

# National 360

## Easy Read – Billing

What are our fees?

This document explains about billing completed by your assigned therapist 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**.

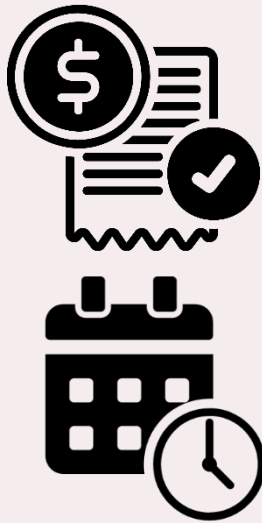


Your **service agreement** has the details on the **hourly rate** and the **hours approved** by you or your representative



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



### Provider Travel

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



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

After discussion with **you** and the **other participants**, the **travel time** can be **shared equally between** all the **participants** who have **appointments** with your **therapist** for the **day**, including the **return travel**.



**Non-Labour Travel Cost** means the **expenses** that occur when a therapist **travels to you**. This includes **money spent** on road tolls, parking fees, and **the expenses of running a vehicle**.

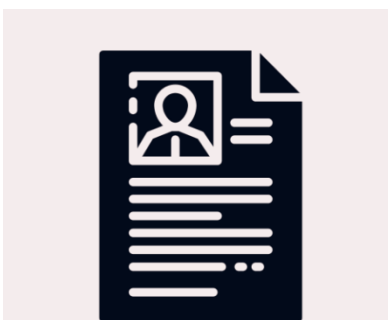
This charge is **calculated** by **adding kilometres** travelled to you. The rate is **\$1.05** per kilometre.



**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-centred supports**, **NDIS practice standards** requires 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 therapist.



## **Clinical Documents and Resources**

**Any document or resource** that is developed by your therapist to **supports your goals.** For e.g.; **Support letters, Exercise plans, Charts etc**



## **Case Management**

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



## Clinical Support

This is when **your therapist** may **seek support from a** more senior clinical team member.



## Clinical Consultation

Your **primary therapist** 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 therapist 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., Assessment reports, Progress reports, Home modification, Behaviour Support Plans, Meal time management plans etc..

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



## Cancellation Charge

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



## Invoices

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



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

- **Therapist**
- **Call National 360 Customer Service on 1300 340 440**
- **Email: [info@national360.com.au](mailto:info@national360.com.au)**