



My NDIS Services Costs



Country &
Outback Health

The services Country & Outback Health provide may be:

- In person: at one of our offices, in your home or in the community
- Via telephone or email

Billable tasks include anything that directly benefits you (the participant) and is NOT a normal cost of doing business, including:

- Appointments- meeting with you & your supports
- Assessments
- Completing Support Plans
- Communication and answering questions
- Emails, SMS and phone calls
- Searching for and connecting you with supports
- Attending plan review meetings
- Working with other people and services for example the NDIA, the Local Area Coordinator or Early Childhood Early Intervention Partners
- Reading and writing reports
- Meeting/appointment preparation- scanning/collating/printing
- Travel within the Travel Information guidelines (*see reverse*)
- Cancellations within the Cancellations guidelines (*see reverse*)

Tasks that you will NOT be billed for may include:

- General administration tasks such as booking appointments
- Staff training and development
- Actions relating to organisational complaints or incidents
- Travel outside the Travel Information guidelines (*see reverse*)
- Cancellations outside the Cancellations guidelines (*see reverse*)

We will charge supports at the maximum NDIS price at the time of support.

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Cancellations

Country & Outback Health will bill for cancelled appointments if we are not given 2 days' notice of the appointment cancellation, in line with the latest NDIS Pricing Arrangements and Price Limits.

If you cancel the day before, on the day, or do not attend a scheduled appointment, we may charge up to 100% of the scheduled appointment amount.

To cancel or reschedule an appointment:

- Call your local office between 9am – 5pm Monday to Friday
- Email us on admin@cobh.org.au

Travel Information

Country & Outback Health will, where permitted, apply travel charges to some services we provide in line with the latest NDIS guidelines. Services that require us to travel to you may occur a travel charge.

Most of our areas are classified as 'regional' which have a maximum billable travel time of 60 minutes travel to you and 60 minutes return. In areas that are classed as remote or very remote we will talk about the charge with you.

Where travel is required, we will aim to book multiple participant appointments on the same day to share the travel costs between the participants and minimise the travel cost to you.

If you require, we can supply you with an NDIS service travel quote. NDIS service travel will be calculated and billed from our closest regional office location to you.

Country & Outback Health is a not-for-profit organisation that provides a range of mental health, general health and NDIS support services to South Australians living in rural and regional areas.



**Country &
Outback Health**



***Please phone us or visit our
website for more information***

**P: 8643 5600
www.cobh.com.au**

Country & Outback Health is not an emergency service, our operating hours are 9am-5pm, Monday to Friday. If you require immediate support or medical assistance contact Emergency Services on 000 or go to your local hospital. For non-emergency assistance contact the following 24-hour support lines: healthdirect 1800 022 222, Regional Access 1300 032 186, Lifeline 13 11 14, Mental Health Emergency 13 14 65, or Kids Helpline 1800 55 1800