

MILA

Speech Pathology

Information Pack and Service Agreement 2025

Clinic based speech pathology services

Speech pathologist: Naomi Li'el

Phone: 0405149899

Email: naomi_slp@outlook.com

ABN: 84886385131

Medicare Provider Number: 5102483H



MILA Multimodal, Interaction based Language Approach



Thank You for Reaching Out!

This information pack includes everything you need to know about working together – my approach, what to expect, and how to prepare for our first session.

I'm Naomi Li'el, a paediatric speech-language pathologist and the founder of MILA – Multimodal, Interaction-based Language Approach speech pathology services. I'm committed to providing compassionate, evidence-based therapy that honours each individual's unique communication profile. My practice is centred on creating a safe and respectful space where authentic communication can be explored and expanded.

With over a decade of experience in Australia and Israel, I bring a strong foundation in bilingual language development, **neurodiversity-affirming** therapy, and **family-centred** intervention. I've worked across private clinics, schools, and child development centres, and I integrate the **DIR-Floortime** model into my work, guided by the insights of Autistic self-advocates and fellow clinicians.

At MILA, I believe in fostering meaningful connections, celebrating each child's strengths, and offering holistic, wraparound support. This includes caregiver consultation, collaboration with teachers and allied health professionals, and a commitment to building trusting partnerships with families.





Core Values

1. Wellbeing

I prioritise the emotional, relational, and communicative wellbeing of each child and their family. For me, therapy isn't just about building skills – it's about nurturing safe, trusting relationships and creating an environment where children feel seen, valued, and supported just as they are.

My sessions are playful, flexible, and guided by the child's interests. I work closely with caregivers to reduce stress and increase joy. Every step of the therapeutic process is grounded in connection, regulation, and trust.

2. Autonomy

I respect each child's right to communicate in their own way and at their own pace. My focus is on supporting communication that is meaningful to the child – not on compliance or correcting differences.

Children are encouraged to lead, choose, initiate, and say "no." I fully embrace Augmentative and Alternative Communication (AAC) as valid and equal. I also support parents in learning to interpret and honour their child's unique communicative cues and preferences.

3. Positive Identity

I aim to help children and families develop a strong, affirming sense of self, especially when navigating communication differences, disability, or neurodivergence.

I attempt to avoid deficit-based language and instead focus on strengths and diversity.

4. Diversity

I embrace cultural, linguistic, and neurodevelopmental diversity in every aspect of my practice. I make a conscious effort to learn from each family rather than relying on assumptions or one-size-fits-all approaches.



Service Information

Clients:

- Children and preteens aged 0-14
- Privately paying families.
- Families/children with "Self Managed" NDIS plans.
- I am not a NDIS registered provider.

Who can I support:

Anyone seeking to better understand and explore their or their families' communication and interactions. This may include:

- Autistic children
- ADHD/ADDers
- Individuals with situational mutism
- Children who stutter
- Children with language differences (such as DLD)
- Children seeking support with speech clarity

What services do I provide:

- Clinic based sessions
- Parent consults
- School visits as needed
- Non-direct supports - such as resource preparation, liaison with school staff, collaboration with other allied health professionals

Opening Times:

- Friday
- 9:30am – 1:30pm

Location of Practice:

- I share a room with ABC OT.
- Unit 3 86 Francis Avenue Karringup.
- Free undercover parking provided. Look for the bay with the ABC OT logo and 'suit 3'.

Referrals:

- Self-refer by calling or emailing.
- Written referrals are not required unless under a Medicare care plan. If a CDMP (Chronic Disease Management Plan) is issued, a GP referral is required.

Privacy Policy:

- MILA has an extensive privacy policy.
- A copy will be sent via email prior to the initial session.





