National 360

Easy Read – Billing

What are our fees?

National 360

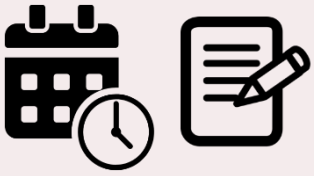
This document explains about billing completed by your assigned clinician when you receive services from National 360.

National 360 completes **billing** as per the **NDIS Pricing Arrangements and Price Limits.**

We carefully monitor any **changes** to the **NDIS Pricing Arrangements and Price Limits** and will make any changes where required.

We **notify you** if there are **changes** to the **price of our services.**

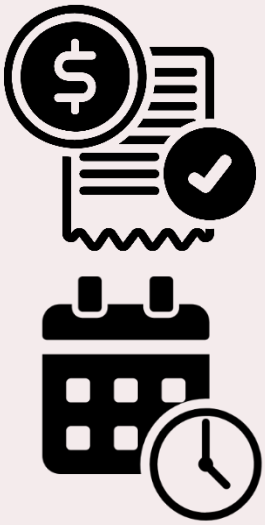
Your **service agreement** has the details on the **hourly rate** and the **hours approved** by you or your representative.



If the **services** require **more hours** than listed on the service agreement, we discuss this with you and **confirm** it in

writing on a document called **"Extension of Services”.**

What do we bill for?



Appointments

You are **billed** for the **appointment time.**

The **duration of the** appointment depends on the **service planned for the day.**

Your clinician will discuss the **anticipated time** with you when scheduling the appointment/s.

Provider Travel

This includes **Labour Cost (Time)** and **Non-Labour Cost (Expenses)**

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Labour Cost is the **travel time** it takes a therapist to come to you and sometimes it may also **include return travel.**

The Labour Cost is charged at **50 percent** of the hourly rate of the service.

Easy Read Travel Charges V4, 2026

Non-Labour Cost means the **expenses** that occur when a clin**ician** travels to you**.**

This includes **money spent on road tolls, parking fees, and the expenses of running a vehicle.**

This charge is **calculated** by adding **kilometers travelled** to you**.** The **rate is $1.20** per kilometer.

Phone and email communication with you, professionals or support people involved in your care, these communications are **necessary to progress your goals**.

Recording of case notes and **clinical documentation** which confirms actions undertaken with you, outcomes achieved and ongoing plans for service delivery.

Therapy Plans

To ensure that we provide personalised and **person-centered support.**

NDIS practice standards require providers to create **support plans**.

National 360 calls these **therapy plans.**

Please see "**What is a Therapy Plan Easy Read"** for more details or speak to your clinician.

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Resource Development

Any resource that is developed by the clinician to **support your goals.**

Case Management

Arranging therapy **follow-up** or supports such as **equipment trials**, **modifications** and **quotations, carer meetings** and **resources.**

Stakeholder Engagement

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.

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Clinical Consulation

Your **primary clinician** may **identify** that to **provide you** with the **best support** there is a need for a **subject matter expert and** may suggest a **co-working model.**

Your clinician will **seek your consent prior** to **engaging** a subject matter expert.

Report Writing

National 360 reports are often **required by the NDIS for specific** services or requests e.g. plan review, home modifications and housing.

Your clinician may **complete the report in stages** depending on the **assessments and work** completed.

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Cancellation Charge

If you **do not provide** at least **two (2) clear business days notice** for cancelling an appointment and if your clinician is unable to find alternative work, you may be charged 100% of the expected service costs (for the assessment and travel time).

Your **National 360 invoice has a list of** invoice terms **and an** explanation on the billing completed.

If you any **questions about billing**, please contact your:

- **Clinician**
- **Call National 360 Client Support on 1300 340 440**
- **Email:** client.support@national360.com.au