

FREQUENTLY ASKED QUESTIONS

DAY AND TIME OF SUPPORT

A Night-time Sleepover Support is any support to an individual participant delivered on a weekday, a Saturday, a Sunday or a Public Holiday that:

- commences before midnight on a given day and finishes after midnight on that day; and
- is for a continuous period of eight (8) hours or more; and
- the worker is allowed to sleep when they are not providing support.

Night-Time Sleepover Support provides a participant with assistance with, or supervision of, personal tasks of daily life where overnight support is needed, but the caregiver can sleep when not required to provide support. This support applies to any day of the week and on public holidays. This support item includes up to two hours of active supports provided to the participant for the duration of the period. Providers may claim for the third or additional hour at Saturday rates on weekdays or applicable rates on other days (Saturday, Sunday or Public Holidays).

A Public Holiday Support is any support to an individual participant that starts at or after midnight on the night before a Public Holiday and ends before or at midnight of that Public Holiday (unless that support is a Night-time Sleepover Support).

A Saturday Support is any support to an individual participant that starts at or after midnight on the night before a Saturday and ends before or at midnight of that Saturday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).

A Sunday Support is any support to an individual participant that starts at or after midnight on the night before a Sunday and ends before or at midnight of that Sunday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).

A Weekday Support is any other support and is either:

- *A Weekday Daytime Support* is any support to an individual participant that starts at or after 6:00 am and ends before or at 8:00 pm on a single weekday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).
- *A Weekday Evening Support* is any support to an individual participant that starts after 8:00 pm and finishes at or before midnight on a single weekday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).
- *A Weekday Night Support* is any support to an individual participant that commences at or before midnight on a weekday and finishes after midnight on that weekday or commences before 6:00 am on a weekday and finishes on that weekday (unless that support is a Public Holiday Support, Saturday Support, Sunday Support or a Night-time Sleepover Support).

If support to an individual participant does not meet one of the above criteria, then it needs to be billed as two or more separate supports. However, when a particular support crosses a shift boundary, and the same worker delivers the entire support, the higher applicable price limits apply to the whole support.

SHORT TERM ACCOMMODATION

Day of Support Calculation

The day of the week charged will be based on where the majority of hours of support are delivered. If this is equal, it will be at disAbility Living's discretion.

Where services include a combination of half days and full days during a stay, the billing will be calculated as an hourly rate from the time arrival time to midnight and from midnight to the time of departure, with the daily rate billed for the full days in between.

Services less than 24 Hours

Support shall be charged at a negotiated rate up to and including 20 hours. