

National 360

Travel Charges – Easy Read Guide

- What is Provider Travel and how is it charged?
- What has changed?

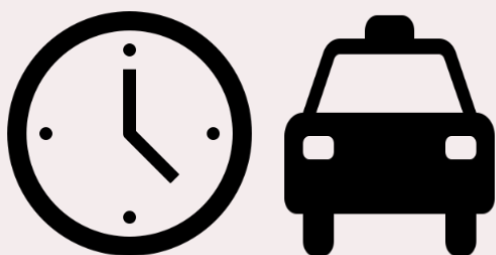
This document will help you understand Travel Charges that are applicable when we travel to you to provide services.



NDIS pricing arrangements and price limits allows providers like **National 360** to **charge for Provider Travel** when a therapist travels to you to provide Allied Health services.



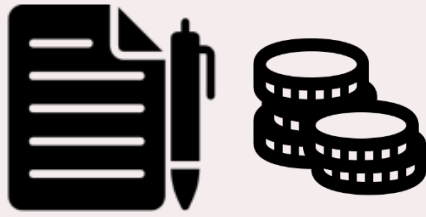
What does **Provider Travel** include?
Provider travel may include **Labour Costs (Time)** and **Non-Labour Cost (Expenses)**



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

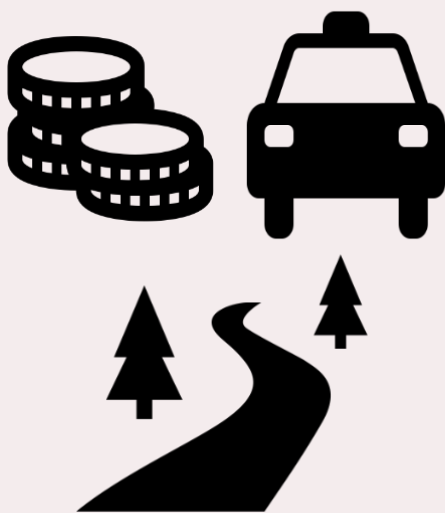


If you and other **participants agree**, the **travel time** can be **shared equally** between all the participants who have **appointments with your therapist for the day**, including the return travel.



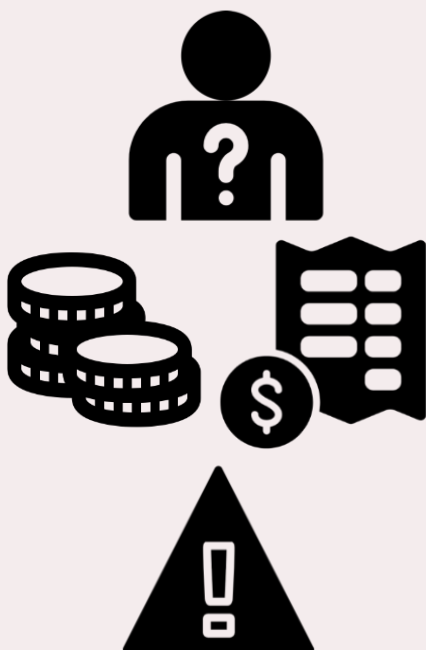
Your **service agreement** explains how this is charged.

The **hourly rate** for Labour Cost is **\$193.99**.



Non-Labour 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 **kilometers travelled** to you. The **rate is \$1.05** per kilometer.



What is the **CHANGE** for me?

You will see **Non-Labour Cost** on your National 360 **invoices** from **31st July 2023**

We expect this change to have a **minor impact** on the funds you planned for the services.



There are **no travel charges** if you receive services at one of our clinic locations



If you have any questions regarding this change to our fees, please email us at feedback@national360.com.au or call customer service on **1300 340 440**