



# NATIONAL OCCUPATIONAL THERAPY

## SERVICE AND FEE GUIDELINES (NDIS PARTICIPANTS)

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## Getting started with National OT

Thank you for your referral to National OT. Our Customer Service Team are here to assist you with any questions that you may have. Our office hours are 8.30 am to 5.00 pm (AEDT), weekdays. Please call 1300 340 440 or:

- VIC 03 7019 9306
- NSW 02 91590100
- QLD 07 3186 5203
- SA 08 7079 6882

### The next steps:

1. The Customer Service Team will work with you to develop a **Service Agreement** specific to the OT or Physiotherapy 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 Occupational Therapist (OT) or Physiotherapist (PT) 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 OT will invoice you for therapy services and travel in accordance with the NDIS Price Guide 2019 - 2020. We carefully monitor any changes to the NDIS Price Guide and we will make any changes where required.

Your OT/PT will assist you to achieve the goals as stated in your NDIS plan and as discussed with you at your initial appointment. The OT/PT 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)
- The OT/PT will work from the office on supportive tasks which will assist you to achieve your goals

Some of the tasks which your OT or PT may complete behind the scenes include (but are not limited to):

- A pre-assessment service, which at times is required prior to meeting with you. This service may be necessary in order to clarify the assessment background, speak with other relevant individuals who are also involved in your disability management or to investigate or schedule your particular service request.
- Phone and email communication with you, professionals or support people involved in your NDIS program. These communications may assist to progress your goals
- Recording of file notes which confirm actions undertaken with you, outcomes achieved and ongoing plans for service delivery (National OT 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
- Travel related to visiting you to provide services

### How will we bill you?

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

### How is travel time charged?

National OT makes every effort to reduce travel time charged to clients where possible. Travel time is billed in line with the **NDIS Price Guide** – updated 25 March 2020 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 to appointments (and where you are the last appointment for the day) is charged according to the following:

MMM1 – MMM3: up to 30 minutes to appointments, plus up to 30 minutes return where the appointment is the last for the day

MMM4 - MMM5 (regional): up to 60 minutes to appointments, plus up to 60 minutes return where the appointment is the last for the day.

For areas MMM6 – MMM7 National OT may enter into specific arrangements to cover travel costs at the usual hourly rate (\$298.75 MMM6 and \$319.00MMM7). National OT will assist participants to minimise the travel costs where possible (e.g. by co-ordinating appointments with other participants in an area, so that travel costs can be shared between participants).

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 ten (10) clear business days' cancellation notice for your agreed therapy service (please note that these are temporary terms due to Covid-19. These terms will be reviewed by the NDIS every 3 months).

Your therapist may charge up to 100% of the planned service costs (for the assessment and travel time), as of the 30 March 2020. Prior to 30 March you can expect to be charged up to 90% of planned service costs. These terms will be reviewed by the NDIS in June 2020.

### Reports:

National OT reports will be provided to you, upon completion by your OT. At times your PT may also prepare a report to show your progress. 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?

Service	Estimated Time
<p><b>Initial Assessment / Functional Assessment</b></p> <p>In order to establish your therapy goals and your abilities or disabilities, an initial assessment is completed with you.</p> <p>The therapist will determine via interview and observation your level of function and independence. This may include your ability to manage personal care, domestic tasks and community access/participation.</p>	<p>Approx. 8-10 hours for OT and 3-4 hours for PT. This estimated time includes up to two home visits, report writing, liaising with other supports/treaters involved in your care and travel to appointments.</p> <p>Your therapist will make recommendations for any strategies or services which may assist you to reach your goals. Additional hours may be required to carry out these recommendations.</p>
<p><b>Assistive Technology assessment, trials and application (complex)</b></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>Equipment Assessments involve an evaluation of your individual disability needs. Your therapist will prescribe/recommend equipment which will support improvement to your your ability to carry out everyday activities.</p>	<p>Approx. 10 hours, including an initial appointment, equipment trials, report writing and travel to appointments.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Manual / Powered Wheelchairs</li> <li>• Electric Scooters</li> <li>• Walking aids</li> <li>• Electric Beds</li> <li>• Recliner Chairs</li> <li>• Commodes</li> <li>• Hoists</li> <li>• Rails</li> <li>• Cooling Vests</li> <li>• Eating Aids</li> <li>• Pressure care equipment</li> <li>• Technological devices</li> </ul>
<p><b>Home Modifications</b></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. The OT may make recommendations to improve your ability to live in the home offering temporary or permanent solutions. The OT can assist to design and coordinate minor home modifications through to complex structural alterations. Our OT's work with</p>	<p>Approx. 20 hours, including initial assessment, liaison with builders, visits with builders, completion of report and travel to appointments with you and to meet with builders.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Ramps</li> <li>• Rails</li> <li>• Bathroom modifications</li> <li>• Kitchen Modifications</li> <li>• Ceiling hoists</li> </ul>

