

YOUR GUIDE TO FEES AT SUPERYOU



Last Updated 28 August 2024

Fees for Occupational Therapy and Speech Therapy

	Face-to-Face Appointment Time	Case Notes	Session Preparation and Planning	Total Billed Time	Total Cost for Clients
30 minute consultation	30 minutes	5 minutes	5 minutes	40 minutes	\$129.97
45 minute consultation	45 minutes	7.5 minutes	7.5 minutes	1 hour	\$193.99
1 hour consultation	1 hour	10 minutes	10 minutes	1 hour & 20 minutes	\$258.01
1.5 hour consultation	1.5 hours	15 minutes	15 minutes	2 hours	\$387.98
2 hour consultation	2 hours	20 minutes	20 minutes	2 hours & 40 minutes	\$517.95
Additional Session Time or non-face-to-face time e.g. report writing					NDIS Rate of \$193.99/hour
Travel time					NDIS Rate of \$193.99/hour
Travel kilometres					\$0.99 per kilometre travelled

Please note all fees are based on the standard NDIS hourly rate of \$193.99.

Fees for Physiotherapy

	Face-to-Face Appointment Time	Case Notes	Session Preparation and Planning	Total Billed Time	Total Cost for Clients
30 minute consultation	30 minutes	5 minutes	5 minutes	40 minutes	\$150.50
45 minute consultation	45 minutes	7.5 minutes	7.5 minutes	1 hour	\$224.62
1 hour consultation	1 hour	10 minutes	10 minutes	1 hour & 20 minutes	\$298.74
1.5 hour consultation	1.5 hours	15 minutes	15 minutes	2 hours	\$449.24
2 hour consultation	2 hours	20 minutes	20 minutes	2 hours & 40 minutes	\$599.74
Additional Session Time or non-face-to-face time e.g. report writing					NDIS Rate of \$224.62/hour
Travel time					NDIS Rate of \$224.62/hour
Travel kilometres					\$0.99 per kilometre travelled

Please note all fees are based on the standard NDIS hourly rate of \$224.62.

What we bill for - the details

When you receive our services, we bill you according to the NDIS price guide in these four

Therapy Sessions

Our therapy sessions are conducted in a variety of environments, including at your home, in the community, at school, in a car for driving assessments, in the clinic, via telehealth and in other settings.

Our consultations vary in length between 30 minutes and 2 hours of face-to-face or telehealth time. Each consultation includes session preparation and planning time, and mandatory case note writing time, which we bill for at the standard NDIS hourly rates.

The time spent on these tasks is standardised, depending on the appointment duration.

For example, a one hour face-to-face consultation will also include 10 minutes of session preparation and planning and 10 minute of case note writing time, on top of the face-to-face component of the session.

The total time billed and total cost of varying appointment durations is outlined in the therapy price schedules above.

Indirect Services (non-face-to-face)

You may notice items listed on an invoice from a date other than an actual appointment date.

These are the services we carry out for you behind the scenes.

- **Review of documentation** – if you request, or it is necessary, for us to review documents related to the client such as previous therapy reports, medical reports, diagnostic reports, school reports and other health related reports.
- **Mandatory NDIA reports** - these are all reports that are required by the NDIA for clinicians to complete and submit throughout your NDIS plan.

Examples include:

- AT applications
- Therapy Intervention Plans
- Therapy Intervention Summary
- Mandatory reporting
- **Client requested reports** – if you require a clinician to provide a report or letter that is not required by the NDIA and is within our scope we are also able to do this at your request
- **Communication** – when our clinical expertise is required to collaborate with other service providers or to provide consultation to you, your family or supports. This may include phone calls, video calls or emails
- **Therapy programs** – programs developed and written by our clinicians and for use at home, for teachers/EAs, allied health assistants or support workers
- **Group session planning** – our groups require careful planning to ensure that it is suited and tailored to all group members. This means that additional planning time is required
- **Assistive technology support** – this may include any equipment-related communication such as acquiring quotes, contacting suppliers, or preparing for and coordinating your external appointments on your behalf.
- **Resource development** – if you require any additional resources to be created for use at home, school or in the community we are able to do this for you. This may include worksheets, school activities or communication aids
(This must always be approved by the client each time).

