



**National
360**

**NATIONAL 360
YOUR ALLIED HEALTH PARTNER
ACROSS AUSTRALIA**

SERVICE AND FEE GUIDELINES (NDIS PARTICIPANTS)

Getting started with National 360

Thank you for your referral to National 360. Our Customer Service Team are here to assist you with any questions that you may have. Our office hours are 8.30am to 8.00pm (AEDT), weekdays. Please call 1300 340 440 or:

- VIC 03 7019 9306
- NSW 02 9159 0100
- QLD 07 3186 5203
- SA 08 7079 6882
- WA 08 6118 7809

The next steps:

1. 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 nature of the assessment or therapy, how many therapy hours are to be provided and the total cost of these services.
2. Your assigned therapist will contact you to schedule your initial appointment. More specific service information can be provided to you at the initial appointment.

What are our fees?

National 360 will invoice you for therapy services and travel in accordance with the NDIS Price Guide 2020- 2021. We carefully monitor any changes to the NDIS Price Guide, and we will make any changes where required.

Your therapist will assist you to achieve your NDIS goals. Your therapist will work with you to progress these goals via:

- Face to face consultation with you at your home or selected location
- Telehealth services (phone or video conference)

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

- Clinical Consultation: This includes discussions with yourself and support coordinator in order to clarify the purpose of the referral and further understand your needs so we can provide the most appropriate service to you.
- Pre-assessment planning and preparation prior to your initial assessment by your allocated therapist (max 30 min)
- Phone and email communication with you, professionals or support people involved in your NDIS program. These communications are necessary to progress your goals
- Recording of file notes which confirm 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 assessment reports for you and the NDIS.
- Arranging equipment trials, modifications and quotations (at times on site)
- Speaking with your family (where relevant) to ensure collaboration and agreement of therapy services
- Multi-Disciplinary Case Review: Your National 360 clinical team may consult in a formal capacity to ensure we are working collaboratively to meet your needs. This may also occur in the instance of change in your circumstances. (max 15 mins)
- Therapist travel to you

Allied Health Assistants

In some states, we engage Allied Health Therapists to work alongside our therapists to support your care. They may do some of the following:

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

Your AHA will always work under the guidance and direction of your therapist. The AHA are charged at a different rate to the therapist, as per NDIS guidelines.

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

Where we are looking to engage an AHA for blocks of therapy intervention, we will ask you to confirm via a separate Service Agreement. Supervision of the AHA and formal review of the work completed for your care is billed by the therapist.

How will we bill you?

National 360 will invoice you for services as they occur. National 360 set payment terms at 14 days.

How is travel time charged?

National 360 makes every effort to reduce travel time charged to clients where possible. Travel time is billed in line with the NDIS Price Guide and is based on the MMM zone you live in.

The Modified Monash Model (MMM) is a geographical classification system. It identifies travel boundaries and sets maximum travel charges. Travel is charged according to the following:

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.

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

For areas MMM6 – MMM7: National 360 may enter into specific arrangements to cover travel costs. National 360 will assist participants to minimise the travel costs where possible.

If you would like further information regarding MMM zones, or travel charges, please speak with our Customer Service team.

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).

Reports:

National 360 reports will be provided to you, upon completion. If you have not received a copy of your report, you may request this from your therapist. Where amendments to the report are required, you may be charged a fee.

Please let your therapist know at the time of the initial assessment if you do NOT want a report written. Please note that some services mandatorily require that a report be written and provided to NDIS.

How much time is required for standard therapy services?

Occupational Therapy Services:	Estimated Time / Inclusions:
<p>Functional (Initial) Assessment:</p> <p>A Functional Assessment will help to determine your current abilities and level of independence.</p> <p>The assessment will be via interview and observation. The therapist will assess your ability to manage personal care, domestic tasks, and community access/participation.</p> <p>Following this assessment the therapist will make recommendations for therapy or interventions.</p>	<p>Time required - approx. 10 hours</p> <ul style="list-style-type: none"> - Up to two home visits - Report writing - Communication with other supports/treaters involved in your care - Travel time
<p>Functional Assessment (focusing on Sensory Goal Assessment & Planning):</p> <p>Following a Functional Assessment and sensory assessment, the therapist will recommend therapy goals and intervention strategies.</p>	<p>Time required - approx. 10 hours</p> <ul style="list-style-type: none"> - Functional & sensory assessments - Goal development - Report - Travel time
<p>Sensory Profile 2 Assessment:</p> <p>Your therapist will assess your requirement for a Sensory Profile Assessment.</p> <p>The Sensory Profile Assessment involves an evaluation of an individual's sensory processing patterns.</p>	<p>Time required - approx. 5 hours</p> <ul style="list-style-type: none"> - Formal assessment - Summary of Sensory Patterns - Travel time <p>Please note that this assessment does not include goal planning and nor a full overview of the child's functional ability</p>
<p>Assistive Technology assessment: Trials and application (complex):</p> <p>Assistive Technology is a term commonly used to describe any device or system which allows an individual to perform a task as independently as possible.</p> <p>Your therapist will recommend equipment which will support improvement to your ability to carry out everyday activities.</p>	<p>Time required – approx. 10 hours</p> <ul style="list-style-type: none"> - Initial appointment - Equipment trial - Report writing - Travel time <p>Examples include:</p> <ul style="list-style-type: none"> • Manual / Powered Wheelchairs • Electric Scooters • Walking aids • Electric Beds • Recliner Chairs • Commodes • Hoists • Rails

<p>Assistive Technology assessment: Trials and application (complex) continued:</p>	<ul style="list-style-type: none"> • Cooling Vests • Eating Aids • Pressure care equipment • Communication devices
<p>Home Modifications assessment:</p> <p>A Home Modification Assessment will review your ability to access and move within your home environment. This assessment will consider your safety and independence.</p> <p>The OT may make recommendations for minor, complex, or temporary solutions.</p> <p>Our OT's work with funding bodies, builders, and project managers for home modification requirements.</p>	<p>Time required – approx. 20 hours</p> <ul style="list-style-type: none"> - Initial assessment - Liaison with builders, visits with builders - Completion of report - Travel time to meet with builders <p>Examples include:</p> <ul style="list-style-type: none"> • Ramps • Rails • Bathroom modifications • Kitchen Modifications • Ceiling hoists • Platform Lifts • Stepless showers
<p>Housing Assessment – SDA: (Specialist Disability Accommodation)</p> <p>Specialist Disability Accommodation (SDA) refers to accommodation for participants who require specialist housing solutions to assist with the delivery of their supports and which cater for their extreme functional impairment or very high support needs.</p>	<p>Time required –approx. 20 hours</p> <p>This is a detailed service:</p> <ul style="list-style-type: none"> - Comprehensive functional assessment (usually up to 3 visits) - Interview with you and your care support team - Review of your circumstances against the NDIS SDA Eligibility Criteria - Comprehensive report - Travel time
<p>Housing Assessment – SIL: (Supported Independent Living)</p> <p>Supported Independent Living (SIL) refers to any funded service supports which when provided to participants, enable a greater level of independent living.</p> <p>A SIL can include:</p> <ul style="list-style-type: none"> • High-level of support (more than 6 hours per day) • Highly trained staff <p>Supports shared between 2-5 people</p>	<p>Time required - approx. 20 hours</p> <p>This is a detailed service:</p> <ul style="list-style-type: none"> - A comprehensive assessment - Interview with your current care supports - Comprehensive report inclusive of recommendations towards your eligibility <p>Please note: SIL can be provided in both SDA and non-SDA residences.</p>