<p>funding bodies, builders and project managers for home modification requirements.</p>	<ul style="list-style-type: none"> <li>• Platform Lifts</li> <li>• Stepless showers</li> </ul>
<p><b>Functional Assessment – With a focus on Sensory Goal Planning / Assessment</b></p> <p>Following a Sensory Profile and Functional Assessment , the OT and participant/family will develop therapy goals and intervention strategies. The intervention will assist with the development of the individual within the environments in which they live.</p> <p>Usually a Sensory Profile Assessment alone will not be sufficient to determine the overall functional performance of the child and observation of the child in everyday (functional) activities is necessary to develop a rounded understanding of the abilities and or barriers to performance.</p>	<p>Approx. 10 hours, including assessments, reports, goal development, travel to appointments with you.</p>
<p><b>Sensory Profile 2 Assessment</b></p> <p>The Sensory Profile Assessment involves an evaluation of an individual’s sensory processing patterns (usually in children and frequently used in Autism Spectrum Disorder). These assessments are used to determine how an individual manages the world around them and how their unique processes may influence their development and ability to function in everyday life. Information tested includes visual (sight), gustatory (taste), auditory (hearing), tactile (feel) and vestibular &amp; proprioception (describes the ability to sense the orientation of your body in your environment. The way that we can tell that an arm is raised above our head, whether our body is stationary or moving).</p>	<p>Approx. 4-5 hours, including Sensory Profile 2 assessment, and travel</p> <ul style="list-style-type: none"> <li>• Sensory Profile Assessment (Sensory Profile 2)</li> <li>• Summary of how the child’s sensory patterns may be contributing to or creating barriers to performance in daily life</li> <li>• <b><i>Please note that this assessment does not include goal planning and a full overview of the child’s functional ability .</i></b></li> <li>• <b>Your OT will need to determine if this assessment is relevant for your child prior to administering this test.</b></li> </ul>
<p><b>Passenger or Driver Vehicle Modifications</b></p> <p>Our OT’s are able to assist you with passenger vehicle modifications to make transportation of the passenger smooth and safe.</p> <p>Where you require driver modifications, a trained OT with OT driving assessor qualification is required. Please enquire with our Customer Service Team as to the availability of suitable OT’s in your area.</p>	<p>Approx. 10-12 hours. This includes:</p> <ul style="list-style-type: none"> <li>• Driver Vehicle Mods - on-road OT Driving Assessment with a qualified OT Driving Assessor, Driving Instructor (external to National OT), trial of equipment, quotation for modification, SWEP/NDIS paperwork, request for further OT funding for subsequent OT assessment post-approval and installation of modifications.</li> <li>• Passenger Vehicle Mods – assessment with an OT,</li> </ul>

	<p>recommendations for suitable equipment or modification, trial of equipment, quotation for modification, SWEP/NDIS paperwork, request for further OT funding for subsequent OT assessment post-approval and installation of modifications.</p>
<p><b>Housing Assessment SDA (Specialist Disability Accommodation)</b></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>SDA Assessment involves a comprehensive assessment of your needs, both current and future and provides a recommendation to NDIS regarding your eligibility for specialist disability accommodation.</p>	<p>Approx.20 hours. This is a complex report which requires the therapist to complete several assessments with you and your current supports. The therapist will be required to travel to meet with for up to three occasions. The report recommendations are detailed and comprehensive in order to meet specific NDIS requirements.</p>
<p><b>Housing Assessment SIL (Supported Independent Living)</b></p> <p>Supported Independent Living (SIL) refers to any funded service supports which when provided to participants, enable a greater level of independent living. A SIL Assessment involves the therapist providing a comprehensive assessment of your functional status and the amount or types of supports required to maintain and improve your daily living standards.</p>	<p>Approx. 20 hours. This is a detailed service which requires a comprehensive assessment and report. Your therapist will complete several assessments which include spending significant time communicating with your family, or other supports. The NDIA have specified the criteria for this assessment.</p> <p>Participants eligible for this assessment may be:</p> <ul style="list-style-type: none"> <li>• Living with parents</li> <li>• In a shared residence with other NDIS participants</li> <li>• Living alone</li> <li>• Or wanting to move from your current accommodation to a more independent and age appropriate accommodation</li> </ul> <p>• Please note, SIL can be provided both in non-SDA residences and SDA residences.</p>

