

NATIONAL 360

SERVICE AND FEE GUIDELINES (NDIS PARTICIPANTS)

Getting started with National 360

Thank you for choosing National 360 to support your goals with our allied health services. Our Customer Service Team are here to assist you and will answer any of your questions. Our office hours are 8.30am to 7.00pm (AEDT), on weekdays. Please call 1300 340 440 or email Info@national360.com.au. If you have any questions about our services, or anything contained in this document.

Understanding Your NDIS Plan and Any Changes

It is important that you understand the funding you have in your NDIS plan and how it can be used. It is also your responsibility to monitor the NDIS funds you have available for allied health and behaviour support services and to notify us of any changes to your NDIS plan dates or funding. We will make an effort to check in with you regarding the remaining funds.

If we continue to provide services and you have not notified us that you do not have funds available or your plan dates have changed, you will be responsible for paying for any outstanding amounts.

Consent

Prior to our service commencing we will ask for your consent to collect, store, and share information about you. We will only collect information that is relevant to the services you have requested. We will also only share information with agencies or people that are involved in your supports or if there are exceptional circumstances.

These circumstances include where we reasonably believe:

- The use or disclosure is necessary to lessen or prevent a serious threat to life, health, or safety of an individual or public health and safety; or
- We have reason to suspect an individual may have done something unlawful or engaged in serious misconduct that relates to organisational functions or activities.
- That the use or disclosure is reasonably necessary to assist another person in locating a person reported as missing

You can withdraw your consent by contacting National 360 on 1300 340 440 or by emailing consent@national360.com.au

Service Agreement

The Customer Service Team will work with you to develop a Service Agreement specific to the services we will provide to you. The Service Agreement contains information relating to:

- The allied health or behaviour support service we will provide.

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- The hours of service that are to be provided.
- The hourly rates for our services (as per the NDIS price guide).
- The total cost of these services.
- How you can continue or end your service agreement.
- Your Information and how we maintain your privacy.

Your Allied Health Clinician

We will assign a clinician to work with you that has the appropriate skills to assist you to achieve your goals and is based in a location that will help to travel to your home, our clinics, or a setting of your choice such as a workplace or school.

Our clinicians have access to support from senior therapists who may consult directly or indirectly on your case, and this will be discussed with you. A clinician may recommend that a senior clinician also works with you to get the best outcome for you. This may involve a charge where the senior clinician is offering additional specialist support that benefits you. This ensures we provide the best quality service that we can that aligns with NDIS guidelines.

We can provide occupational therapy, physiotherapy, speech pathology and behaviour support and allied health assistant services. You may have multiple clinicians working with you and they will work collaboratively to ensure the support they are providing is helping you to reach your goals. If these clinicians work together to discuss your case or plan joint sessions or complete joint visits, we seek your understanding of this support and how it will be charged.

Your clinician will assist you to achieve your NDIS goals and will work with you to progress these goals. They will generally arrange appointments with you in your own natural environments, where you live, work, learn or play. They will also use telehealth services - phone or video conference sessions - to complement face-to-face services.

In some locations, we will recommend an Allied Health assistant to work alongside our therapists to support your care. They may do some of the following:

- Develop resources
- Source equipment
- Implement a therapy/ exercise/ communication program
- Information gathering

Your AHA will always work under the guidance and direction of your clinician.

Your clinician will seek your consent prior to engaging an AHA in your care and these will generally be for specific tasks or programs.

Where we are looking to engage an AHA for the implementation of a program over many weeks, we may provide you with a separate Service Agreement. Supervision of the AHA and formal review of the work completed for your care is billed by the clinician.

We may also have students involved in your care and we will also discuss this with you prior to their involvement.

If your clinician is unable to continue to work with you, we will contact you to discuss when and how we will continue our services with a new clinician. In some instances, there may not be a therapist available immediately however, we will discuss the support

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we can provide in the interim to ensure you can keep working toward the goals of your NDIS plan.