Service Information

Cancellations

- To ensure fair access to services and allow adequate time to offer your appointment to another client, at least 48 hours' notice is required to cancel or reschedule a session without charge.
- Cancellations made within 48 hours of the appointment are considered short notice.
- 80% of the scheduled fee will be charged for cancellations made less than 48 hours in advance. This may include travel if an out of clinic appointment was scheduled.
- This includes non-attendance (no-shows) without prior notice.
- Consideration will be given to extenuating circumstances (e.g., medical emergencies, unexpected hospitalisation). In such cases, cancellation fees may be waived at the clinician's discretion.
- If you cancel often, I will invite you to discuss and review services. I may place your sessions on hold to allow for better scheduling consistency. If a sustainable and agreeable solution cannot be found, I may decide to stop services.





Service Information

Complaints and Grievances

I am committed to providing high-quality, respectful, and ethical speech pathology services. Your feedback – whether positive or negative – is always welcome, and I encourage open communication to ensure your needs are met.

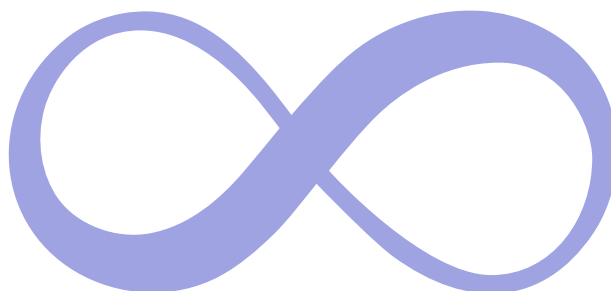
You can raise a concern by speaking with me directly in person, via phone (0405149899), or email or submitting your complaint in writing to: naomi_slp@outlook.com.

I will acknowledge your complaint within 2 business days and aim to resolve it within 14 business days. If more time is needed, I will inform you and provide regular updates.

If your concern is not resolved to your satisfaction, you can escalate it to:

- NDIS Quality and Safeguards Commission
- Phone: 1800 035 544
- Online: www.ndiscommission.gov.au
- Speech Pathology Australia (for professional conduct concerns)
- Phone: 1300 368 835
- Email: ethics@speechpathologyaustralia.org.au

You may also involve a support person or advocate at any stage. Free advocacy services are available via the National Disability Advocacy Program (NDAP).





Fees

I am committed to delivering high-quality speech pathology services while keeping fees affordable, transparent, and aligned with current funding guidelines. Fees are set in accordance with the NDIS Pricing Arrangements and Price Limits, and the same fee structure applies to both privately paying clients and NDIS participants.

Please note that I do not offer bulk billing.

If eligible, you may be able to access Medicare rebates through a Chronic Disease Management (CDM) Plan – please speak to your GP for further information. Additionally, some private health insurance extras may provide partial reimbursement for speech pathology services. You will need to check directly with your insurer regarding your level of cover and eligibility.

As a sole trader with limited administrative support, I use a **secure direct debit system for all payments**. Fees are automatically processed at the end of each session, and a paid invoice is issued to your email. With your consent, your card details are stored safely and encrypted for use with session fees and any applicable cancellation fees.

All services – including both direct therapy and indirect tasks (e.g., planning, report writing, liaison) – **are billed in 15-minute increments at \$48 per increment**. The anticipated number of increments required will be discussed with you in advance, and your consent will be obtained before any service is delivered.

Service	Example
Assessment	45 min session + 15 mins notes/prep = \$192
Parent Consult	60 min session + 15 mins notes/prep = \$240
Individual Session	45 min session + 15 mins notes/prep = \$192
Indirect Services	45 min report writing = \$144



Professional Conduct and Ethical Practice at MILA

I am committed to upholding the highest standards of ethical, safe, and person-centred care. Although speech pathologists are not registered under AHPRA, my practice is informed by and aligned with the Australian Health Practitioners Code of Conduct to ensure the delivery of high-quality and accountable health services. Additionally, I strictly adhere to the Speech Pathology Australia (SPA) Code of Ethics:

