

Re: Important Changes to Booking and Billing Processes from January 1, 2024

As we prepare to open our calendars for 2024 bookings, we are excited to share some updates and improvements to our services based on valuable feedback from both our amazing clients and dedicated team members. Our primary goal has always been to provide the highest quality of care and support to each individual we serve, and we firmly believe that these changes will better cater to the diverse needs of all our clients. Please note our hourly rate has not changed for any private pay, plan managed or NDIA managed clients and remains at \$193.99/hr.

At Therapy Alliance Group (TAG), we strive to continually refine and enhance our services to ensure we deliver the best outcomes for you. With this in mind, we are implementing the following changes **from January 1, 2024**:

1. Transition to 0.1hr (6min) Billing Increments:

To offer greater flexibility and precision, we are transitioning from 0.25hr (15-minute) billing increments to 0.1hr (6-minute) billing increments. This change allows for more accurate billing and ensures you only pay for the time you are actually receiving services.

2. Changes to Standard Face-to-Face Therapy Session Durations:

We understand that each client has unique needs, and we want to accommodate those needs as best we can. Therapy session durations in 2024 will be available in 10-minute increments, allowing you to choose from options like 50, or 60 minutes, based on your therapist recommendations as well as what suits you best. Your therapist will make individual recommendations regarding what duration they feel would be most appropriate and beneficial.

3. Changes to Non-Contact Billing for Preparation and Notes:

To better align with our new billing increments, we are adjusting the non-contact billing for preparation and notes to 0.3hrs (18 minutes) per therapy session (previously 0.25hrs or 15 minutes).

4. Introduction of Key Worker Model for Early Intervention Clients:

For clients requiring early intervention, we are implementing the option of a Key Worker model. Under this approach, you can have one primary therapist and dedicated contact person who will coordinate your care, communication, and interventions. This model aims to provide more comprehensive and streamlined support. Your therapist may discuss this option with you as you make plans for next year and we will provide more information about the Key Worker model for eligible clients who may benefit from this highly personalised and coordinated approach.

5. Additional Supports for Complex Collaboration and Decision Making Needs:

Clients with complex collaboration or decision-making support needs, such as those in foster care, supported independent living, or under the office of the public guardian, will have an additional 0.2hrs of dedicated non-contact time per therapy session (total 0.5hrs). This extra allocation is intended to facilitate essential communication and collaboration that is needed to best care for these clients on top of the standard preparation and notes time that is required for every client session.

6. Clearer Invoicing for Group Services:

We recognise the value of group services and want to ensure our invoicing accurately reflects the support you receive. To achieve this, we will be providing clearer invoicing breakdowns for all group sessions next year. Group breakdowns will include overall group preparation and face to face time shared between group participants as well as individual record keeping time for each client.

To prepare for the introduction of the changes for next year and in response to client and customer feedback we have are already implementing the following changes:

1. Clearer Invoicing for Allied Health Assistant (AHA) Services:

To improve transparency based on customer feedback, we will provide separate billing for Allied Health Assistant services and the supervising allied health professional's services. This will make it easier for you to understand the breakdown of charges for services provided by the AHA and the therapist. Our hourly rate has not changed for these services.

2. Changes to Terms of Service and Service Agreements:

To allow for more flexible use and better tracking of agreed support hours, we are updating our terms of service and will be applying these new terms for new service agreements. Please note that your existing agreement/s remain in place in the interim and you do not need to change anything right now. We will communicate further details about these changes as your current service agreement comes due for renewal.

3. Extra information when booking for 2024:

We will provide additional details to you about any new support options available and appropriate for you in line with any of the changes above as you make any forward bookings for 2024. Please note our calendars are not yet open for 2024 bookings but you will receive another communication when they are ready.

As we embrace these changes, we want to emphasise that our mission to help each individual reach their unique potential through effective, caring, and life-changing therapy services remains at the heart of everything we do.

If you have any questions or concerns about these changes, please don't hesitate to reach out to our team. We are here to support you and ensure a smooth transition to the improved booking and billing processes.

Thank you for choosing Therapy Alliance Group (TAG) as your trusted therapy provider. We are genuinely grateful for the opportunity to be a part of your journey towards growth and well-being.

Warmest regards,

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