EAT LOVE LIVE

Sliding Scale Policy

(Reviewed September 2026)

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1. **About**

There are several factors that contribute to our financial access and value, determined largely by the power systems that discriminate against race, perceived gender identity, sexuality, disability, immigration status and socioeconomic status, among many other overlapping sociocultural factors and identities. This is evident within our health systems, which consistently fail to support marginalised communities and people of diverse backgrounds.

While we cannot prop up these health systems, we can hope to provide support to the people falling through the cracks. We strive to create opportunities for individuals to access inclusive healthcare and support from otherwise inaccessible services.

We acknowledge that our standard fees are not accessible to a large demographic of vulnerable populations, and we hope to address that by using a Sliding Scale approach.

Eat Love Live uses Sliding Scale as a payment model our practitioners can elect to support clients who cannot afford care otherwise. This is best suited for clients with low income, financial instability or security, extensive medical (or other service) costs and for those facing systemic barriers in accessing care or employment. By providing a lower cost service, it allows clients to be able to afford our services through achievable payments. We acknowledge we are not able to support all who would benefit.

Our Sliding Scale is intended to encourage people who would otherwise not be able to access our services, to pay according to their available resources. In doing so, we can sustain our business while creating opportunities for broader financial accessibility to our services.

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2. **Informing our policy**

a) Best practice [1]

Dietitians Australia professional standards, through the Code of Conduct, outline that all Accredited Practicing Dietitians should:

- Deliver safe, effective and evidence-based services;
- Make ethical decisions;
- Engage in ongoing professional learning;
- Maintain recent practice hours;
- Provide a valued and credible source of food and nutrition information.

When you work with an APD at Eat Love Live, you can trust them to deliver high-quality dietetic health services. These standards are echoed through the governing bodies of all our health care practitioners and health care practitioners at Eat Love Live.

b) Intersectional and inclusive practice

We acknowledge the influence and impact of social inequality and how it is embedded within our society, and how power influences people's access and ability to use services. We aim to recognise and identify the barriers to safety and access to services, and work towards providing a service that is safe, responsive, respectful, inclusive and accessible to all. By providing a Sliding Scale Policy, we hope to address some of the barriers that prevent access to services for those who need it most.

In providing inclusive services, we practice cultural safety and respect by:

- *Providing health care and dietetic services that align with the individual persons' definition of health and wellbeing, and support strategies.*
- *Recognising the importance of cultural values and beliefs in our delivery of care and nutrition support strategies.*
- *Respecting diversity, avoiding bias and discrimination, and challenging opinions based on assumptions.*

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- *Acknowledging how our own lived experiences, culture, values, beliefs, attitudes, and assumptions impact how we engage and interact with clients and broader support systems, the community and our peers.*
- *Advocating for and facilitating access to culturally safe health services that provide high quality care.*

c) Financial insecurity principles [2]

Precarious employment, low and erratic wages, inadequate and increasingly conditional welfare payments, and escalating living costs are contributing to financial hardship for many people. Individuals from diverse backgrounds may face further challenges due to stigma and discrimination impacting their employment opportunities and stability.

We acknowledge that while you may be able to cope, at times there is little financial buffer and capacity to cope with extra expenses. We also understand that circumstances change and you may need support where you hadn't previously, or vice versa. We encourage you to put your health first where possible and we hope to support you to do this through our sliding scale policy.

3. **Eligibility**

Eligible for Sliding Scale	**Excluded from Sliding Scale**
EDMP, MHCP, GPCCMP (**required**) [3][4]	Medicare threshold [5]
Low Income/Unemployed	Bulk billed
Financial Insecurity/Instability	Not in a position of financial insecurity
Unable to afford multiple sessions fees	Private Health Insurance
Other exacerbating medical fees	Cancellation policy

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[3][4] Eating Disorder Care Plan – required for Sliding Scale
All clients must have an established EDP prior to accessing the sliding scale policy. The EDP includes up to 20 Medicare-subsidised sessions with a dietitian over a 12-month period and 40 sessions with a psychologist over a 12 month period.

[5] Medicare Threshold - exclusion from Sliding Scale
If a client exceeds their Medicare threshold, they are no longer eligible for Sliding Scale to account for the money they're receiving back from payments.

a) Considerations

Current income, including income from other supports, such as family, partner(s), financial support schemes (ie. NDIS).

- Expenditure - including how much other items or services are prioritised, such as food, clothing, utilities and other essential or non-essential goods.
- Ongoing cost of fees with regards for sustainable expenditure. Including how often you intend to attend sessions
- Value and relevance of nutrition support in general life, and for addressing health needs and current issues

b) Sessions

Expected sessions are 50 minutes, Dietetics sessions fortnightly for one calendar year as per the EDP outlines (20 sessions available per year). Psychology session weekly – fortnightly over one calendar year as per the EDP outlines (40 sessions available per year). For MHCP and GPCCMP this will be decided in conjunction with the clinician.

c) Cancellation policy

To be taken off Sliding Scale after missing 2 appointments (without 48hrs notice). This is to allow for others to access the sliding scale as each practitioner has a limited capacity.

