

Community travel package Clinical Services



Supporting meaningful therapy in natural environments

At Northcott, we understand the importance of delivering therapy that's individualised, meaningful and practical. One of the best ways to do this is by working with customers and their families in natural environments—such as at home, school, work or in a day program.

These familiar settings often provide the most relevant opportunities for skill development, behaviour support and functional communication. We know it's where therapy can make a real difference.


Community appointment structure

To maximise the benefit of community appointments, the standard community appointment length is a 90-minute appointment, in addition to travel time and kilometre charges. So, each session includes the following.

- 60 minutes of face-to-face therapy, and
- 30 minutes of non-face-to-face time, which covers preparation, resource creation, planning, goal tracking, and clinical record-keeping.
- Travel time, quoted at the maximum chargeable for a return trip based on your location and the location from the Northcott centre.
- Kilometre charges for each kilometre travelled per appointment.

We understand that every hour in your plan counts. This structure ensures each session delivers quality services. Your clinician comes fully prepared, the session is tailored to your goals, and key follow-up tasks like reports and progress updates are completed thoroughly and on time. It's a complete approach that helps you get the most from your NDIS funding.

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Northcott
Let's see what you can do

Registered
NDIS
Provider

Understanding charges for community appointments

When we visit you in the community, travel charges apply in line with NDIS Pricing Arrangements and Price Limits. These charges help us cover the time and cost of delivering services in the community.

The table (right) outlines the hourly session rate (face-to-face & non-face-to-face), hourly travel rate and the kilometre charge per kilometre for each discipline. These rates are used to calculate your overall charges in line with the services delivered.

Discipline	Session rate/hour	Travel rate/hour	Kilometre charge/km
Occupational Therapy	\$193.99	\$97	0.99c
Speech Pathology	\$193.99	\$97	0.99c
Social Work	\$193.99	\$97	0.99c
Counselling	\$156.16	\$78.08	0.99c
Physiotherapy	\$183.99	\$92	0.99c
Dietetics	\$188.99	\$95	0.99c
Allied Health Assistant/ Therapy Assistant	\$86.79	\$43.40	0.99c
Behaviour Support	\$232.99	\$116.50	0.99c

Finding the right fit

We also understand that every customer's needs, and budgets, are different. To help you make the most of your NDIS plan, we can offer a variety of flexible plans for service delivery. This might include a mix of:

- **in-centre sessions:** which offer greater flexibility in appointment length
- **telehealth for short, high-impact sessions:** helping you stretch your NDIS plan further while keeping momentum between in-person visits.
- **hybrid:** combining community, in-centre, and telehealth appointments to balance convenience, clinical impact, and value for money.

Your therapist will work with you to develop a schedule that best supports your goals while making the most of your available funding.

What you can expect from Northcott

- High quality, evidence-based therapy, using outcome measures to track therapy progress towards goals.
- Clinicians who come prepared and focused on what matters most to you.
- Flexible service options, offering a range of delivery methods and appointment formats so your therapy package can be tailored to your goals and funding.

Together, we'll build a plan that works for you.

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