



**Fly2Health**

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

# WELCOME

CLIENT PACK &  
TERMS OF SERVICE



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Speech Pathology  
Occupational Therapy  
Psychology  
Physiotherapy  
Telehealth  
School Program  
Assessments

# About us



Driven by purpose and passion, our multidisciplinary Allied Health team is committed to closing the gap in accessibility to healthcare. *We proudly deliver weekly or fortnightly services to more than 95 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!

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## Our difference

Home, school  
and clinic visits  
available

Several allied health  
disciplines under  
one roof

**Travel split**  
between  
clients in the  
region

**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 client's information, 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.

## When an Appointment is Available

We'll give you a call to confirm an initial appointment with one of our clinicians. As part of this, you'll also have scheduled a clinical intake phone consultation, to talk through your goals with a clinician and to commence building your therapy support plan.

## First Appointment

The client attends the 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.



# Pricing & Travel Costs

At Fly2 Health, we are committed to transparency and fairness in the way our services are priced.

Our structure ensures participants across metropolitan, regional, and remote areas can access consistent, high-quality Allied Health supports—no matter where they live.

## Fair Pricing

All Fly2 Health services are priced in accordance with current [NDIS Pricing Arrangements and Price Limits](#), regardless of funding source (i.e. NDIS, Private), ensuring fair and equitable rates for NDIS participants and non-NDIS clients. Prices are regularly reviewed and adjusted in line with any changes to the NDIS guidelines to ensure ongoing compliance, fairness, and sustainability.

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## Determining Travel Zones (MMM Ratings)

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 2023 version of the MMM.

Please refer to the latest [NDIS Pricing Arrangements and Price Limits](#) for more information.

# Fee Structure

## Therapy Session

Standard appointments include 50 minutes of face-to-face therapy, plus 10 minutes for preparation & session planning, and 10-minutes for clinical documentation and therapy notes.

Initial appointments include 60-minutes of face-to-face therapy, plus 15-minutes for clinical documentation and therapy notes.

## Travel (Labour Component)

This component is based on return trips for the time spent travelling for each eligible worker from the nearest capital city and your preferred location.

## Travel (Non-Labour Component)

The non-labour component represents the running costs of transport to travel to deliver face-to-face support (e.g. flights, fuel, vehicle hire, and other transport costs).

*All travel-related costs are shared equally among participants attending sessions on the same outreach day. If fewer participants are seen than planned, Fly2 Health absorbs the cost — participant charges are never increased to cover shortfalls.*



# 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.***

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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.



# 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](mailto:hello@fly2health.com.au)

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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](mailto: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](mailto: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](http://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](mailto: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](mailto: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](mailto:hello@fly2health.com.au);
- (3) The feedback form on our [website](#);
- (4) Verbally by telephone to 1300 163 665; 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](mailto:hello@fly2health.com.au)



# Fly2Health



E: [hello@fly2health.com.au](mailto:hello@fly2health.com.au)

W: [www.fly2health.com.au](http://www.fly2health.com.au)

P: 1300 163 665

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