Our Fees

National 360 will invoice you for allied health and behaviour support services and travel in accordance with the current NDIS Price Guide. We carefully monitor any changes to the NDIS Price Guide and will make any changes where required. We will notify you if there will be a change to the price of our services.

The NDIS Price Guide allows for the support we provide outside of face-to-face sessions to be charged the NDIS rate.

Some of the tasks that your therapist may bill for that occur behind the scenes and not during face-to-face appointments include (but are not limited to):

- Clinical Consultation: This includes discussions with your support coordinator and other key stakeholders to understand your needs so we can provide the most appropriate service to you.
- Clinical information gathering and preparation prior to your appointment and by your allocated clinician or allied health team.
- Phone and email communication with you, professionals or support people involved in your care, these communications are necessary to progress your goals.
- Recording of clinical documentation which confirms actions undertaken with you, outcomes achieved and ongoing plans for service delivery (National 360 are required by law to maintain these records for you).
- Writing relevant reports, clinical documentation or treatment programs for you and the NDIS.
- Arranging therapy follow-up or support such as equipment trials, modifications and quotations, carer meetings and treatment resources.
- Multi-Disciplinary Case Discussion: Your National 360 clinical team may consult in a formal capacity to ensure we are working collaboratively to meet your needs. This will be discussed with you and most likely when you are seeing more than one therapist in our team.
- Senior Clinical Support: this is when a clinician seeks to support or to co-work or consult with a more senior clinical team member. This is to ensure the best possible support is provided and will be discussed.
- The therapist travels to and from you, or your choice of a supportive environment.

Travel

National 360 makes every effort to reduce travel time charged to clients where possible. Travel time is billed in line with the NDIS Pricing Arrangements and Price Limits which outline that reasonable travel is billable at the hourly rate for the relevant allied health support. The maximum amount of travel that is billable is based on the Modified Monash Model (MMM) which classifies locations in Australia into zones. You can look up your zone at the [Australian Department of Health Website](#). Travel is charged at the same hourly rate as the service.

Metropolitan areas (MMM1 – MMM3): up to 30 minutes to appointments, plus up to 30 minutes return where the therapist's journey is the last or only appointment of the day.

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Regional areas (MMM4 - MMM5): up to 60 minutes to appointments, plus up to 60 minutes return where the therapist's return journey is the last or only appointment of the day.

Remote and Very Remote Areas (MMM6 – MMM7): National 360 may enter specific arrangements to cover travel costs. National 360 will assist participants to minimise travel costs where possible.

In addition to the travel time, we also charge for non-labour costs which may include but are not limited to the costs of running the vehicle, tolls, and parking. The charge for non-labour travel costs will be itemised on your invoice. The rate is \$1.10 per kilometre from 31st July 2024. This rate may be subject to change. We will provide 30 days notice of any changes.

Your allied health clinician will discuss these costs with you to ensure they are fair and equitable. We may share travel costs across participants, but we will discuss this with you when these circumstances apply. If you would like further information regarding MMM zones, or travel charges, please speak with our Customer Service team.

Invoicing and Payment Terms

National 360 will invoice you for services as they occur with payment terms 7 (seven) days from the date of the invoice. Our invoice will detail how you can make payments and whom to contact if you have billing queries.

It is also your responsibility to monitor the NDIS funds you have available for allied health and behaviour support services and to notify us of any changes to your NDIS plan dates or funding. We will make an effort to check in with you regarding the remaining funds.

If we continue to provide services and you have not notified us that you do not have funds available or your plan dates have changed, you will be responsible for paying for any outstanding amounts.

In circumstances where we have provided services and we have not received payment; we may cease providing services until payment has been made.

Cancellations

You may be charged a short notice cancellation where you do not provide at least two (2) clear business days' cancellation notice for your agreed therapy service.

Your therapist may charge up to 100% of the planned service costs (for the assessment and travel time) if they cannot find alternative work to complete during this time.

