

# Therapy Services: About Our Fees

## Welcome to Rocky Bay

At Rocky Bay we understand that to help you achieve your goals, we need to make the most of every second together. With a longstanding history of being reliable, accountable, honest and professional, our team is committed to ensuring everything goes to plan.

Our customers are our first priority, that's why we are keen to explain how services are costed with complete openness and transparency. Rocky Bay will continue to evolve around the needs of our customers, so we encourage feedback to ensure we are always looking for better ways of working with you.

### What do my fees cover?

- Assessment and analysis
- Meetings
- Specialist advice
- Therapy intervention
- Reports
- Liaison and communication (e.g. emails, phone calls)
- Travel (for services provided at home or in the community)
- Late cancellations

## Promising you openness and transparency

Here are some examples of costs you might expect to see:

### Intervention

Includes the time it takes to deliver the various therapy services and the required documentation. For example, 15 minutes of case noting time is charged per intervention session.

### Therapist phone calls and emails

Includes the time it takes a therapist to understand, research and respond to your enquiries, and provide specialist advice.

### Equipment sourcing

The time required for a therapist to investigate equipment options, liaise with equipment suppliers, obtain quotes, write up funding applications and arrange trials.

### Consultations and meetings

Includes the time it takes therapists to share important information with each other and/or with significant stakeholders. Please note that not all of this time will require you to be in attendance.

At your request, Rocky Bay can provide you with a statement for the services you have received that will clearly show the amount of money you have used to date and the amount you have remaining on your plan.

For more information on the above, please speak to our Customer Engagement team on (08) **6282 1900** or email [enquiries@rockybay.org.au](mailto:enquiries@rockybay.org.au)

# Frequently Asked Questions

## 1. Why am I being charged for cancellations?

Please provide us with as much notice as possible if you need to reschedule and/or cancel an appointment. This allows other customers an opportunity to be seen. Cancellations less than 2 business days before the appointment are subject to a late cancellation fee. In exceptional circumstances we may consider reimbursing the cancellation fee. Read more about Rocky Bay's cancellation policy here [www.rockybay.org.au/our-commitment-to-you](http://www.rockybay.org.au/our-commitment-to-you)

## 2. Why do two therapists sometimes attend one appointment and is this necessary?

In some cases, more than one therapist is needed to provide the most effective service. For example, if your needs are more complex or you have specific equipment, the skills and expertise of two therapists may be required to ensure high standards of service. Rocky Bay will only bill you for the time that is essential. Where it is clinically required to have two therapists, this will be discussed with you in advance.

## 3. What happens if I run out of Plan hours before the end date?

Your therapist/s will regularly review the services provided to you to ensure your expectations are being met and to help keep track of the hours within your Plan. If your hours are running low, we will discuss with you how to prioritise the use of the remaining hours. Depending on the situation, you may choose to speak with your Planner if you have concerns. If you run out of hours before the Plan end date, you may request a continuation of services on a fee-for-service basis until the new Plan is in place.

## 4. When do therapists travel and how is this costed?

If funding for travel is included within your Plan, therapists will be available to travel to your home and/or community setting to support your needs. If funding for travel is not covered or has been fully utilised, services will then be delivered at a Rocky Bay site. We have many offices across the metropolitan area to support you at a location convenient to you.

## 5. Who can I talk to for more information?

Our Customer Engagement team are here to answer any of your queries from 8.30am-5.00pm Monday to Friday. Please call (08) **6282 1900** or email [enquiries@rockybay.org.au](mailto:enquiries@rockybay.org.au)

