



Get the right results



## Policy relating to fees, deposit and cancellations

Our assessments are through the consulting team of Joanne Blah. Jo is a registered Psychologist with specialist training to administer all types of assessments which includes Dyslexia and other learning disorders (refer to page 4).

At Dyslexia Australia we are committed to providing affordable assessments through our team of consulting psychologist. In order to maintain low fees we need to guard against cancellations or no-shows and keep administration costs to a minimum. Please refer to page 4 and 5 for our policies.

**A deposit of \$300 is required within 24 hours of booking.** Bank details as follows:

Dyslexia Australia PTY LTD

Westpac – Underwood, QLD

Br #034-076 Account #475219

Final payment is due on the day by direct deposit or credit card (1.9% service fee applies). The responsibility for payment shall remain with the person who booked the appointment. For ease of booking the deposit is collected by Dyslexia Australia and forwarded to the psychologist. Final payment is paid directly to Joanne Blah.

Please review our policy relating to fees, deposits, final payment, cancellations, no-show, fees over above the assessment package and credit card fees.

Reports generally take:

A minimum of 1 week ( **5 working days\*\*** ) for the screening assessment

A minimum of 7 weeks (**35 working days**) for the diagnostic assessment

However, to maintain the integrity of the report, additional time may be required outside of this time frame. Upon completion report will be sent by e-mail.

Fees subject to change without notice.



## Fees and Packages

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ADHD Screening assessment: \$795.00\* assessment and report (one session)  
Springwood or Helensvale, QLD only.

Telehealth (Australia wide): \$895

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ADHD/ADD screening assessment does not provide a diagnosis. The assessment is a screening tool to provide a detailed report as to whether there is a risk of ADHD/ADD (non diagnostic).

Screening Package includes (one session):

- IQ cognitive assessment
- Conners (ADD/ADHD) for children or CAARS for adults
- Interview with Parent or adult client
- report by a Registered Psychologist issued within 7 days of the assessment.
- Recommendation for consideration to a follow-up with a Psychiatrist or Paediatrician.

Exclusion:

- The package does not include any follow-up consultations.
- **NOTE: this report does not provide a diagnosis, however, it can inform a Paediatrician or Psychiatrist who may be able to provide a diagnosis.**

Reports are issued a minimum of 1 week ( **5 working days\*\*** ) after appointment.

Refer Policies on page 4 for assessments in Springwood/Helensvale and page 5 for **Telehealth assessments**.

Fees subject to change June 30, 2024.

Dyslexia Australia: Ph: 0468 337 323 [email: brenda@dyslexiasupport.com.au](mailto:brenda@dyslexiasupport.com.au) or [contact@dyslexia-australia.com.au](mailto:contact@dyslexia-australia.com.au)  
[www.dyslexiasupport.com.au](http://www.dyslexiasupport.com.au) ABN 28163792443

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Package 2: ADHD/ADD Diagnostic Assessment: \$995.00\* assessment and report (one session) Springwood or Helensvale, QLD only.

Telehealth (Australia wide): \$1,195.00

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Diagnostic Package includes (one session) :

- Full cognitive assessment.  
(Language skills, Visual Spatial skills, Fluid Reasoning, Auditory working memory, Processing Speed, Verbal & Visual Memory tests).
- Conners (ADD/ADHD) or CAARS for adults, ASD and mental welling being assessed.
- Clinical evaluation.
- Includes an extensive report, diagnosis if criteria met, certified by a Registered Psychologist.
- Recommendation included.

Exclusion:

- The package does not include any follow-up consultations. See below for additional fees.
- Please be aware that if you require a pharmacological approach you will need to follow up with your doctor.

\*Optional Services/additional fees. The package price is for the assessment and the report only. In order to maintain our low package price services requested outside of the package will incur fees:

- Post report telephone consultation: \$180.00 for 30 minutes or parts thereof
- Rush fee: \$300.00 (issued approximately 5 working days after assessment - due and payable on day of assessment).
- Forms: From \$75.00 per form. Please submit the form for consideration.
- Screening summary report : A screening report is available 3 working days post assessment or from when requested for a fee of \$100. This is a screening summary of approximately 20-30 pages. NOTE: this report does **not** provide a diagnosis only a summary of the results based on the **completed** assessments at the time of issuance of the summary report (excluding the online assessments).

Refer Policies on page 4 for assessments in Springwood/Helensvale and page 5 for **Telehealth assessments**.

Fees subject to change June 30, 2024.

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## Payment and Policies for Springwood or Helensvale

Deposit: \$300.00

- Due within 24 hours of booking. Should the deposit not be made within 24 hours the booking will be automatically cancelled.
- Deposit is non-refundable in the event of cancellation of 5 working days\* written notice.
- The responsibility for payment shall remain with the person booking the assessment.

Full payment:

- Final payment is due on the date of the assessment.
- Cancellations, or rescheduling appointment times of less than 3 working days\* (written notice required), or not being available within the allocated time at the designated address, will be charged at the full rate.
- The responsibility for payment shall remain with the person booking the assessment.

### Exceptions:

- Postponement due to illness or accident. The client's deposit will be held for a period of 2 months to allow for rescheduling. Where the client cannot accommodate rescheduling within a 2-month period of the initial scheduled assessment, the deposit will be forfeited. **A doctor's certificate will be required.**

**Optional Services.** The package price is for the assessment and the report only. In order to maintain our low package price services requested outside of the package will incur fees thereof (**only offered/available for the Diagnostic package**).

