

About our fees

Clinical Services

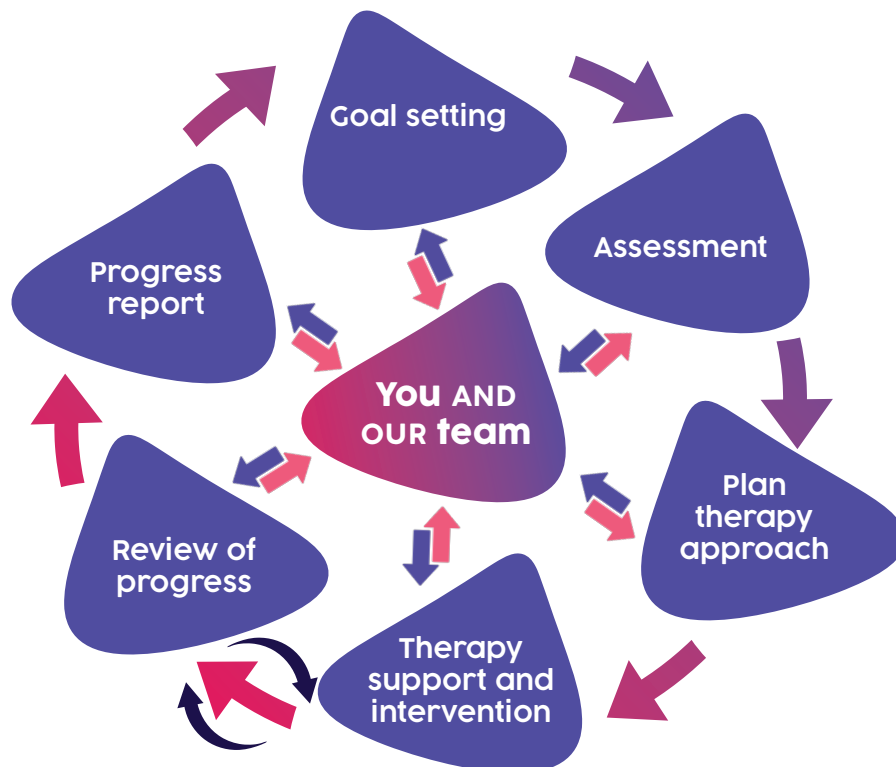
At Rocky Bay, you are at the centre of everything we do. Helping you achieve your goals is the most important thing to us.

Together, we will take a holistic approach to supporting you in your journey using the most up to date evidence-based practice. This means tailoring our service to your situation, your goals and needs to deliver a high quality, individualised service.

When you partner with Rocky Bay you will gain access to supports that are:

- Known to be safe, supportive and effective
- Planned specifically for you, with you
- Meaningful to your goals, priorities and needs
- Inclusive of the people and supports in your life
- Designed to empower you and build on your existing strengths
- Reviewed and adjusted according to your progress and preference
- Coordinated within the team
- Clearly documented so you can keep track

Your therapy journey with Rocky Bay



Our approach ensures we make the most effective use of your funding in an honest, transparent manner to assist you to achieve the best outcomes possible. All services are provided in line with relevant funding body requirements, such as the NDIS.

Promising you openness and transparency

Rocky Bay invoices the relevant funder according to the time required for our team to work with you.

On your invoices you may see:

Consultation and/or Treatment	<p>Services conducted in the presence of the customer, family or caregiver.</p> <ul style="list-style-type: none">• This can be in person, by phone, email, or video call depending on your needs and preference.• This includes working with you and the people in your life to ensure strategies and therapy reflects and enhances your everyday activities.• Annual 'Individualising Your Service' and other planning meetings.• When it is necessary for more than one therapist to attend you will be charged for each therapist. We will consult with you prior to this.
Assessment and/or Analysis	<p>Completing assessments including observations. Scoring and interpreting the results to develop a treatment plan. Including review of your medical or therapy history, reports from previous providers</p>
Session Preparation	<p>Time spent planning and preparing consultation & treatment customised to your goals and needs.</p>
Reporting and Documentation	<ul style="list-style-type: none">• Documenting consultations and phone calls. This is required to record your progress toward goals, adjustments to plans and meet best practice guidelines• Goal Achievement Plan (and other reports to NDIS)• Developing individual plans that are required for others to assist your care. Examples: mealtime management and dysphagia, individual transfer and mobility, safe transport• Completing other requested reports on assessment outcomes or recommendations.
Internal Agency Liaison or External Agency Liaison	<p>Liaising with other professionals or people you have approved via phone, in person or email.</p> <ul style="list-style-type: none">• Team meetings to ensure the most efficient and coordinated approach to meet your needs and communicate changes in your situation.• Coordinating care with other agencies e.g. support coordinators, schools, NDIS, hospitals & health professionals.• Providing information and education to help others meet your needs.
Resource Development	<p>Creating or customising clinical resources, programs and plans that support your therapy goals.</p> <ul style="list-style-type: none">• These are discussed with you beforehand
Assistive Technology and Home Modifications	<p>Support with assistive technology or home modifications includes:</p> <ul style="list-style-type: none">• Research and sourcing of equipment.• Trial, set up, adjustment, or fixing of equipment.• Liaising with providers or builders and reviewing scope of works.• Writing and submitting equipment funding applications.
Travel	<p>Time and running costs for therapists to travel to your home, school or community locations when required to provide services.</p> <ul style="list-style-type: none">• Two travel lines will appear on invoices: one for therapy time, the other for running costs per km travelled
Information Collation	<p>Investigation and research to support you in achieving your goals.</p>
Short Notice Cancellation	<p>In accordance with NDIS guidelines and our cancellation policy you will be charged for late cancellation if you do not provide at least two business days notice before your appointment</p>