

Policy relating to fees, deposit and cancellations

At Dyslexia Australia we committed to providing affordable assessments through our consulting psychologist, Jo Blah. In order to maintain low fees we need to guard against cancellations or no-shows.

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

1. Assessment Fees Package 2: The cost for the assessment is \$580.00 and includes:
 - Discussion (20 minute - total duration) with the parent before and after the assessment (see item #5 for additional time)
 - Assessment (approx. 1 1/2 hours)
 - Report with outcomes and recommendations
 - And, if required:
 - ✓ One Centre Link Form
 - Or
 - ✓ One time Liaison with your doctor for Medicare referrals
 - A complimentary consultation, at the request of the client, with Dyslexia Australia: Details as follows:

1 hour consultation within 2 months of the issuance of the report and as schedule by Dyslexia Australia.

This consultation is to provide further information on Dyslexia and provide information on Intervention. This consultation will not provide interpretation or provide answers on the assessment. This service is provided by our consulting psychologist (see item #5)

2. Deposits:

- \$100.00 at time of booking (bank details attached) to hold assessment to be paid within 7 days of booking or within 48 hours if the assessment is booked less than 7 days before the scheduled assessment.
- \$190.00 to be paid by direct deposit or held on your credit card* 48 hours prior to your assessment.

3. Final Payment:

- Final payment is due on the day of the scheduled assessment and paid by cash, direct deposit or credit card*

4. 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 48 hours prior to the schedule assessment :

The client's deposit will be held for a period of 2 months to allow for rescheduling

Or

Where the client cannot accommodate rescheduling within a 2 month period of the initial scheduled assessment, the deposit will be forfeited.

Exception:

Postponement due to illness or accident. In these cases a one-time re-scheduling is allowed with a non-refundable \$50 rebooking fee.

c) Cancellations received less than 48 hours of the scheduled assessment will lose the deposits of \$100.00 deposits and \$245.00.

Exception:

Postponement due to illness or accident. In these cases a one-time re-scheduling is allowed with a non-refundable \$50 rebooking fee. 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.

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.

5. Additional service fees outside of the listed assessment fees:

Charged at a rate \$140.00 per 45 minute session

6. Credit Card :

Payments by credit card will incur an additional fee of 1.9%

By providing us with your credit card details you are authorizing Jo Blah to charge your card the deposits and/or full payment amount (s) as stated below:

1.90%	Fee	Bank Fee	Total Incl Bank Fee Charged to Credit Card
Deposit	\$100.00	\$1.94	\$101.94
Partial Payment	\$190.00	\$3.68	\$193.68
Balance	\$290.00	\$5.61	\$295.61
Total Fee	\$580.00	\$11.23	\$591.23

Please contact our office should you have any questions or need clarification regarding our policies or procedures.

Dyslexia Australia's product 'Package 1, Cognitive assessment' and "Package 2, Cognitive assessment" is provided by 'Jo Blah, [Educational Assessments Ability Solutions](#). Any matters concerning issues arising from this product are to be referred to 'Educational Assessments Ability Solutions. Dyslexia Australia is not liable for any loss, damage or injury associated with this product.