Our Fees + Charges

Effective from 7th September 2026

At Back to Basics Health Group, we're committed to delivering high-quality, personalised therapy that's transparent, fair, and aligned with your goals. To support this, we've developed a set of pricing principles that guide how we structure our fees and charges, including appointment costs, travel billing, and what is included in your service. All applicable fees will be clearly listed in your individual Service Schedule.

Pricing Principles

- **Client-Centred and Outcomes-Focused:** We prioritise high-quality, personalised therapy that supports meaningful outcomes for every client. Our pricing reflects the true scope of work involved in delivering effective care.
- **Transparency and Fairness:** We're open about how and why we charge. Fees are clearly explained, and we choose not to charge for many allowable items where it helps reduce pressure on families. All fees listed in this guide are reflected in your individual Service Schedule and invoices. For details on how invoices are issued and payment timeframes, see our Invoices and Payments for Services fact sheet.
- **Sustainability and Accessibility:** Pricing must support the long-term delivery of mobile services across Melbourne's eastern suburbs, ensuring continuity for clients and fair working conditions for our team.
- **Consultation and Responsiveness:** We regularly consult with our Parent Advisory Group and stakeholders to ensure lived experience shapes our decisions and that our pricing remains responsive to the needs of our community.
- **Compliance and Integrity:** Our pricing complies with the NDIS and Aged Care guidelines, and all applicable legislation, ensuring accountability, ethical practice, and alignment with sector expectations.



Rescheduling and Cancelling Therapy Appointments

To request an appointment be rescheduled or cancelled, contact Back to Basics via:

- **Phone**: (03) 9763 7613 (leave a voicemail after hours).
- **Email**: reception@backtobasicshealthgroup.com.au.
- Directly **contact the therapist** via phone, SMS, or email.

If we're unable to find an alternative time that works for you and the therapist, the appointment will be cancelled and a cancellation fee may apply.

Cancellation Fees

- 48 hours' or more notice: No fee.
- Less than 48 hours' notice or missed appointments: 100% of the service fee applies, with an option to use the time for other support activities.
- Less than 24 hours' notice: you may also be charged the 10 minute therapist preparation time to reflect work already undertaken in readiness for your session.

Missed or Partial Attendance

Missed or partially attended appointments incur 100% of the service fee plus any appointment preparation and travel costs incurred.

Alternative Uses for Appointment Time

If an appointment is cancelled the scheduled time can be used for activities like resource development, multidisciplinary meetings, goal setting, or reviewing support plans.

For more information please refer to our Reschedule + Cancellation Policy.

Therapy + Behaviour Support Service Fees

Item	Description	Occupational Therapy, Speech Pathology, Social Work + Developmental Educator	Physiotherapy	Behaviour Support
Preparation, Initial Appointment + Client Support Plan	• 30# min therapist review of client files and history. • 60 min in-person or telehealth appointment to get to know each other and identify client goals. • 30# min development of personalised Client Support Plan outlining client goals and therapy strategies and interventions to achieve them.	$193.99 per hour*	$183.99 per hour*	$252.99 per hour*
Ongoing Appointments	• Weekly, fortnightly or monthly in-person appointments at client location, our Burwood East Home Base, or Telehealth to deliver agreed therapeutic interventions. • Standard appointment:70 mins (10mins therapy preparation time + 45 mins therapy + 15 mins case notes).	$226.32 per 70 min session*	$214.66 per 70 min session*	$295.16 per 70 min session*
Multidisciplinary Therapy Team Meetings	• Every 12 months or more frequently if needed. • 15-60 mins telehealth appointment between Back to Basics therapists to improve therapy delivery and outcomes (client is not present).	$193.99 per hour*	$183.99 per hour*	$252.99 per hour*
External Care Team Meetings	• 15-60 min telehealth appointment as required. • With members of the client's care team (eg. Support Coordinator, Teacher, House Supervisor, plan nominee) and Back to Basics therapist(s) to review progress, trouble-shoot challenges and adjust and align support strategies.	$193.99 per hour*	$183.99 per hour*	$252.99 per hour*
Annual Action Review	• 30-60# min telehealth appointment with client and Back to Basics therapists to review and update client goals, identify current challenges and adjust therapy strategies. • 1 hour# Action Review Plan and Client Support Plan update.	$193.99 per hour*	$183.99 per hour*	$252.99 per hour*
Assessments + Reports	• NDIS Review Report^ • Therapy Progress Report^ (annually) • Functional Capacity or Behaviour Assessment^ • Speech and Language Assessment and Report^ • Swallowing Assessment & Mealtime Management Plan^ • Behaviour Support Plan^ • Home Modification Assessments & Recommendations^	$193.99 per hour*	$183.99 per hour*	$252.99 per hour*
Other Non Face-to-Face Activities	• Development of customised resources to support clients including visuals, guides, etc. • Communication relating to your therapy with other members of your care team such as medical professionals, support workers, etc. • Supervision of Allied Health Assistants / Therapy Assistants in delivering agreed therapy program	$193.99 per hour*	$183.99 per hour*	$252.99 per hour*
Training	• Training provided to client's carers and support team on how to support client to meet their goals.	$193.99 per hour*	$183.99 per hour*	$252.99 per hour

*Quoted fee is per therapist. If multiple therapists are involved in the activity this fee will be charged by each of them.
Additional time may be required to complete these documents dependent on complexity.
^ See Assessments + Reports fact sheet for indicative report timings.

