

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 centre in Bunbury to minimise the impact of travel fees on their NDIS budget.

How do you calculate travel fees?

Our travel fees are calculated at the lowest rate required to ensure that we cover both our therapists' time and mileage payable.

NDIS guidelines allow for travel time and vehicle costs to be billed for travel to an appointment and then also to the next appointment (which sometimes can be back to our office). While this system is fair, it does mean that travel costs can vary from session to session and can quickly become very expensive.

To ensure a consistent travel structure, Out Loud has created 'zones' to allow us to calculate the cost of travel to each area, and then share the cost between an 'assumed' number of appointments in the area.

Even if school and home visit schedules do not allow us to cluster visits (e.g., we travel to an area for just one appointment when we were assuming there would be three), the appointment's travel component is still billed at the same rate as for every other child in that area.

We calculate our travel fee based on information taken from travel software:

- Time taken for a return trip to an area, multiplied by our hourly rate of \$185
- Kilometres from our clinic for a return trip to an area, multiplied by 80c/km.

You may discover that you have different travel zones for school and home visits if your services fall within different zones.

We do not attempt to bill for travel between locations in an area.

Will I be billed travel if I cancel?

Travel fees will not be billed if we receive notice of the cancellation before 8.00am on the day of the visit. If we receive notification of a cancellation after 8.00am, it is likely our therapists will already be travelling to the area and will be unable to rearrange appointments or adjust travel plans. Messages received by our answering system before 8.00am will be considered as having provided adequate notice.

The actual appointment time will still be billed as per our late cancellations policy. You can find more information about this in the Cancellation FAQ's.

Will I be billed a higher travel rate if other children in my area cancel their appointment?

No. We remain committed to providing community- based services and will not attempt to change rates if other children cancel when we are visiting your area.

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 flexibly, this does mean we cannot group other clients together, and may have to cancel other sessions to allow us to travel to the one-off appointment. If this occurs, we will discuss with you a travel fee that reflects the cost of attending the appointment.

We may also be able to provide you with options for alternative times to allow us to minimise the travel cost.