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- Post report telephone consultation: \$180.00 for 30 minutes or parts
- Rush fee: \$300.00 (issued approximately 7 working days after assessment - due and payable on day of assessment)
- Forms: From \$75.00 per form. Please submit the form for consideration.
- Screening summary report :A screening report can be issued a minimum of 10 working days post assessment or from when requested for a fee of \$100. This is a screening summary of approximately 20-30 pages. NOTE: this report does **not** provide a diagnosis - only a summary of the results on **the face to face completed** assessments at the time of issuance of the summary report (excluding the online assessments).

Reports generally take a minimum of 7 weeks (35 working days\*\*). Reports are not released until the full balance has been paid.

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**\*\*Definition of working days:** A **business day** means any day except any Saturday, any Sunday, or any day which is a federal/state legal holiday or any day on which banking institutions are authorized or required by law or other governmental action to close

### Polices and Fees for Telehealth

We assess and diagnose, if criteria are met, Learning Disorders. See page 4.

1. Deposits:

- \$300.00 per assessment at time of booking.
- Non-payment of the deposit does not negate the terms of the appointment and payment due.
- Payment shall remain the responsibility of the person booking the assessment.

2. Final Payment:

- **Final payment is due 7 working days\*** prior to the scheduled assessment and paid by direct deposit or credit card\*
- **Failure to advise (written notice) of cancellation and changes or non-payment of fees due does not negate the terms of the appointment and payment is due.**
- Payment shall remain the responsibility of the person booking the assessment.

3. Cancellations and/or no-shows:

- a) Where Dyslexia Australia or our agents postpone the initial scheduled assessment the deposit will be held and the client will be offered a mutually agreed upon date within 2 month of the original assessment.
- b) Cancellations received more than 7 working days\* prior to the scheduled assessment (written notice required) :  
The deposit will be refunded.
- c) **Cancellations received 7 working days** and under and/or not being available within the allocated time at the designated address, will forfeit the deposit and will be charged the **full rate.**

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Exceptions:

Postponement due to illness or accident. In these cases the client's deposit will be held for a period of 1 month to allow for rescheduling. Where the client cannot accommodate rescheduling within a 1 month period of the initial scheduled assessment, the deposit will be forfeited. **A doctor's certificate will be required.**

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- d) **Where the client fails to attend the assessment on the date and time stated, all deposit will be forfeited and may be liable for the full cost of the assessment.**
- e) **Where Australia Post fails to deliver the Telehealth package by the designated date we will reschedule the appointment at a mutually agreed time. Where the client fails to pick up the Telehealth package on time the full fee will be due and payable.**

**Where the client fails to attend or refuses to engage in the assessment on the address, date and time stated, all deposit will be forfeited, and the client will be liable for the full cost of the assessment.**

- 4. Additional fees outside of the package relating to Telehealth:
  - Non-return or delay in returning the Telehealth package, including blocks, will result in a \$400 replacement fee and/or possibly the cost for re-assessment.
  - Courier fees (we will pay for express post within Australia once to and from address provided)
- 5. Optional Services. The package price is for the assessment and the report only. In order to maintain our low package price services requested outside of the package will incur fees thereof (only offered/available for the Diagnostic package).
  - Post report telephone consultation: \$180.00 for 30 minutes or parts thereof
  - Rush fee: \$300.00 (issued approximately 7 working days after assessment - due and payable on day of assessment)
  - Forms: starting from \$75.00 per form. Please submit the form for consideration.
  - Screening summary report :A screening report can be issued 10 working days post assessment or from when requested, for a fee of \$100. This is a screening summary of approximately 20-30 pages. NOTE: this report does **not** provide a diagnosis - only a summary of the results on **the face to face completed** assessments at the time of issuance of the summary report (excluding the online assessments).

Reports generally take a minimum of 7 weeks (35 working days)\*\*. Reports are not released until the full balance has been paid and the Telehealth Package returned.

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## Our Team

### **Joanne Blah**

BSc (hons) Psychology; MSc (hons) Psych (Occupational); Grad Dip Ed.  
Registered psychologist

Joanne completed a Bachelor of Psychology with honours in the United Kingdom and specialised with a Master of Occupational Psychology recognised by the British Psychological Society (BPS) and Australian Psychological Society (APS). Joanne is a Registered Psychologist and a Registered Teacher specialising in learning difficulties and disorders and Special Education Services. Joanne works within education and private industry to support targeted intervention for children, adolescents, and adults.

### **Carley O'Connell**

BSC (hons) Psychological Science  
Grad Dip Ed (primary)  
Registered Psychologist

Carley completed a Bachelor of Psychological Science with honours followed by a graduate Diploma in Education (Primary). She became a registered primary school teacher before employment as a Guidance Officer in Queensland. Carley is a psychologist with experience across public, private, and special assistance school settings; providing assessments, counselling, and education adjustments. Carley works in private practices supporting children, adolescents and adults.

### **Kate Delaforce**

BPsy Sc (Hons) MPsych (*Prof. Psychology*) Assoc MAPS  
Registered Psychologist

Kate completed a Bachelor of Business & Bachelor of Psychological Science with honours followed by a Masters of Professional Psychology. Kate is a registered psychologist with experience in a school, hospital, clinical and family setting; providing assessments, counselling and recommending educational adjustments. Kate currently works in a special assistance school supporting adolescents.

### **Gabrielle Crighton**

Registered Psychologist  
BPsySc; GradDipPsychSc; MPsych(Clinical)

Gabrielle is a registered psychologist, having completed her Master of Clinical Psychology at Bond University. During her professional practice, Gabrielle has gained clinical experience supporting individuals across the lifespan, navigating a myriad of mental health difficulties and concerns across both public and private sectors, including the Lavender Mother-Baby Psychiatric Unit, Gold Coast Hospital, Bond University Psychology Clinic as well as both primary and secondary schools. In line with her passion for working with the youth, Gabrielle currently divides her time between private practice and her role as a school psychologist at a primary school.

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