<p><b>Pre-Planning Assessment</b></p> <p>The pre-planning service provides detail regarding both:</p> <ul style="list-style-type: none"> <li>-the client's disability and the impact it has on independence and goal attainment</li> <li>-The future need for NDIS funded services</li> </ul> <p>Participants find this service useful where:</p> <ul style="list-style-type: none"> <li>- They are transferring to the NDIS for the first time and require support and evidence to provide within their planning session</li> <li>- They are on an existing NDIS plan and their individual needs or goals change</li> <li>- or if a NDIS plan review is pending.</li> </ul>	<p>Approx. 5-6 hours, including initial assessment, report writing and travel</p> <p>You could expect the following content to be covered:</p> <ul style="list-style-type: none"> <li>• Assistance or capability with daily living skills</li> <li>• Assistance or capability with social &amp; community participation</li> <li>• Assistive Technology e.g. equipment which may be required to increase your independence</li> <li>- Home Modifications/ Specialised Disability Accommodation (SDA)</li> <li>- Support Coordination</li> <li>- Finding and Keeping a Job</li> <li>- Improved Health and Wellbeing</li> <li>- Therapy goals</li> </ul>
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<p><b>Physiotherapy Services</b></p> <p><b>Initial Assessment Service – Low Level Service</b> e.g. mobility assessment; falls and balance; manual handling; general health and fitness or assessment and prescription of mobility aids.</p> <p>Suitable for participants with</p> <ul style="list-style-type: none"> <li>- low complexity conditions who require a program that can be completed independently or require limited supervision or supports to perform a program regularly requiring an assessment only to monitor their ability and prevent undetected functional decline</li> </ul>	<p>Approx. 10 hours</p> <ul style="list-style-type: none"> <li>• up to 2 hours for the assessment</li> <li>• travel time</li> <li>• report writing for NDIS review and planning</li> <li>• implementation of initial physiotherapy plan and</li> <li>• 1-2 follow up appointments</li> </ul>
<p><b>Physiotherapy Services</b></p> <p><b>Initial assessment and ongoing physiotherapy intervention – Medium Level Service</b></p> <ul style="list-style-type: none"> <li>- This is the minimum service for any mobility/functional training programs</li> <li>- This is the minimum service level for paediatrics</li> </ul>	<p>Up to 20 hours</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• Initial assessment</li> <li>• Up to 6 follow up sessions</li> <li>• Report for NDIS progress and planning</li> <li>• Case management activity</li> <li>• Travel</li> </ul>

<p>Suitable for:</p> <ul style="list-style-type: none"> <li>- Strength or balance programs to assist with the achievement of your <b>short term</b> personal/NDIS goals. This includes 6 follow up sessions</li> <li>- Pain and injury management; pre/post-operative that requires regular hands-on treatment sessions.</li> <li>- Strength or balance programs where clients have low compliance or minimal supports necessary to perform a program as directed</li> <li>- Clients requiring an exercise program with moderate supervision needed</li> <li>- High complexity balance problems</li> <li>- Assessment and prescription for mobility aids when the client requires training to use an aid safely</li> </ul>	
<p><b>Physiotherapy Services</b></p> <p><b>Initial assessment and ongoing physiotherapy intervention – High Level/Complex Services</b></p> <p>Suitable for:</p> <ul style="list-style-type: none"> <li>- Strength or balance programs which work towards <b>long term</b> personal/NDIS goals. Approx. 12 follow up sessions over a period of 3-6+ months.</li> <li>- Clients with multiple needs requiring a combination of intervention e.g. balance program; strength training; hands-on treatment</li> <li>- Complex pain and injury management including pre/post-operative, that require regular hands-on treatment sessions (approx.12)</li> <li>- Clients requiring ongoing physiotherapy who are unable to perform exercises on their own or with untrained supervision</li> <li>- 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</li> </ul>	<p>Up to 30 hours</p> <p>Including:</p> <ul style="list-style-type: none"> <li>• Initial assessment</li> <li>• Regular therapy (up to 12 sessions over 3 – 6+ months)</li> <li>• Report</li> <li>• Case management activity</li> <li>• Travel</li> </ul>



<p><b>Physiotherapy Services</b></p> <p><b>Establishing your hydrotherapy program</b></p> <p>Suitable for:</p> <ul style="list-style-type: none"> <li>- participants with low complexity conditions</li> <li>- participants who require a hydrotherapy program that can be completed independently</li> <li>- or where they require limited supervision and/or have supports networks in place to attend the pool to perform program regularly</li> </ul>	<p>15 hours</p> <p>Including:</p> <ul style="list-style-type: none"> <li>• On-land assessment</li> <li>• Water assessment</li> <li>• Setting up your program</li> <li>• Follow up service with modifications to the program as required</li> <li>• Report description of your program, progress and future requirements)</li> </ul>
<p><b>Physiotherapy Services</b></p> <p><b>Hydrotherapy – regular sessions.</b></p> <p>Establishment and monitoring of a hydrotherapy program</p>	<p>30 Hours</p> <ul style="list-style-type: none"> <li>• On- land assessment</li> <li>• Water assessment</li> <li>• Setting up your program</li> <li>• 8 follow up sessions (1.5 hours each)</li> <li>• Report development</li> <li>• Case management activity</li> <li>• Travel</li> </ul>
<p><b>Paediatric</b></p> <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. 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>Physio paediatric services are available in certain locations. Please contact our customer service team to confirm.</p>	<p>Therapy sessions typically run for 45 mins.</p> <p>Our Therapists will also add to this time preparation for services, reporting and travel. Your therapist will discuss these costs with you at the time of initial assessment in order to determine what is 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>