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## 1. Consultation fees<sup>+</sup>

Consultation Duration <sup>+</sup>	Telehealth/Zoom Fee			At Office or Home Fee <sup>**</sup>		
	NDIS	Standard	Concession	Office	Residence/ aged care	NDIS
Up to 30 minutes	\$75	\$68	\$62	\$80	\$85	\$90
Up to 40 minutes	\$100	\$91	\$83	\$107	\$113	\$120
Up to 60 minutes	\$150	\$136	\$124	\$160	\$170	\$180
Complex/extended/family consults*	\$200	\$200	\$180	\$220	\$220	\$220

<sup>+</sup> initial consults are minimum of 40 minutes

\*Complex sessions eg PEG feeding, eating disorder etc..

\*\*excluding travel

## 2. Group Sessions fees

Session	Price per patient/person	
	Standard	Concession
Assessment for Group Services one-to-one (1hour)	See above 1hour prices	
Group Service sessions Min 6 Max12 patients/person (1 hour)	\$27	\$23

## 3. Other services fees

Please contact us to enquire about fees for the other services including aged care, presentations, menu review etc...

## 4. Payments

### Payment for appointment:

Payments for consults and work to be processed at the end of the session prior to departure

### Unpaid Accounts:

Unpaid account(s) will be passed over to our Credit Management Company (Debt Collectors). If the unpaid account(s) is referred for collection additional charges will be levied against your debt.

As we wish to avoid complications and would assume you do not wish to incur any extra charges, we expect payment of your invoice(s) in a timely manner and as per policy and procedure.



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## 5. Cancellation/re-schedule/no-show Policy

### **Appointment Cancellation**

At Nutritionally Balanced we always endeavour to provide quality care to all our patients within an appropriate time frame. No-shows, late arrivals, and cancellations not only inconvenience the service providers but all our other patients also. Please kindly be aware of our policy regarding missed appointments.

To reschedule or cancel an appointment, please contact Nutritionally Balanced on (0478 612 228, [reem@nutritionallybalanced.com.au](mailto:reem@nutritionallybalanced.com.au)) at least 48 hours in advance (two clear business days prior to the scheduled appointment). If an interpretation service was requested for that appointment please contact our office 72 hours in advance (three clear business days prior to the scheduled appointment), in order to give our providers sufficient time to cancel the relevant interpreter without incurring unnecessary charges.

### **How to Cancel Your Appointment**

To cancel an appointment please call us at (0478 612 228) between the hours of (9 am – 6 pm Monday – Saturday) and leave a detailed message. We will return your call as soon as possible. Alternatively, please email us on ([reem@nutritionallybalanced.com.au](mailto:reem@nutritionallybalanced.com.au)).

### **Late Cancellations/No-Shows/reschedule**

- For services that do not require an interpreter, a cancellation is deemed late when the appointment is **not** cancelled 48 hours prior to the scheduled time.
- For services that require an interpreter, a cancellation is deemed late when the appointment is **not** cancelled 72 hours prior to the scheduled time.
- A no-show is when an appointment is missed without cancelling.

### **Late cancellations and No-shows fees will be charged as follows:**

- For services that do not require an interpreter, a cancellation fee of the full one-hour consultation session booked with Nutritionally Balanced will apply.
- For services that require an interpreter and the appointment is not cancelled 72 hours prior to the scheduled time, the cancellation fee will be the full scheduled interpretation service fee.
- For services that require an interpreter and we are not notified of the cancellation 48 hours prior to the appointment, the cancellation fee charged will be for the full scheduled interpretation service fee as well as Nutritionally Balanced full one-hour consultation session booked.
- For new patients' first appointments, a no show or late cancellation will be the full charge of the new patient fee.

Please note that certain interpreter's cancellation fees can be \$200 or more depending on the type and duration of the service.



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## 6. Travel Charges

### Travel – Labour Costs (Time)

Can claim travel costs when travelling to and from appointments.

When claiming for travel time in respect of a support then the maximum amount of travel time that can be claim for the time spent travelling to each participant/patient/client's appointment (for each eligible worker) is 30 minutes in MMM1-3<sup>^</sup> areas and 60 minutes in MMM4-5<sup>^</sup> areas.

The health professional/provider (HP) can also claim for the time spent travelling from the last participant to their usual place of work. The maximum amount of travel time that they can claim for the time spent on return travel (for each eligible worker) is 30 minutes in MMM1-3<sup>^</sup> areas and 60 minutes in MMM4-5<sup>^</sup> areas.

Where a HP is travelling to provide services to more than one participant in a 'region' then the HP can apportion that travel time (including the return journey where applicable) between the participants/patients/clients.

