



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

WELCOME

CLIENT PACK & TERMS OF SERVICE



Physiotherapy
Speech Pathology
Occupational Therapy
Psychology
Assessments

About us



We are a group of passionate allied health professionals, who value equal access to service. *We are committed to delivering weekly or fortnightly services to over 90 communities across metro, regional and remote Australia.*

Historically, we have seen many clients driving hours on end to access services. Now, it's our turn to give back!

Our difference

Home,
community
and clinic visits
available

Travel split
between
clients in the
region

Several allied health
disciplines under
one roof

**Experienced
clinicians
from metro
cities**

We aim to make the most of your NDIS funding by keeping travel costs as low as possible. This includes sharing travel costs between clients in the same region and choosing the most efficient travel option – often flying our team directly to your location.

Our Services

Occupational Therapy

- Ongoing therapy (F2F or Telehealth)
- Cognitive and sensory screening
- Activities of daily living (ADL's)
- Functional Capacity Assessment
- Assistive Technology Assessment
- Minor Home Modification

Speech Pathology

- Ongoing therapy (F2F or Telehealth)
- Play & social skill development
- Language and articulation retraining
- Meal-time/Swallowing Assessment
- Speech Language Assessment
- Communication Device Assessment

Psychology

- Ongoing therapy (F2F or Telehealth)
- Cognitive Assessments
- Autism Diagnostic Assessment (ADOS/MIGDAS)
- Foetal Alcohol Spectrum Disorder (FASD) Assessment
- Trauma, behaviour and social functioning assessments

Physiotherapy

- Ongoing therapy (F2F)
- Pre- or post-operation rehabilitation
- Gait aid reviews or prescription
- Functional assessments and reports
- Medicolegal reports
- Falls risk assessment

Our Locations

To see where we're currently delivering services,
visit our...

[Interactive Location Map](#)



Client Journey with Fly2 Health

Client Referral

You can submit a referral via the 'Book Online' function on our website, including the clients information, the services required, and your chosen funding method.

What Happens Next

Our Client Services team will review your referral and get in touch with you to chat about service eligibility and the best location for support.

Your Service Pathway

Depending on our availability, you'll either:

- a) Be offered an initial appointment, or
- b) The client will be added to a short waitlist, until the right spot becomes available.

If an Appointment is Available

We'll give you a call to lock in an initial booking with one of our clinicians. As part of this, you'll also have a Clinical Intake phone consultation with a clinician to talk through your goals and start building a therapy support plan.

First Appointment

The client attends their first session with their clinician—this is the start of their therapy journey with us.

Ongoing Support

If future sessions are needed, we'll work with you to book and continue care as part of the client's ongoing journey with Fly2 Health.



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

Supporting under-serviced communities is at the heart of what we do. We primarily visit regional, rural, and remote areas to ensure you have access to a choice of therapy options.

Pricing arrangements for travel are determined by the Modified Monash Model (MMM) rating of a location, which determines whether a location is classified as a regional, remote or very remote area.

To find out which geographical MMM area you fall under, use the [Health Workforce Locator](#) tool on the Department of Health's website. **The NDIS use the 2019 version of the MMM.*

Where a location is surrounded by remote or very remote areas, the NDIS will classify that enclave as a remote area. Please refer to the latest [NDIS Pricing Arrangements and Price Limits](#) for more information on Isolated Towns Modification.

Costs

Our Support Fee (per hour) and provider travel costs are within the applicable price limits detailed in the latest NDIS Pricing Arrangements and Price Limits and are reviewed and adjusted in accordance with any changes to the NDIS pricing arrangements.

What's included in a standard therapy service?

- 10 minutes: Session planning and preparation (before your appointment)
- 60 minutes: Appointment time (this includes 10 minutes at the end for treatment notes)

For your first appointment: An extra 15 minutes is included for therapy support planning and mapping of funds (non face-to-face).



Cancellation policy

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

P: 1300 163 665

E: hello@fly2health.com.au

If notice is not provided more than 2 business days in advance, we will need to charge the full therapy and travel amount, in line with the NDIS standard cancellation policy.

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

If we have to cancel an appointment due to clinician illness or weather conditions, we will endeavour to reschedule or provide Telehealth services to support our clients continuity of care.

Invoicing

Invoices will be issued to you (Self-managed & private clients), your Plan Manager (Plan-managed), or direct to the NDIA for NDIA Management clients. **Invoices are due 7 days from the invoice date.**

If you have any queries related to invoices or payment, please email accounts@fly2health.com.au

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 regarding your feedback, please contact:
NDIS Quality and Safeguards Commission
Phone: 1800 035 544 or visit
ndiscommission.gov.au

Ceasing of services

If you wish to stop services for a client, please provide us with written notification via hello@fly2health.com.au

Once we receive your request, our team will be in touch to gather your feedback and arrange any necessary handover documentation.