<p>Housing Assessment – ILO: (Individual Living Options)</p> <p>Individual Living Options (ILO) are tailored living arrangements that focus on the participant and individual housing support needs. They are often an alternative to a group home environment and may include care arrangements with non-professional carers.</p>	<p>Time required - approx. 20 hours</p> <p>This is a detailed service:</p> <ul style="list-style-type: none"> - Interview with you and your support team - A functional assessment - A review of your environmental needs - A comprehensive report
<p>Pre-Planning or Progress Assessment:</p> <p>This service provides detail regarding both:</p> <ul style="list-style-type: none"> • The client’s disability and the impact it has on independence and goal attainment • The future need for NDIS funded services <p>Participants find this service useful where:</p> <ul style="list-style-type: none"> • They are transferring to the NDIS for the first time and require support and evidence to provide within their planning session • They are on an existing NDIS plan and their individual needs or goals change • An NDIS plan review is pending. 	<p>Time required - approx. 5-6 hours</p> <ul style="list-style-type: none"> - Interview and observational assessment - Review of your past needs - Recommendations around future needs - Report - Travel time
<p>Passenger Vehicle Modifications:</p> <p>Our OT’s can assist you with passenger vehicle modifications to make transportation of the passenger smooth and safe.</p>	<p>Time required - approx. 10-12 hours</p> <p>This includes:</p> <ul style="list-style-type: none"> - Recommendations for suitable equipment or modification - Trial of equipment - Quotation for modification - SWEP/NDIS paperwork - Installation of modifications <p>Request for additional funding where required.</p>

Physiotherapy Services:	Estimated Time / Inclusions:
<p>Initial Assessment Service: (Low Level Service)</p> <p>e.g. mobility assessment; falls and balance; manual handling; general health and fitness or assessment and prescription of mobility aids.</p> <p>Suitable for:</p> <ul style="list-style-type: none"> • Low complexity conditions who require a program that can be completed independently or require limited supervision or supports • Those requiring an assessment only, to monitor their ability and prevent undetected functional decline 	<p>Time required - approx. 10 hours</p> <p>This estimated time includes:</p> <ul style="list-style-type: none"> • Assessment – physio functional review • Report • Implementation of initial physiotherapy plan • 1-2 follow up appointments • Travel
<p>Initial assessment & Ongoing Physiotherapy intervention: (Medium Level Service)</p> <ul style="list-style-type: none"> • This is the minimum service for any mobility/functional training programs • This is the minimum service level for paediatrics <p>Suitable for:</p> <ul style="list-style-type: none"> • Strength or balance programs to assist with the achievement of your short term personal/NDIS goals. This includes 6 follow up sessions • Pain and injury management; pre/post-operative that requires regular hands-on treatment sessions • Strength or balance programs where clients have low compliance or minimal supports necessary to perform a program as directed • Clients requiring an exercise program with moderate supervision needed • High complexity balance problems • Assessment and prescription for mobility aids when the client requires training to use an aid safely 	<p>Time required - approx. 20 hours</p> <p>Includes:</p> <ul style="list-style-type: none"> • Initial assessment • Up to 6 follow up sessions • Report for NDIS progress and planning • Case management activity • Travel

<p>Initial assessment & Ongoing Physiotherapy intervention: (High Level/Complex Services)</p> <p>Suitable for:</p> <ul style="list-style-type: none"> • Strength or balance programs which work towards long term personal/NDIS goals. • Clients with multiple needs requiring a combination of intervention e.g. balance program; strength training; hands-on treatment • Complex pain and injury management including pre/post-operative, that require regular hands-on treatment sessions • Clients requiring ongoing physiotherapy who are unable to perform exercises on their own or with untrained supervision • Offers the ability to include hydrotherapy as part of physiotherapy intervention where the client will be able to attend independently or with their own supports 	<p>Time required - approx. 30 hours</p> <p>Including:</p> <ul style="list-style-type: none"> - Initial assessment - Regular therapy (up to 12 sessions over 3 – 6+ months) - Report for NDIS progress and planning - Case management activity - Travel
<p>Establishing your hydrotherapy program:</p> <p>Suitable for:</p> <ul style="list-style-type: none"> • Participants with low complexity conditions • Participants who require a hydrotherapy program that can be completed independently • Participants requiring limited supervision and/or have supports networks in place to attend the pool to perform program regularly 	<p>Time required - approx. 15 hours</p> <p>Including:</p> <ul style="list-style-type: none"> • On-land assessment • Water assessment • Setting up your program • Follow up service with modifications to the program as required • Report description of your program, progress and future requirements
<p>Hydrotherapy – regular sessions:</p> <p>Establishment and monitoring of a hydrotherapy program</p>	<p>Time required - approx. 30 hours</p> <ul style="list-style-type: none"> • On- land assessment • Water assessment • Setting up your program • 8 follow up sessions (1.5 hours each) • Report development • Case management activity • Travel

