



Dee Wardrop Speech Pathology Pty Ltd

**Date of last amendment:** 23/05/2022

## DWSP COVID SAFE PLAN

### Masks

In order to protect our clients and therapists as much as we can, we ask that all clients and family members (over the age of 12) wear masks any time you are in a DWSP clinic or face-to-face session.

### Vaccination Requirements

DWSP requires that all clients (and family members) over the age of 12 that attend any face-to-face sessions with therapists show proof of Covid-19 vaccination status.

### Cleaning of Rooms

DWSP have processes in place to ensure that surfaces, rooms and toys are cleaned between each session.

### General Recommendations

We ask that everyone attending a DWSP clinic uses hand sanitizer and practices social distancing where possible. We also ask that if you are suffering any symptoms of Covid-19, colds, flu or any other illness that you do not attend our clinic. Please contact reception as soon as possible to have your session changed to a telehealth appointment or rescheduled for when you are feeling better.

### Cancellation Policy

If you or your child are unwell and need to cancel your appointment, we ask that, where possible, you give us 24 hours' notice. Appointments cancelled with more than 24 hours' notice will incur no fee. Appointments cancelled after 9 am on the day of the appointment, or failure to attend or notify us prior are liable for 100% non-attendance fees, at the discretion of Dee Wardrop Services. You can call DWSP at any time on 8376 6399. If your call is not answered, please make sure you leave a message on our message service. You can also email [reception@deewardrop.com.au](mailto:reception@deewardrop.com.au) to cancel an appointment.

In a large number of cases, if your child is well enough, it is possible to have appointments changed from face-to-face sessions to telehealth sessions.

We do appreciate that online sessions do not suit every client. If you are a NDIS-funded client and choose to not convert your session to an online appointment, your clinician will use the session time to complete a review of the clients file, treatment goals and the goals contained in the NDIS plan. They can also use the appointment time to assess and review the client's current needs and research some other materials that can be used in upcoming sessions. This will be billable at the usual appointment rate for the client.