#### ***Remote and very remote travel***

In remote and very remote areas, HP may enter specific arrangements with participants or patients or clients to cover travel costs, up to the relevant hourly rate for the support item.

<sup>^</sup> Note the relevant MMM classification is the classification of the area where the support is delivered.

### Travel – Non-Labour Costs

Provider incurs costs when travelling to deliver Face-to-Face supports to a participant (such as road tolls, parking fees and the running costs of the vehicle). Provider can claim:

- \$0.97 a kilometre for a vehicle that is not modified for accessibility; and
- other forms of transport or associated costs up to the full amount, such as road tolls, parking, public transport fares.



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## Travel Charge Examples:

### ***Example one MMM1-3 Single Patient/Client/Participant<sup>#</sup>***

The HP travels for 25 minutes (30 kilometres) to a participant in zone 3 of the Modified Monash Model (MMM). They provide two hours of support to the participant. They then spend 25 minutes (30 kilometres) returning to their usual place of business.

If the hourly rate is \$180. The HP can claim for travel time and for the non-labour costs associated with that travel (at \$0.97 per kilometre).

The 25 minutes of travel to the participant is less than the 30-minute time cap, and so the HP is entitled to claim for the whole 25 minutes of travel time to the participant. They are also entitled to claim for the 25 minutes spent travelling back to their usual place of business and it fits within the 30-minute time-cap.

The HP's claim for this support is in three parts, which should or could be shown separately on their invoice to the participant and claimed for separately.

- *Consult cost (time):* \$360.00 for the two hours of support;
- *Travel Labour costs (time):* \$150 for the 50 minutes travel to and from the participant; &
- *Travel non-Labour costs (km):* \$58.20 for the 60 kilometres travel to and from the participant

### ***Example two MMM1-3 Single Participant***

The HP travels for 35 minutes (40 kilometres) to a participant in zone 3 of the Modified Monash Model (MMM). They provide two hours of support to the participant. They then spend 25 minutes (40 kilometres) returning to their usual place of business.

If the hourly rate is \$180. The HP can claim for travel time and for the non-labour costs associated with that travel (at \$0.97 per kilometre).

The HP is entitled to claim for travel to the participant up to the 30-minute time cap. The 5 minutes of travel to the participant above the cap is not claimable. They are also entitled to claim for the time spent travelling back to their usual place of business claiming the 25 minutes of return travel. In total, 55 minutes of travel can be claimed.

The HP's claim for this support is in three parts, which should or could be shown separately on their invoice to the participant and claimed for separately.



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- *Consult cost (time)*: \$360.00 for the two hours of support;
- *Travel Labour costs (time)*: \$165 for the 55 minutes travel to and from the participant; &
- *Travel non-Labour costs (km)*: \$77.60 for the 80 kilometres travel to and from the participant

### **Example Three MMM4-5 Multiple Participant**

The HP travels for 65 minutes (60 kilometres) to participant A in zone 4 of the Modified Monash Model. They then provide two hours of the support to participant A. The HP then travels 25 minutes (50 kilometres) to participant B, who is also located in zone 4. They deliver one hour of support to participant B. They then spend 40 minutes (40 kilometres) returning to their usual place of business.

The hourly rate for the support is \$180.00. The HP can charge for their travel time (to and from all the participants) and for the non-labour costs associated with that travel (at \$0.97 per kilometre) and that the HP can apportion the costs of the travel between all the participants.

The HP is entitled to apportion to total of 90 minutes (65+25) of travel time to participants A and B. This is less than the 60-minute time-cap that can be claimed against each participant. They are also entitled to claim for the time spent travelling back to their usual place of business and it fits under the time-cap. In total, 130 minutes of travel (65 + 25 + 40) can be claimed, apportioned as 65 minutes for each participant.

The HP's claim for these supports is in three parts for each participant, which should or could be shown separately on their invoice to the participant and claimed for separately.

#### *participant A*

- *Consult cost (time)*: \$360.00 for the two hours of support;
- *Travel Labour costs (time)*: \$195 for the 65 minutes travel to, between and from participants; and
- *Travel non-Labour costs (km)*: \$72.75 for 75 kilometres travel to and between participants

#### *participant B*

- *Consult cost (time)*: \$180.00 for the one hour of support;
- *Travel Labour costs (time)*: \$195 for the 65 minutes travel to, between and from participants; and
- *Travel non-Labour costs (km)*: \$72.75 for 75 kilometres travel to and between participants.

# Patient/Client/Participant referred to it in this document as Participant