

## Policy relating to fees, deposit and cancellations

At Dyslexia Australia we committed to providing affordable assessments through our consulting Educational Consultant, Anne Cupitt from Dyslexia Queensland. 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:

Option 3: Educational Assessment by a teacher with a master degree in Special Education. This is a risk assessment for Dyslexia not a diagnosis

1. Cost:\$450.00
2. **Screening Process for dyslexia**
3. Following is a list of screeners used when screening students for dyslexia:
  - **Dyslexia Screening Test** – either Junior (primary school) or Senior (secondary school). This is a UK publication by Fawcett and Nicholson, 2004. It consists of twelve sub-tests which take either one or two minutes each. One test only takes 30 seconds.
  - **York Assessment of Reading for Comprehension** or YARC (UK publication again, 2009). This is similar to the Neale Analysis of Reading that I was using which gives three measures: accuracy (or decoding skills), comprehension and rate (or fluency of reading). This gives me a sample of reading which is then analysed such that the characteristics of dyslexia can be observed.
  - **YARC Early Reading screeners**. This is for the 5-8 year olds. It checks alphabet knowledge, phonemic awareness (sound isolation, sound deletion, sound blending), and sight word recognition.
  - Older students (those not using YARC Early Reading) are checked for their knowledge of the names and sounds of **alphabet** and the alphabet sequence.
  - **Writing sample** – a ten minute task on a topic of the student's choice is gathered. The student is supported initially with discussion and planning before he/she begins to write. This sample also is analysed in terms of organisation of thoughts, vocabulary, punctuation, spelling. Characteristics of dyslexia are also observed in this sample.
  - **If requested**, the student can also be screened in the area of **Maths** using and EQ document called "Developing Mathematics Understanding Through Cognitive Diagnostic Assessment Tasks".
  - **General observations** are noted during the process about the child's behaviours and also parents and student are **interviewed** in terms of the child's learning strengths, difficulties, support received to date, checks on eyes, ears or other interventions that may have occurred.

- The parent is then given immediate feedback on the outcome of the DST which can be scored there and then, and a report is later prepared which the parent receives within two weeks of the date of screening.
- The Assessment takes 2 – 2 ½ hours and includes a report with recommendations.

4. Deposits:

- \$50.00 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.

5. Final Payment:

- Final payment is due on the day of the scheduled assessment and paid by cash, cheque or direct deposit (sorry credit card not accepted)

6. Cancellations and/or no-shows:

- 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.
- 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.
- Cancellations received less than 48 hours of the scheduled assessment will lose the deposits of \$50.00 deposit.  
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.

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

Charged at a rate \$50.00 per 45 minute session

8. Credit Card : not accepted for this service

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

Dyslexia Australia's product Package 3, "Educational Assessment" is provided by Dyslexia Queensland. Any matters concerning issues arising from this product are to be referred to 'Dyslexia Queensland. Dyslexia Australia is not liable for any loss, damage or injury associated with this product.