

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.

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, below is a summary of what you can typically expect from your package time. Our clinicians always aim to stay within your allocated time, however, if a session runs longer, additional charges may apply.

Package	Face to face session time	Non face to face time	Cost for Speech/OT	Cost for BSP/Psych
	50 minutes	20 minutes	\$226.97	\$272.60
	90 minutes	30 minutes	\$387.99	\$465.98
	120 minutes	30 minutes	\$484.97	\$582.47

Here's our hourly rates. We charge our therapy and positive behaviour supports in line with the rules set out in the latest NDIS pricing arrangements. Our hourly rates are:

Therapy		Positive Behaviour Support Capacity Building Categories: Improved Relationships and Behaviour Support (PACE)	
Occupational Therapy	\$193.99	Specialist Behavioural Intervention Support	\$232.99
Speech Pathology	\$193.99	Behaviour Management Plan	\$232.99
Psychology	\$232.99		

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Our session times include both face-to-face and non-face-to-face time.

Session related to 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, session 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 an individual support plan as required by all registered providers.
- 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 charge for the exact time it takes therapists to get from our clinic to the appointment bill in line with the NDIS price guide. We continue to aim to minimise travel costs, while giving you greater choice and control in how and where you receive your services. If you choose to attend one of our clinics or have sessions via telehealth, there will be no travel cost charged to you.

If our clinician is coming to your home or a community setting, you will be charged a travel cost for the following:

- travel time (labour): *Billed at 50% of the hourly rate of the service*
- travel distance (non-labour travel costs): *Billed at 99c/km.*

We will continue to:

- 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.

If you have any questions about service charges, our friendly concierge team is here to help. Reach out at **1300 856 617** or admin@realtherapysolutions.com.au - we're happy to assist before or during your services with Real Therapy Solutions.