Therapy Assistant Level 2 / Allied Health Assistant (AHA) Service Fees

Item	Description	Therapy Assistant Level 2 / AHA	Supervising Therapist
Planning, Preparation + Program Setup	• 1 hour review by AHA of all client Support Plans, onboarding forms, assessments, reports and other files. • 1-2 hours for supervising therapist(s) and AHA to create a Handover Document which details the goals, intervention strategies and activities the AHA will deliver during client appointments. • 30-60 mins Multidisciplinary Therapy Team Meeting with each Back to Basics therapist the client has services with.	$86.79 per hour	Behaviour Support Practitioners: $252.99 per hour* Physiotherapists: $183.99 per hour* Other therapists: $193.99 per hour*
Appointments	• Initial 70 min joint appointment with AHA, supervising therapist, client and their care team. • Minimum 2 hour ongoing appointments weekly, fortnightly or monthly at client location to deliver assistance documented in the Handover Document (10mins admin, communication and preparation time + 95 mins therapy assistance + 15 mins case notes).	$101.26 per 70 min initial appointment* $86.79 per hour for ongoing appointments*	Behaviour Support Practitioners: $295.16 per 70 min appointment* Physiotherapists: $214.66 per 70 min appointment* Other therapists: $226.32 per 70 min appointment*
Supervision	• 30-60 mins monthly meetings between AHA, supervising therapists and other Back to Basics therapists supporting the client, to provide training and monitor and adjust therapeutic strategies.	$86.79 per hour	Behaviour Support Practitioners: $252.99 per hour* Physiotherapists: $183.99 per hour* Other therapists: $193.99 per hour*
Multidisciplinary Therapy Team Meetings	• Every 12 months or more frequently if needed. • 15-60 mins telehealth appointment between Back to Basics therapists to improve therapy delivery and outcomes (client is not present).	$86.79 per hour	Behaviour Support Practitioners: $252.99 per hour* Physiotherapists: $183.99 per hour* Other therapists: $193.99 per hour*
Non Face-to-Face Activities	• Development of customised resources to support clients including visuals, guides, etc. • Additional costs may be charged for resources created to cover the cost of the materials.	$86.79 per hour*	Behaviour Support Practitioners: $252.99 per hour* Physiotherapists: $183.99 per hour* Other therapists: $193.99 per hour*

*Quoted fee is per therapist. If multiple therapists are involved in the activity this fee will be charged by each of them.
Additional time may be required to complete these documents dependent on complexity.

Osteopathy Appointments

Osteopathy Appointments	• 60 min initial appointment at our Burwood East office. • 30 min ongoing appointment at our Burwood East office.	$150 $107

Oestopathy appointments that are cancelled within 24 hours of the appointment time may be charged a cancellation fee of 100% of the service fee.

Travel Charges + Transport Costs

Back to Basics Health Group charges for travel in accordance with the NDIS Pricing Arrangements and Price Limits. Travel to and from your appointments is categorised into 3 distinct charge types:

1. Travel – Labour Charges

Labour-related travel charges apply when a therapist's time is spent travelling to or from an appointment. These charges are:

- Determined based on the Modified Monash Model (MMM).
- Calculated by time, starting from our registered office in Rowville to the client's appointment location.
- Billed in six-minute increments, at the therapist's hourly rate.
- Unaffected by external factors such as traffic, delays, or appointment cancellations.
- Outlined in advance in your Service Schedule.

This 'flat rate' travel time ensures transparency and predictability in costs, and reflects the therapist's dedicated time for service delivery.

2. Travel – Non-Labour Charges

Non-labour charges account for the vehicle and operational costs associated with travelling to your appointments. These include:

- A rate of $0.99 per kilometre, calculated from our Rowville office to your appointment location.
- Applied regardless of mode of transport used, where applicable.

3. Community Access Travel + Transport Costs

When our therapists support you in the community (e.g. attending appointments, events or activities), we may charge for:

- Time spent accompanying or transporting you, billed at the therapist's hourly rate.
- Transport-related expenses, such as public transport tickets, for which we may seek a reasonable contribution from you by mutual agreement.
- If you are transported in a Back to Basics therapist's personal vehicle, an additional $1.00 per kilometre may apply.

Time	Travel Cost - Labour				Travel Cost - Non Labour
	Occupational Therapy, Speech Pathology, Social Work + Developmental Educator	Physiotherapy	Behaviour Support	Therapy Assistants (Level 2)	
0 - 6 mins	$9.70	$9.20	$12.65	$4.34	$0.99 per Kilometre
7 - 12 mins	$19.40	$18.40	$25.30	$8.68	
13 - 18 mins	$29.10	$27.60	$37.95	$13.02	
19 - 24 mins	$38.80	$36.80	$50.60	$17.36	
25 - 30 mins	$48.50	$46.00	$63.25	$21.70	

All applicable fees will be clearly listed in your individual Service Schedule.

Related Fact Sheets

- Funding Options for Your Services
- Managing NDIS Funding Periods
- Reschedule + Cancellation Policy
- Invoices and Payments for Services