1. Integrity – I conduct myself with honesty, transparency, and accountability. I provide accurate information, represent my qualifications truthfully, and maintain clear professional boundaries.
2. Respect – I uphold the dignity, rights, and autonomy of every individual I work with. I embrace diversity and ensure culturally responsive, inclusive, and non-discriminatory practice.
3. Care – I act in the best interest of each client, prioritising their wellbeing, goals, and preferences. I use evidence-informed practice, monitor outcomes, and tailor services to the unique needs of each child and family.
4. Competence – I maintain and continually develop the knowledge, skills, and judgement required for safe and effective practice. I seek supervision, professional learning, and reflective practice as essential components of clinical growth.

MILA aligns with the principles outlined in the Australian Health Practitioners Code of Conduct as part of a commitment to best practice. This includes:

- Providing safe, respectful, and high-quality care
- Obtaining informed consent for all services
- Ensuring privacy and confidentiality in line with national legislation
- Practising within my scope of competence, and referring on when necessary
- Responding openly and fairly to complaints and feedback
- Maintaining appropriate and accurate records
- Engaging in ethical billing and fee-setting practices
- Promoting culturally safe and responsive services, particularly for Aboriginal and Torres Strait Islander clients, neurodivergent individuals, and those from diverse backgrounds



The first appointments- What to expect

Before the first appointment:

- Complete the online intake questionnaire – this helps me tailor the first session to your child's needs and your goals.
- Provide any relevant reports – including medical, therapy, or educational documents.
- Read this information pack and return the signed Service Agreement.

In the first appointment I will prioritise getting to know you/ your child. This might involve playing, chatting, sharing stories, reading books and more. Every person/child is different, and I follow their lead to create a space where they feel safe and comfortable.

I encourage you to bring anything that helps you or your child feel safe and comfortable, such as a favourite toy, snack, bottle, book, or comfort object. I sometimes offer a small snack. If your child has any allergies or sensitivities, please let me know in advance so I can ensure a safe environment.

For parents/caregivers, your role is central. You are the expert on your child. I am here to collaborate with you, to discover what works best for your family's unique journey, and to empower your child in a way that is respectful, joyful, and affirming.

With your consent, I may occasionally use video recording during sessions. This helps me pause and reflect on subtle moments that reveal important aspects of your child's communication. In some cases, I may also share short clips during parent coaching to help us explore progress, strengths, and effective strategies together. Many families find this process insightful and empowering.

Initial sessions are often 60 minutes. However, I attempt to tailor session length and frequency based on what suits you/your child and family best. We'll find a rhythm that works for you.



Service Agreement

- I have received and read the MILA Information Pack. I understand and agree to the information outlined in this document.
- I understand that services include direct sessions, parent consultations, school visits (if arranged), and indirect supports such as report writing and liaison with other professionals.
- I understand the fee structure for services.
- I understand that full payment is due at the end of each session via direct debit, and that my card details will be securely stored (with consent) for this purpose.
- I understand the cancellation policy that states that 48 hours' notice is required to cancel an appointment without charge. Cancellations made within 48 hours will incur an 80% cancellation fee.
- I understand that video recordings may be used (with consent) to support clinical reflection and parent coaching, and that these are stored securely.
- I understand that all services are provided in accordance with the Speech Pathology Australia Code of Ethics and aligned with the Australian Health Practitioners Code of Conduct.
- I understand that I can request a copy of the privacy policy at any time.
- I understand that I can raise concerns or complaints at any time, and that clear procedures are in place for resolution, including contact details for external bodies.

Client's Name:		Plan Start Date:	
Person reading and completing this form on behalf of the client:		Plan End Date:	
Your relationship to the client:		NDIS number:	



Consent Declaration

I have read and understood the information outlined above. I consent to:

- Participation in speech pathology services at MILA
- Secure storage and use of my card details for payment purposes
- Video recording of sessions as described

Client's Name:		Date:	
Your Name:		Your Signature:	