



Breaking down the barrier of
healthcare access in rural and
remote Australia

WELCOME

CLIENT PACK & TERMS OF SERVICE



Physiotherapy
Speech Pathology
Occupational Therapy
Psychology
Exercise Physiology
Dietetics

About us



Welcome to a group of passionate allied health professionals that value equal access to service. *We are committed to deliver regular weekly or fortnightly services to rural & remote Australia to over 50 communities.*

We have seen so many of our clients driving hours on end to see us, it's time for us to give back.

Our difference

Home,
community and
clinic visits
available

Travel split
between clients
in the region

6 allied health
disciplines under one
roof

**Experienced
clinicians
from metro
cities**

We'll do our best to give you value for NDIS funding – including splitting travel between clients in the region and using the most efficient way of getting to you, in many cases by flying our staff in company aircraft to your location.

Terms & Conditions

Our terms & conditions highlight how we will work together, fairly and equally. We are committed to delivering the highest standard of therapy services, this includes *your rights & responsibility as a client; and ours also.*

We will:

- Involve you in the decision making process;
- Work with all relevant parties including family, carers, support workers, other medical specialists for more holistic care;
- Keep all of your information confidential and only accessible to you and our company.

Pricing & Charges

Servicing under-serviced areas is important to us. We only visit regional, rural & remote regions. We want to provide you with choice of therapy.

We generally do not charge kms when we fly (unless there is a location that requires home visits by our clinicians. We will charge KMs when we drive.

Please refer to the location price guide below.

Pricing for travel is based in the modified monash model for geographical locations under the NDIS price guide To find out which geographical MM you fall under - <https://www.modifiedmonashmodel.com>

Costs

Our prices (per hour) are compared against the NDIS price guide which is updated from 1st July, 2024. Travel will be charged at the specific hourly rate for that item.

Time Allocated for our Sessions:

NDIS Initial Appointment:	1.25 hours
NDIS Subsequent Appointment:	1 hour
All Private/ MBS Appointments:	30 - 50mins

Travel time can range from 0.75 to 2 hours and is charged at the same hourly rate.

WA & SA - Cost

Our prices (per hour) are compared against the NDIS price guide which is valid from 1st July, 2024.

	MM 1-5	MM 6	MM 7
Physiotherapy	\$224.62	\$314.47	\$336.93
Speech Therapy	\$193.99	\$271.59	\$290.99
Occupational Therapy	\$193.99	\$271.59	\$290.99
Psychology	\$244.22	\$341.91	\$366.33
Exercise Physiology	\$166.99	\$233.79	\$250.49
Podiatry	\$193.99	\$271.59	\$290.99

QLD/NSW/VIC - Cost

Our prices (per hour) are compared against the NDIS price guide which is valid from 1st July, 2024 .

	MM 1-5	MM 6	MM 7
Physiotherapy	\$193.99	\$314.47	\$336.93
Speech Therapy	\$193.99	\$271.59	\$290.99
Occupational Therapy	\$193.99	\$271.59	\$290.99
Psychology	\$222.99	\$341.91	\$366.33
Exercise Physiology	\$166.99	\$233.79	\$250.49
Podiatry	\$193.99	\$271.59	\$290.99

Transparent Costs

Travel is charged per client per service/clinician for our rural & remote locations when flying. We will on charge the travel hours and KMs when we are driving.

For the majority of our locations, we do not charge for Kilometres traveled, but for a very few locations, we do charge minimal kilometres to assist with the operational costs of flying.

Cancellation policy

Things happen in life, we get it! But we also plan these regional, rural & remote trips from Perth months in advance. We kindly ask you to give us **2 business days notice (full 48 hours) for any cancellations.**

If no notice is given within 2 business days we will need to charge the full therapy and travel amount, as our flights are pre-booked.

We ask you to please respect our clinicians' time and do your best to be on time.

If we have to cancel due to staff sickness or weather conditions, we will try our best to reschedule.

Invoicing

Invoices will be issued to you (self managed) or your plan manager. Invoices are due **7 days from the therapy session or invoice date, whichever comes later**

Dispute resolution

We hope that you will feel comfortable in seeking support or giving feedback to your therapist.

If you do not feel comfortable in discussing feedback with them directly or your feedback requires more detailed or complex support, please email it directly to hello@fly2health.com.au

We will endeavour to contact you immediately after feedback is received.

If you wish to speak to someone from the NDIS please contact:

NDIS Quality and Safeguards Commission
Phone: 1800 035 544 or visit
ndiscommission.gov.au

Ceasing of services

Please contact us at: hello@fly2health.com.au to provide us with written notification that you wish to cease service for a participant.

Client full name, NDIS number, contact details and direct consent must be provided to cease services.



Fly2Health

E: hello@fly2health.com.au

W: www.fly2health.com.au

P: 1300 163 665