

How we charge for travel under the NDIS

Our therapists can travel to the locations where you want to receive services as part of your National Disability Insurance Scheme (NDIS) plan. This can include your home, school, workplace and in the community. Evidence shows that delivering therapy in this way leads to better outcomes and makes a difference in your everyday life.

We want to keep the cost of travel to a minimum. We do this by:

Being close to you

We have more than 20 offices throughout the wider Perth metropolitan area and in the lower south west region of Western Australia.

Coordinating visits in your area

Where possible, we book appointments with other clients in your area on the same day.

Sharing the time spent travelling

When we see a number of clients in the same location or area, the time it takes to travel there is shared evenly between those clients. This reduces the cost to individuals and makes it fair.

Giving you our guarantee that:

- You will not be charged more than the time it would take to travel directly to you from our closest office (or the agreed office*).
- We will not use more than 20% of the therapy hours in your NDIS plan for travel in metropolitan areas, or 40% in country and rural areas.
- The maximum time you will be charged for any trip is 20 minutes in metropolitan areas or 45 minutes in country and rural areas - unless otherwise agreed with you.

If you have any questions about how we charge for travel, please speak to your Key Worker or your local Team Leader.

*In some situations we may agree to travel from an office that is further away from your home. This might be because you want to regularly receive services in a location (e.g. school) that is a long way from home. In this case we will agree to travel from an office closer to the chosen location.

Specialist services: Some of our specialist services, such as complex equipment prescription, behaviour support, dietetics and PEBBLES continence services may need to charge travel from a different office. The maximum charge for a visit will still be 20 minutes in metro areas and 45 mins in rural areas. This will also come under the maximum 20% of therapy hours in your NDIS plan.