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4. **Sliding Scale Fees**

Clinician+ Type Appointment Type	**Duration**	**Standard Price**	**Sliding Scale Price**	**Medicare rebate**	**Out Of Pocket**
Dietitian Standard Review	50 minute client facing time	**$240**	**$178**	Medicare rebate: $61.80	**$116.20**
Early Career Dietitian Standard Review	50 minute client facing time	**$225**	**$168**	Medicare rebate: $61.80	**$106.20**
Dietetic Counselling (Louise Grech)	50-minute client facing time	**$255**	**$191**	Medicare rebate: $61.80	**$129.20**
Physiotherapist	50 minute client facing time	**$240**	**$178**	Medicare rebate: $61.80	**$116.20**
Psychology (Registered Psychologist) Standard Review	50 minute client facing time	**$255**	**$191**	Medicare rebate: $61.80	**$129.20**
Family Therapy/ Eating Disorder Carer Support Specialist	50 minute client facing time	**$215**	**$161**	N/A	**$161**
Report writing, advocacy letters & extra administration to support client care	per hour or pro rata	**$225 per hour or pro rata**			
Clinical Psychology Standard Review	50 minute client facing time	**$285**	**$214.00**	Medicare rebate: $149.05	**$64.95**

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5. **Payment process**

Similarly to the Medicare Rebate process, Sliding Scale fees are paid in full at the time of consultation and rebate is applied accordingly to be reimbursed to meet the established (as above) fee.

Clients are required to access the EDMP, MHCP, GP CDMP to support bridging gap payment; single point payment, unless circumstances differ.

6. **Application process**

You are the expert in your own life and body. Your circumstances and requirements inform how we can best support you to access our services. While we have outlined the eligibility criteria below, we have no set definitions or figures (and do not require any) that inform if you will or won't qualify.

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1. **The application process begins in the Initial Assessment / first consultation with a clinician** and is driven by the client and/or the practitioner. Applications are considered after the Initial Assessment / first consultation to provide informed understanding by practitioners from which action can be taken.

2. The client or practitioner identifies the need or desire for consideration for Sliding Scale through discussion about the client's needs, capacity and their unique circumstances. This will inform the eligibility for Sliding Scale. **The practitioner will then determine if the client is eligible for Sliding Scale and put forward an application**, in conjunction with the client's informed consent and input.

3. **An application is made verbally or in writing to Eat Love Live's Clinical Director by a clinician** to determine eligibility and capacity to provide Sliding Scale to the client at the time. Please understand that there is a limited capacity to provide Sliding Scale due to lack of time, resources and the number of practitioners available. Though clients' may be eligible, they may not be able to access Sliding Scale at the time of an application.

4. Clients are required to have an Eating Disorder Care Plan prior to commencing the Sliding Scale; we offer resources outlining how to best apply for this with your General Practitioner.

5. Clients will receive notification of an outcome within 1 month (or 2 weeks ideally) of initial assessment. If Sliding Scale can be offered to the client, there requires a formal discussion and agreement on what Eat Love Live can offer, conducting payment (with rebate), our Cancellation Policy and review process.

6. Ongoing appointments and payment will be conducted in accordance with our Sliding Scale policy, with ongoing quarterly (or as determined by client circumstances) reviews to assess eligibility for Sliding Scale and nutrition support.

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7. **Practitioner capacity**

Eat Love Live practitioners are only able to take on a certain number of Sliding Scale clients at any given time. This is due to limitations associated with financial obligations and practitioner capacity. Where possible, clients in need of financial support through the Sliding Scale policy will be provided access. However, we cannot guarantee that our sliding scale will be available to all applicants.

When Sliding Scale is not available, Eat Love Live practitioners will be able to:

- Add clients to the waiting list for future availability
- Refer and support access to another provider or service
- Provide resource outlining lost cost eating disorder services

9. **Documentation**

Formal documentation of the process is required for records and in review processes. This will involve any documentation regarding the Sliding Scale application; please refer to documents required below.

Documents required:

- Dietitian summary notes for client application
- Follow up notes for sessions (for review)
- *Consent will be obtained from the client prior to any sharing of information or access to session notes by the Sliding Scale coordinator and manager.*

Not required:

- Bank statements
- Proof of Income statements
- Financial Declaration

We do not require any formal documentation about your income or employment circumstances. We simply ask that you be honest and provide accurate and up to date information about your living circumstances.