



Schedule of Fees and Services for Occupational Therapy Services - 2024

Arbre Therapy Pty Ltd provides Occupational Therapy services set out in the following Schedule of Fees and services effective from **1st January 2024**.

There are two main forms of Occupational Therapy services delivered by Arbre, namely **direct** and **indirect** service provisions.

Direct Occupational Therapy Service Provisions

"Face-to-face" contact with the individual, family, or associated support staff. This time will be used as a teaching/learning opportunity for those directly involved in working towards the participant's therapy goals.

This service includes:

- An individual session with a client /or parent/support worker consisting of a **50 min direct contact time and 15 minutes (non-face to face) session note writing**.

Indirect Service Provisions

Indirect service provision includes any **non** "face-to-face" contact that is in relation to the individual or household. This may include:

- Completion of session note writing;
- Assistive technology reports, home or vehicle modification reports, additional justification for assistive technology prescription or support letters required by third parties;
- Assessments (standardized);
- Liaising with other providers and professionals associated with the individual;
- Research undertaken for devices, apps, and other equipment;
- Development of resources;
- Liaising with equipment suppliers for recommendations and quotes, follow up on assistive technology prescription.
- Follow-up of funding for equipment, resources, and other therapy resources.

Service Provider responsibilities

The Service Provider will:

- Follow COVID Safe guidelines and Public Health orders as stipulated by the Victoria Government and Department of Health and Human Services.
- Work with the individual to provide services that meet the individual's needs at preferred times subject to availability
- Communicate openly and honestly in a timely manner
- Treat the individual with courtesy and respect
- Consult the individual on decisions about how supports are provided

- Provide the individual information about managing feedback, any complaints or disagreements and details of the provider's cancellation policy (if relevant)
- Provide 24-hour notice of appointment cancellation (please note in extenuating circumstances this may not always be possible). In the event of cancellation of an appointment a make-up session will be provided subject to availability at a time agreed upon with the individual.
- Keep clear records and notes about the services provided to the individual and monitoring goals, whilst ensuring that the individual's privacy and confidential information is stored safely.
- Provide supports in a manner consistent with all relevant laws, including the [National Disability Insurance Scheme Act 2013](#) and [rules](#), and the Australian Consumer Law; keep accurate records on the supports provided to the participant
- Issue regular invoices and statements of the supports delivered to the individual, the cost and when payment is due.
- Inform individuals if any contact details set out in this schedule of fees and services change.

Individual (& individual's representatives) responsibilities

The Individual (& individual's representatives) will:

- follow COVID Safe guidelines and Public Health orders as stipulated by the Victoria Government and Department of Health and Human Services,
- work with the service provider to ensure that the services provided meet the individuals needs,
- treat the provider with courtesy and respect,
- talk to the provider if the individual/parent/support worker has any concerns about the supports being provided,
- let the provider know if any contact details have changed that is the basis for this Service Agreement,
- provide Therapist **cancellation notice 48hrs prior to the scheduled appointment by way of SMS, email or phone call. No show/short notice cancellations will incur 100% charge of the sessional fee as per the NDIS Guidelines.**
- provide the provider with the required notice if the individual needs to end the Service Agreement (see below) or if any contact details change, inform the service provider.

Summary of Fees

Individual Occupational Therapy (Direct/Indirect)	Cost of Service
Home/kindergarten/community OT Session (50 minutes consultation @\$193.99/hr)	\$161.00
Indirect – Non face to face support – session notes (15 mins @\$193.99/hr)	\$48.50
Assistive technology, home modifications and vehicle modification reports for home, NDIS, kindergarten, tertiary placement	\$193.99 per hour
Selection and/or manufacture of customised or wearable technology	\$193.99 per hour
Training for parents/support workers	\$193.99 per hour
Assessments	
Handwriting (1 hour for administration of assessments, 1 hour to score the assessments, 1 hour to report with recommendations – 3 hrs total)	\$582.00
Handwriting and Fine Motor (2 hour for administration of assessment, 2 hours to score assessments, 1.5 hours report with recommendations– 5.5 hrs total)	\$1067.00

Travel	
Provider Travel ¹ (Labour costs – Time)	Calculated as actual time travelled and converted to the hourly rate @\$193.99
Provider Travel ² (Non-Labour Costs)	For a vehicle owned by the therapist up to \$0.96 a kilometre ; and For other forms of transport or associated costs, such as road tolls, parking, public transport fares, up to the full amount.

Payment of Supports

Arbre Therapy will seek payment for their provision of supports after the satisfactory delivery of supports.

- Invoices will be emailed for payment to the household or the contact person at the end of each week.
- **Payments are due within 14 days. Late fee will be applied.**
- Invoices to be paid electronically to the following account.

**Arbre Therapy Pty Ltd
ANZ Bank BSB 013-366
Account Number 2295 45826**

- Arbre reserves the right to temporarily pause therapy sessions once 2 or more session fees are outstanding. They will resume without consequence once the account is settled.
- Any issues with invoices or payments, please contact Fiona Murrie (Bookkeeper) admin@arbretherapy.com.au

Absentee/cancellation of sessions

Services will be charged at 100% of the standard fee (\$193.99) unless the following notice of cancellation is provided by the Client/School:

- 48-hour notification is required for planned absences
- Notification prior to 8am on the day of service is required for individual illness

¹ Travel to provide therapy will be charged when travelling to and from appointments. Arbre will apportion actual travel time and be included as a separate line item on invoices for payment. If the household is the last appointment for the day, travel will be charged to attend the location and then return to the Therapists usual place of work. In this instance travel charges will be shown separately on the invoice.

² If an Arbre Therapist incurs costs, in addition to the cost of a therapist's time when travelling to deliver Face to-Face supports to a client (such as road tolls, parking fees and the running costs of the vehicle), this may be charged. If this occurs, Arbre will discuss with the individual household.

- It may not be possible to reschedule missed sessions owing to Arbre Therapy workload commitments. Families and schools will both be notified of OT session dates and times throughout the school year.

Families will be required to liaise directly with the school in order to notify Arbre Therapy of a student absence from school

Feedback, complaints, and disputes

- If the individual/parent/support worker is not happy with the provision of supports and you feel the service you are currently receiving is not meeting your needs, the service provider can be contacted by way of the following.

Service Provider details:
Contact Name: Fiona Beauchamp
Mobile number: Fiona (Fee) (0402 447 334)
Email: fiona@arbrettherapy.com.au
Postal Address: PO Box 3002 Frankston East VIC 3199

Administration support for all financial and invoicing matters is provided by Fiona Murrie at admin@arbrettherapy.com.au Please forward remittance notices and direct any queries or concerns to this email.

We look forward to your ongoing support and please If you have any questions, please do not hesitate to contact Fiona.



Fiona Beauchamp

Director and Occupational Therapist