Speech Pathology Services:	Estimated Time / Inclusions:
<p>Functional Assessment (Initial Assessment):</p> <p>National 360 speech pathology offers a range of services for children and adults presenting with communication impairments including:</p> <p>Initial assessment may cover the following</p> <ul style="list-style-type: none"> • Developmental or global delay • Language delay or disorder • Speech sound disorders • Fluency (stuttering) • Literacy • Feeding • Swallowing 	<p>Time required: approximately 10 hours</p> <p>Speech Pathology services are available in certain locations. Please contact our customer service team to confirm.</p> <p>Including:</p> <ul style="list-style-type: none"> • Up to 2 home visits (or within care or education setting) • Standardised assessment to determine your ability • Liaising with others involved in your care plan, (including the multi-disciplinary team) • Report writing • Travel
<p>Speech Pathology Therapy Session:</p>	<p>Your Therapist will discuss with you a suitable session program following a functional assessment with you.</p> <p>Each session will require the following:</p> <ul style="list-style-type: none"> • 45 – 60 minutes with you (per session) • Travel • Case noting to monitor your progress • Resource development

Paediatric Services:	Estimated Time / Inclusions:
<p>We offer specialised assessment and treatment programs for children aged 0 – 17 years, covering most disabilities.</p> <p>This service can be offered in the home, community, or educational environment.</p> <p>Our OT’s will come to you and will liaise with the education environment to ensure that common goals are achieved in all relevant environments.</p> <p>Physiotherapy paediatric services are available in certain locations. Please contact our customer service team to confirm.</p> <p>Speech Pathology services are available in certain locations. Please contact our customer service team to confirm.</p>	<p>We recommend an initial commitment of 20 hours</p> <p>This is so the therapist has time to establish a relationship, discuss goals, develop and implement a plan and strategies and provide recommendations to assist in achieving those goals. Travel to and from each appointment is deducted from this allocation.</p> <p>Therapy sessions typically run for 45 mins.</p> <p>Your therapist will discuss these costs with you at the time of initial assessment in order to determine what is most suitable to you.</p> <p>You may or may not require the therapist to write a report for you. Please discuss this with your assigned therapist.</p>

Behaviour Support Services:	Estimated Time / Inclusions:
<p>We offer comprehensive behaviour support services including assessment of behaviours, interim and comprehensive behaviour support plans, training of staff/ carers and therapy support for participants with behaviours of concern.</p> <p>This service can be offered in the most relevant environment including home or clinic, supported accommodation and schools.</p> <p>Our registered Behaviour Support Practitioners will come to you and will liaise with relevant services involved in your care to undertake a client centred functional behaviour assessment and behaviour support plan and report, as indicated in your plan. Our clinicians can also provide training to support and care teams to effectively implement the recommendations in the support plans. We can also offer ongoing support around identified behaviour support strategies.</p>	<p>For Behaviour Support services your Improved Relationship budget will cover:</p> <ul style="list-style-type: none"> • Comprehensive assessment, including observation sessions • Information gathering from collateral supports and review of same • Liaison with key stakeholders • Development of interim plan • Development of comprehensive behaviour support plan • Submission to commission as per reporting requirements • Internal review of BS plans • Evaluation and review of plans and recommendations • Training and resource development • Implementation of behaviour support strategies <p>Your allocated clinician will discuss with you the best use of your allocated hours under your Improved Relationship budget to meet the behaviours of concern.</p> <p>Generally, Specialist Behaviour Intervention hours are allocated for the development of a behaviour support plan and Behaviour Management hours are allocated for implementation of the plan</p> <p>Travel to and from each appointment is deducted from this allocation of hours as per the travel guidelines in the NDIS service agreement provided to you.</p>