Allied Health Reports

National 360 reports are often required by the NDIS for specific services or requests e.g., plan review, home modifications and housing. If you have not received a copy of your report, you may request this from your clinician. Where amendments to the report are required, you may be charged a fee. Our clinicians will often involve you in drafting reports to ensure the content and information is correct but may need to bill for this time.

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Please let your clinician know at the time of the initial assessment if you do NOT want a report written. Please note that for some services it is mandatory or beneficial that a report be written and provided to NDIS.

Feedback and Complaints

Our aim is to ensure that our service meets your expectations and that you can achieve your goals. We encourage you to tell us when we are not meeting your expectations, or you are not happy. We would also like to hear any positive feedback that you may have.

If you have a question about our invoice, please contact our Customer Service team in the first instance; they will help you understand our charges.

You may make a complaint to or about National 360. To make a complaint or provide feedback you can:

- Speak to your Allied Health clinician
- Contact your NDIS Support Coordinator or Plan Manager
- Email the details of your feedback to feedback@national360.com.au
- Complete the feedback form on our [website](#)
- Contact the National 360 Customer Service Team on 1300 340 440
- To provide anonymous feedback, please visit our [website](#)

We will do our best to resolve your complaint with you. We will ask you to provide us with details of your complaint and then review it by discussing your concerns with relevant team members.

If you feel we have not resolved your complaint and remain dissatisfied, you can report your complaint to the NDIS Quality and Safeguards Commission. The NDIS Commission can be reached by:

- Calling 1800 035 544 or TTY 133 677
- Visiting the NDIS Commission website <https://www.ndiscommission.gov.au/about/complaints>

Incident Management

As an allied health provider of clinical services and a registered NDIS provider, National 360 is responsible for preventing, responding to, and managing incidents in accordance with the NDIS Practice Standards. We have policies, procedures, and systems for managing incidents arising out of our service provision. We may contact you during an incident investigation if the issue impacts your safety, well-being, or services. We will also keep you updated on the progress.

During the complaints, feedback, incident management process or during service delivery if you would like a support person or an independent advocate to be involved in the process, please advise National 360 either by calling on 1300 340 440, by sending an email to info@national360.com.au or by discussing it with your therapist.

Information about how an advocate can assist you can be found on NDIS's website at <https://www.ndiscommission.gov.au/participants/how-advocate-can-help-you>.

You can find an advocate using the [Disability Advocacy Finder](#).

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Emergency and Disaster Management

National 360 has an Emergency and Disaster Management Policy and Procedure for ensuring your safety in the event of a disaster (floods, bushfires, severe storms, pandemic). During a disaster or an emergency, National 360 will:

- Identify participants and their stakeholders, whose services may be impacted by the situation.
- Consult with participants and/or their representatives:
 - to discuss the risk and control measures
 - to determine additional support that we can offer
 - to create a plan for the continuity of services
- Stay informed regarding all state/territory and federal government directives and act upon these directives appropriately.

If you would like to contact us directly concerning an emergency or disaster you can do so via phone, email, or website.

Continuity of Service Delivery

National 360 is focused on assisting you to achieve your goals by providing consistent service for the duration of your service agreement or until you feel your goals have been achieved. We aim to limit the disruption to your services however, there may be disruptions that are beyond our control. Potential disruptions may occur when; a therapist leaves National 360, a therapist is ill or otherwise unable to work, restrictions are imposed as part of pandemic outbreak management or there is an impact due to a natural disaster. If we believe there will be a disruption to your services, our customer service team or your therapist will contact you to determine the best solutions to continue your service.

We may discuss the following options:

- Rescheduling your appointment to an alternative time that suits you.
- Allocating an alternative therapist with the appropriate skills to support you.
- Changing the location of your appointment e.g., from your home to one of our offices.
- Offering to provide the service via telehealth if you agree and have the technology to do so.

Our therapists record detailed case notes in our customised case management system which enables the progress of your service to be shared with an alternative therapist if required. When there are circumstances that a therapist cannot continue to provide your therapy, our systems ensure that this can be handed on to a new therapist with little interruption to you. You can be confident that you will continue to receive the quality services that we aim to provide.

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