

### Why do you charge a fee for travel?

Providing services in the community accrues additional costs for our business, both in the time therapists spend on the road and the mileage reimbursement we are legislated to pay to team members for the use of their private vehicles. Out Loud follows NDIS guidelines to recoup these costs.

### How do you calculate travel fees?

Travel is calculated in two parts:

- the time taken by your therapist to travel to and from the location where supports are provided
- the number of kilometres from our clinic to the location where the supports are provided, return.

Out Loud will endeavour to group appointments in a similar location together in order to share the cost of travel between participants in that area. When you arrange your therapy block, your therapist can advise you what the maximum travel charge will be. The fee will be reduced if your therapist can identify other clients to share the journey with.

### Will I be billed for travel if I cancel?

As therapists quarantine time in their diary to travel, this time is also left empty when you cancel with short notice. The travel components of your community therapy session make up part of the agreed fee for your session. Any community visit cancelled with less than 2 business days' notice will be billed the agreed fee in full.

### Will I be billed a higher travel rate for one-off visits to my child's school, daycare or home?

Sometimes families ask us to visit home or school at a time that is different from their regular appointment time. While we welcome the opportunity to attend meetings and work with your family and school flexibly, in these instances it's unlikely that we will have other clients to share your travel fee with. Your therapist may be able to offer alternative times or options (e.g., phoning into a meeting instead of attending in person) if your budget cannot accommodate the travel fee.

### Why do different therapists charge different fees when they are all going to the same location?

The travel fee has been calculated based on the route the therapist travels on the particular day of your child's appointment, shared between the number of clients seen on that day. Although sessions may take place at the same location, your Speech Therapist, Occupational Therapist and Allied Health Assistant take different routes to each other, seeing a different number of clients in varying locations. This means the travel fee quoted for a block of community therapy (a number of sessions booked with a specific therapist, at a specified location, in a recurring time slot) is only relevant to that block.

If another block is offered in the future, the fee will be calculated again, as the therapist's route may change and there may be additional or fewer clients to share the fee with you in the next block.