

Invoice Glossary

A guide to support you in understanding your therapy service charges

Service	Description
Consultation and or treatment	<p>Therapy services such as;</p> <ul style="list-style-type: none"> • Individual sessions • Teletherapy • Training of support staff • Hydrotherapy • Meetings (including NDIS planning) <p>Note: Relates to services conducted in the presence of the customer, family or caregivers delivered via face-to-face, phone or email.</p>
Assessment and or analysis	<p>Gathering of assessment information and analysis of results. This may include;</p> <ul style="list-style-type: none"> • Face to face assessment sessions including observations • Completion of assessment forms • Analysis of assessment data • Discussions with relevant people
Reporting and documentation	<p>Time allocated to complete reports and documentation such as;</p> <ul style="list-style-type: none"> • NDIS • Therapy Support Plans • Action plans • Case notes • Governance plans[^] • Support letters <p>[^] Refers to support plans such as Eating Drinking Swallowing (EDS), Individual Transfer and Mobility Plans (ITMP), Behaviour Support Plans (BSP) and Transport Plans.</p>
Resource development	<p>Development of customised resources to assist you to achieve your goals. These may include;</p> <ul style="list-style-type: none"> • Visual schedules • PODD books • Social stories • Behavioural visuals • Therapy programs including home, hydrotherapy, exercise and toileting

Assistive technology and home modifications	<p>Time and workload involved relating to;</p> <ul style="list-style-type: none"> • Equipment • Devices • Software • Home modifications <p>For example; sourcing of equipment, obtaining quotes, writing funding submissions, customisation of equipment, liaising with builders and reviewing the scope of works</p>
External agency liaison	<p>At times, your therapist will need to collaborate with other agencies to ensure services are coordinated. External agencies include schools, hospitals, medical practitioners and the NDIS. Your consent is required for us to communicate with an external agency.</p> <p>External agency liaison may occur via phone, video conference, email or in person.</p>
Internal agency liaison	<p>Internal agency liaison (i.e. between Rocky Bay staff members) ensures consistent and high standards of service, as well as coordination of your services.</p> <p>Liaison activities may include;</p> <ul style="list-style-type: none"> • Meetings • Planning • Reviews <p>They may also include the time required to handover services from one therapist to another if requested by you.</p>
Information collation	<p>Information collation may include;</p> <ul style="list-style-type: none"> • Investigation and research to support you in achieving your goals • Gathering, forwarding and discussing information with you
Short notice cancellation	<p>Includes scheduled appointments that are cancelled with less than two business days' notice (or if you do not show for an appointment) are charged at 100% of the fee.</p> <p>If there is an exceptional reason for a cancellation, an appeals form is available on the Rocky Bay website www.rockybay.org.au</p>