Travel

Time spent travelling to and from appointments is billed at the clinical rate plus kilometres travelled.

We always aim to reduce travel costs by grouping appointments together in areas and using Google Maps to take the shortest route. Here is a quick guide of how we charge for travel.

- We bill no more than 60 minutes travel in total for an appointment with you in MMM1-3 Geographical Areas (Metropolitan areas, regional centres and large rural towns as defined by the MMM)
This is up to 30 minutes each way.
- We bill no more than 120 minutes travel in total for an appointment with you in MMM4-5 Geographical Areas (medium rural towns and small rural towns as defined by the MMM)
This is up to 60 minutes each way.

You can view the MMM Geographic classifications that the NDIS uses [here](#).

- We try to group appointments in the same area to reduce travel time and costs for multiple clients.
- We have therapists based across six Superyou hubs across WA – Wanneroo, Cannington, Fremantle, Bassendean, Mandurah and Albany.
- If a therapist with a specific skill set is required to travel from their home base to another Superyou hub to see a client, they will charge for travel from their home base.
- Parking or other travel fees may apply

Our Service Agreement Terms & Conditions gives a thorough explanation of travel expenses.

Late Cancellations

We understand that appointments may need to be rescheduled from time to time.

If you need to cancel your appointment, please give us 48 business hours (2 business days) notice or you will be charged the full cost of your appointment including, session time, case note writing time and travel time.

This also applies if you fail to attend a session, or if you attend a session for only part of the scheduled duration.

You can read the full 'Guide to feeling unwell and cancelling appointments' [here](#).

Additional Information

Clinical Rates

Time spent by our clinicians is billed at the NDIS hourly rate of:

- Occupational Therapists & Speech Pathologists - \$193.99 per hour
- Physiotherapists - \$224.62 per hour

Invoices

Invoices can sometimes be tricky to understand. Therefore, we will do our best to make sure the invoices you receive from us makes sense and can be easily interpreted.

For an explanation on the details of your invoice and what the information means, please call (08) 6263 8623 or email invoices@superyou.org.au.

Chronic Disease Management Plans

(Also known as Enhanced Primary Care Plans)

Are therapy costs covered by Medicare?

Generally, therapy services are not covered by Medicare. However, you may be able to access a Chronic Disease Management Plan.

You will need to be assessed by your doctor for eligibility who can then refer you to Superyou Therapy.

You can use the CDMP plan for up to 5 Speech Pathology, Physiotherapy or Occupational Therapy sessions and will receive a certain amount rebated per visit.

The item numbers are:

- Occupational Therapy: 10958
- Physiotherapy: 10960
- Speech Pathology: 10970

How much do I get subsidised?

As of November 2022, you will receive \$55.10 back from Medicare for each session you attend. You will be required to pay the amount in full and then claim the rebate from Medicare.

Can I use my private health insurance to pay the balance?

No, this is considered "double dipping" and your private health insurance will not pay a rebate if you have already claimed with Medicare.

Should I use my private health insurance or my CDMP plan?

This is completely up to you. Check with your private health insurance company to make sure you are covered for Speech Pathology, Occupational Therapy or Physiotherapy (depending on what service you require).

Often, private health insurance companies do rebate a higher amount for assessment sessions so you may choose to use this for your initial assessment, rather than your CDMP plan.

How often can I get a new CDMP Plan?

You are eligible for 5 rebated services each calendar year. This means 5 total, not for each therapy service.

Can I use my CDMP rebates for group sessions or telehealth?

No. CDMP sessions must be individual, face to face sessions for a minimum of 20 minutes.

Can I use my CDMP rebates for travel?

No. You will be charged for the time it takes your clinician to travel to and from an appointment.

You will also be charged for additional costs incurred with travelling to deliver face-to-face services (such as parking fees and the running costs of the vehicle).

Our costs are consistent across all clients and so these costs will be charged as per the current NDIS approved prices and subject to change following NDIS reviews.

Please refer to our Terms and Conditions for more information about how we charge for travel. We do have clinic rooms for you to attend sessions to avoid these travel costs. Please speak to

Contact us for further support

If you have any questions, you can contact us on 08 6263 8623 or hello@superyou.org.au.

We will be happy to discuss and provide as much information as you require.



THE THERAPY REIMAGINED