

# Understanding our fees and charges



**We want to be clear with you from the outset about our fees and charges, so that you always know what to expect.**

Let's start with our hourly rates. We charge our therapeutic, positive behaviour and employment supports in line with the rules set out in the NDIS Pricing Arrangements & Price Limits.

Our hourly rates are:

<b>Occupational Therapy</b>	<b>\$193.99</b>
<b>Exercise Physiology</b>	<b>\$166.99 (incl. GST)</b>
<b>Physiotherapy</b>	<b>\$183.99</b>
<b>Speech Pathology</b>	<b>\$193.99</b>
<b>Key Worker – Early Childhood Support</b>	<b>\$193.99</b>
<b>Therapy Assistant (Level 2)</b>	<b>\$86.79</b>
<b>Psychology</b>	<b>\$232.99</b>
<b>Counselling</b>	<b>\$156.16</b>
<b>Employment-related Assessment and Counselling</b>	<b>\$193.99</b>
<b>Positive Behaviour Support</b>	
<b>Capacity Building Categories: Improved Relationships and Behaviour Support (PACE)</b>	
Specialist Behavioural Intervention Support	\$232.99
Behaviour Management Plan	\$232.99
<b>School Leaver Employment Support</b>	<b>\$530 (weekly charge)</b>

**Note:** Hourly rates may vary for remote and very remote regions. We will inform you when confirming your support.

Our **session times include both face-to-face and non-face-to-face activities**. This means your session not only includes time spent with you but also time we dedicate to preparing for the session and documenting our notes afterward. While there may be variability based on your circumstances, over the page is a summary of what you can expect from your session time. Our clinicians always aim to stay within your allocated time, however, if a session runs longer, additional charges may apply.



#### 70 minute session

50 minutes face-to-face  
20 minutes non-face-to-face



#### 80 minute session

60 minutes face-to-face  
20 minutes non-face-to-face



#### 90 minute session

60 minutes face-to-face  
30 minutes non-face-to-face



#### 120 minute session

90 minutes face-to-face  
30 minutes non-face-to-face

### Session face-to-face time

- Direct individual/ group therapy with you or your child
- Assessment activities
- Discussions or feedback with you or your support people

### Session related non-face-to-face time

- Session preparation including reviewing past notes and setting up for your session.
- Writing case notes, therapy plans, and progress updates.
- Communicating with support coordinators, family/carers, or allied health providers about your progress and goals.

There are other activities that are part of supporting participants in achieving their goals. However, these activities occur outside of session times.

### Supporting activities outside session times

- Development of a Schedule of Support.
- Quality Assurance: Senior clinicians reviewing reports/plans and case consultations to help you achieve your goals.
- Researching strategies and developing tailored resources.
- Reviewing reports and developing tailored strategies.
- Travel (if applicable).

### Travel

We aim to minimise travel costs while giving you greater choice and control in how and where you receive your services. If our clinician is coming to your home or a community setting, you will be charged a travel costs for both travel time (labour), travel distance (non-labour travel costs) and parking/ public transport fares (for example, ferry fares). These charges are within the NDIS Pricing Arrangements and Price Limits.

We will:

- Aim to match you to a local clinician, with appropriate skills and experience for your condition
- Where possible, coordinate appointments with other participants in your area to share travel costs
- Talk to you about how you can save on travel costs

If you have any questions about service charges, our friendly concierge team is here to help. Reach out at **1800 238 958** or [hello@abilityactionaustralia.com.au](mailto:hello@abilityactionaustralia.com.au) - we're happy to assist before or during your services with Ability Action Australia.

### Changes to your Service Agreement

Our Service Agreement remains in effect while you receive supports from us. Updates or changes will be confirmed via email— no extra signatures needed. You can provide consent for updates, changes or cancellations directly to your clinician or by contacting our concierge team on **1800 238 958** or [hello@abilityactionaustralia.com.au](mailto:hello@abilityactionaustralia.com.au)