email and phone number is not staffed every day, however if you leave us a message we will return your call as soon as possible.

Your therapist will provide:

- A comprehensive assessment to determine your current skills and areas you may need support.
- An evidence-based therapy plan based on your personal goals and assessment results.
- A team care approach through consultation with other key members of your care team with your permission.
- A 6-month review of the therapy program.

Your responsibilities:

- Please provide your therapist with as much accurate and current information as possible.
- Please give us as much warning as possible if you need to cancel or reschedule your appointment
- You are responsible for paying your invoice. Paying at the time of the appointment is preferred but other options are available for clients with government funding.



Costs:

Speech Pathologist:	\$387.98 for assessment and report
	\$193.99 for 1 hour therapy session (45 minutes face to face, 15 minutes admin)
	\$193.99 for support letters/application forms
	\$1.00 per km travelled for mobile therapy; and \$193.99 per hour travelled for mobile therapy
Allied Health Assistant:	\$87.79 for 1 hour therapy session (45 minutes face to face, 15 minutes admin)
	\$1.00 per km travelled for mobile therapy; and \$87.79 per hour travelled for mobile therapy

Rebates may be available for speech pathology services via Medicare or private health funds. Please contact your GP, health fund, or Talking Fish to discuss your circumstances.

If you are an NDIS participant, please be aware that the amount charged may be different to what the NDIS is willing to pay for our services. This MAY result in a gap between the amount owed to Talking Fish Speech Pathology and the amount paid by the NDIS. Please contact Talking Fish Speech Pathology if you need help with how to pay the difference.

Travel fees

Talking Fish is a fully mobile service in 2026 and must charge a travel fee to cover the costs involved in this. We aim to make this as fair and affordable as possible. In 2026 we will be calculating our travel fees by logging the total travel the therapist does across the day in both time and kilometers, then dividing it

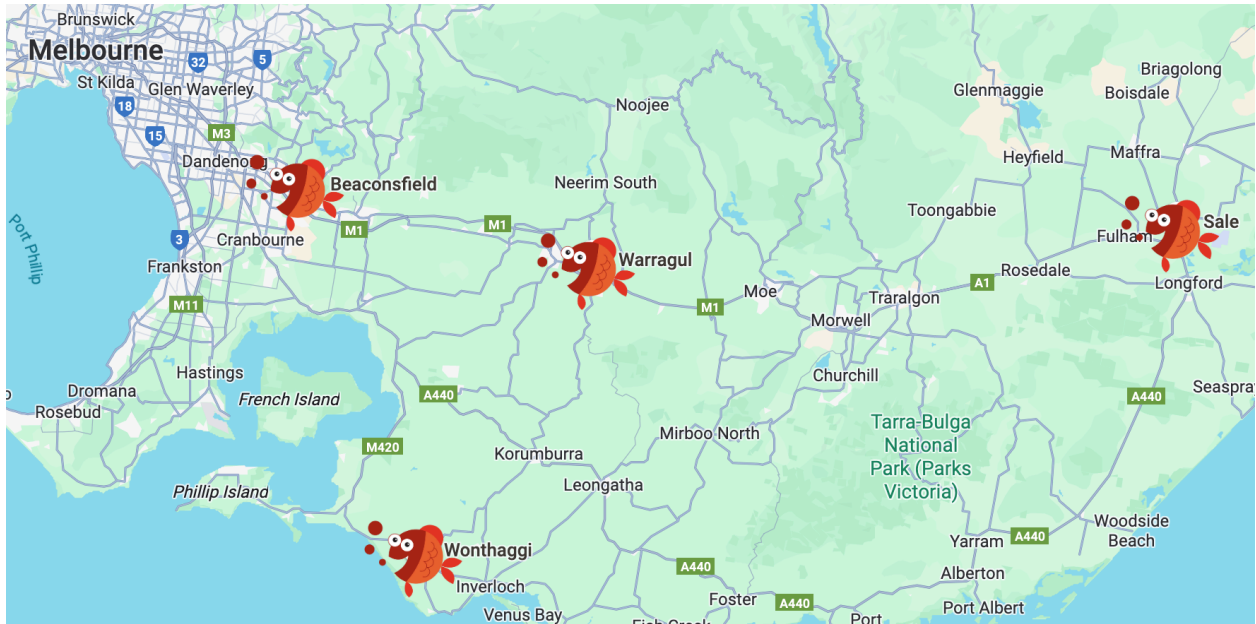


equally between clients that are seen on the day. This does not include telehealth clients. It means that if you cancel without enough time for us to fill your appointment slot, you may still be charged for travel.

Service availability

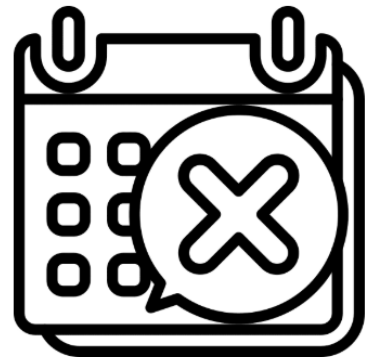
In 2026 Talking Fish Speech Pathology will only be doing telehealth and mobile speech therapy. We currently have 2 speech and language pathologists (SLP) and one allied health assistant (AHA). Below are their locations and availabilities:

Location	Days	Clinician
Warragul/Drouin	Tuesday Thursday Friday	Danielle (SLP) Millie (SLP)
Wonthaggi	Monday Tuesday Wednesday Thursday	Millie (SLP)
Casey/Cardinia	Wednesday Saturday	Danielle (SLP) Kath (AHA)
Sale	Monday	Danielle (SLP)



Cancellations

Please understand that if you don't turn up to your appointment or you cancel with less than 48 hours notice we can not give your time slot to another client who needed treatment. As such we will charge the full therapy session fee for any clients who do not attend their appointment with less than 48 hours notice. In exceptional circumstances, this fee may be waived.



Privacy



Talking Fish Therapies takes your privacy very seriously and will not share any of your information without your permission. We store only information that is relevant to your care and only discuss this information with people who it is clinically necessary to share with. As part of the intake form you completed prior to beginning with Talking Fish, we asked for information giving us permission to discuss your/your child's care with specific professionals and also had the opportunity to list any individuals you specifically DO NOT want us to communicate with. These permissions will be stored and strictly adhered to.

Photography

We take photos, videos, and voice recordings for clinical reasons and store them securely on file. Please let us know if you do not consent to this. We may also occasionally take photos and videos for social media or marketing purposes. These will be discussed with you prior to any external posting for consent, but please let us know if you do not consent to any photos or videos for these purposes.





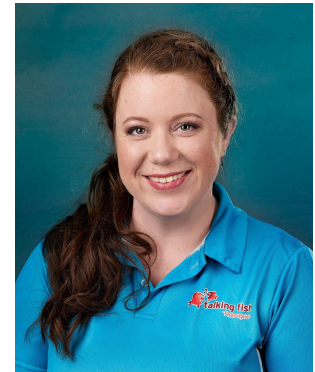
Feedback

We love receiving feedback, whether it is about something we are doing well or something we could improve upon. If you do not feel comfortable talking to us directly you can contact:

Speech Pathology Australia - 1300 368 835

NDIS - 1800 035 544 / www.ndiscommission.gov.au

We look forward to working with you and/or your child to achieve your communication goals.



Danielle Watkins

Talking Fish Speech Pathology