

### **Why do you charge a fee for travel?**

When we provide services in the community, we accrue additional costs in both the therapist's time to travel to the appointment and back, and the mileage reimbursement we are required by legislation to pay to our team for the use of their private vehicle.

Families may choose to access support at our purpose-built clinic in Bunbury to minimise the impact of travel fees on their NDIS budget.

### **How do you calculate travel fees?**

Out Loud has previously operated on a system of travel 'zones', where we calculated our actual cost of travel and then shared it between an anticipated number of clients seen each visit, to create geographical zones. Even when we were unable to cluster bookings for that anticipated number of clients, we committed to charge no more than the shared zone cost.

In 2023 a new method of billing travel will be phased in, where you will see travel represented on your invoice as two separate items:

- the time taken by your therapist to travel to and from the location where supports were provided
- the number of kilometres from our clinic to the location where the supports were provided, return.

Out Loud will continue to endeavour to group appointments in a similar location together in order to share the cost of travel between participants in that area. When you arrange your therapy block, your therapist can advise you what the maximum travel charge will be. The fee you pay will be reduced if your therapist can work your community visit in with others.

### **Will I be billed for travel if I cancel?**

The travel components of your community therapy session make up part of the agreed fee for your session. Any community visit cancelled with less than 48 business hours' notice will be billed the agreed fee in full.

### **Will I be billed a higher travel rate for one-off visits to my child's school, daycare or home?**

Sometimes families ask us to visit home or school at a time that is different from their regular appointment time. While we welcome the opportunity to attend meetings and work with your family and school flexibly, in these instances it's unlikely that we will have other clients to share your travel fee with. If this occurs, we will discuss with you a travel fee that reflects the cost of attending the appointment and may be able to provide you with options for alternative times to allow us to minimise the travel cost.

Why do different therapists charge different fees when they are all going to the same location?

The travel fee has been calculated based on the loop the therapist travels the particular day of your child's session. Although sessions may take place at the same location, your Speech Therapist, Occupational Therapist and TA travel in different directions to each other on those days, seeing a different number of clients in varying locations. This means the travel fee related to a block of community therapy (a number of sessions booked with a specific therapist, at a specified location, in a recurring time slot) is only relevant to that block.

If another block is offered in the future, the fee will be calculated again, as the therapist's route may change and there may be additional or fewer clients to share the fee with you in the next block.

If a change in session days/times or locations is negotiated, your travel fee will be recalculated.