



## NDIS TRAVEL FACTSHEET

At The Spark, we are pleased to be able to offer both a clinic and a community service.

The length of our standard NDIS community visits is 70 minutes. The 70 minutes includes:

- 60 minute session
- 10 minutes allocated to written feedback
- Up to 10 minutes travel

For visits beyond 10 minutes, travel fees apply as outlined in our Schedule of Fees in our Service Agreement. Please note that community visit session times can be no shorter than 45 minutes.

### Initial 10 minutes of travel

Our policy is not to charge for the initial 10 minutes of travel. Although NDIS Provider Travel guidelines state that we are able to charge from point to point, we do not charge any of our clients for the initial 10 minutes of their therapist's journey.

### Travel time vs Provider travel time

We charge for travel time as opposed to Provider travel time. This means that if your child's therapist is stuck in traffic, for example, we completely understand this is out of your control so this would not form part of our travel calculations. Our travel calculations assume that traffic is constantly moving throughout the journey.

### Grouping community visits

When offering community visit appointments, your child's therapist will try, wherever possible, to group visits in the same geographical area in order to reduce travel costs. For example, if there are two clients attending the same school requiring visits, our therapists would aim for these visits to be back-to-back.

### Travel costs may vary

To aid with budgeting, please note that for any community visit, the maximum travel charge would be the cost of travel from our clinic to the location of the visit on the outbound journey and back to the clinic on the return journey - minus 10 minutes. This is calculated using the hourly rate indicated on our current Schedule of Fees.

Naturally, the further the visit is from our clinic, the higher the travel costs may be but we will do our best to group community visits, as indicated above, and reduce this cost for you.