Withdrawal of supports

Services and supports provided to a Client may be withdrawn by Fly2 Health Group if any of the following events occurs:

- The Client ceases to be a person with a disability of an age which Fly2 Health Group is permitted to provide services pursuant to its NDIS registration;
- The Client ceases to live proximately to Fly2 Health Group's base of operations;
- The Client ceases to have a source of individualised government funding (e.g. NDIS) or have a source of private funding or that funding is otherwise used;
- The Client's support plan or the services provided by Fly2 Health Group are no longer able to meet the person's needs or assist in achieving chosen goals;
- The Client and/or their support network fails to communicate and provide information pertaining to changes to support needs;
- The Client transfers to another service provider;
- In the event of the client's death;
- The Client is unable or unwilling over a period of time to work towards agreed goals;
- The Client is in breach of the terms of the Service Agreement;

- The Client is unwilling to meet the reasonable conditions required in their support plan and thus affecting the safe delivery of a service to the Client and the health and safety of the staff;
- The Client fails to comply with the Policies and Procedures of Fly2 Health Group;
- Changes to the Client's condition results in the supports or services they require exceeding the skills and expertise Fly2 Health Group staff can deliver or would otherwise require services to be provided that Fly2 Health Group does not have capacity to provide;
- There has been no contact between the person and Fly2 Health Group for a period of 2 months;
- The Client and/or family member/carer engages in behaviour which is unacceptable to Fly2 Health Group such as violence, abuse, aggression, theft or property damage or which poses a risk to the safe delivery of a service to the Client or the health and safety of the staff;
- The Client ignores risk management procedures in accordance with the Fly2 Health Group Work Health and Safety Policy;
- The Client fails to pay fees due and payable to Fly2 Health Group by the due date for payment in accordance with the Services Agreement; and
- Either party gives at least fourteen (14) working days' notice to the other party in writing in relation to the termination of the Service Agreement.

Privacy Policy

To review the latest version of our Privacy Policy, please visit our website at the following link.

[Fly2Health Privacy Policy](#)

Alternatively you can also request for a copy of our Privacy and Dignity Policy by contacting us at hello@fly2health.com.au

Feedback and Complaints

If you feel comfortable, you are encouraged to raise any feedback, concerns or complaints with us first, as this is often the best way to have your issue resolved quickly.

You can make a complaint to Fly2 Health Group:

- (1) In person to the Principal or a staff member;
- (2) By email to hello@fly2health.com.au;
- (3) The feedback form on our [website](#);
- (4) Verbally by telephone to [1300 163 665](tel:1300163665); or
- (5) You can submit our Feedback and Complaints Form which can be downloaded on our [website](#). This can be done anonymously by omitting your name and details.

Incident Management

Fly2 Health Group is committed to ensuring that an incident management system is maintained that complies with the requirements under the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018. Our Incident Management System is documented in accordance with our Incident Management and Reporting Policy. If you would like a copy of the policy, we would be pleased to provide a copy to you.

If you observe or are the subject of an incident which occurs in relation to the provision of Fly2 Health Group's services, that does or could cause permanent or temporary detriment to you or another person, you must report the incident to us.

You will be protected against any adverse actions as a result of reporting or alleging that an Incident has occurred. There will be no negative consequences for reporting incidents.

Emergency Management

In the case of an emergency or disaster during a Fly2 Health service at our clinical, school or home visit location, our clinicians will refer to our Emergency and Disaster Response Plan and the location's evacuation plan to ensure the immediate safety of the participant and our staff. Our clinicians will refer to your Therapy Support Plan developed with your clinician, should it be required for active management of any health conditions disclosed to Fly2 Health and/or emergency contacts, should emergency services need to take over a participant's care.

For children and young persons, as per our Early Childhood Support Policy, it is required that at least one parent/carer or other adult nominated by the parent/carer of the participant (the responsible person) will be in attendance when services and support are provided by Fly2 Health. In the event of an emergency or disaster, the responsible person will be responsible for the participant to take over a participant's care, and Fly2 Health employees will support with immediate safety by following any evacuation plans of the location.

Advocacy

Fly2 Health Group understands that you may wish to have your rights and concerns represented in the course of service delivery. As a client you have a right to be represented by an advocate at any time and we encourage the use of advocates during the assessment and planning process; advocates can be a family member, friend, medical practitioner or from an advocacy body.

We can assist you to access the services of an advocacy body and provide a list of advocacy bodies upon request.

Company Policies

If you would like to view any of our policies, you can ask for a copy anytime by emailing hello@fly2health.com.au



Fly2Health



E: hello@fly2health.com.au

W: www.fly2health.com.au

P: 1300 163 665

Fly2 Health Group PTY LTD
ABN: 76 656 481 202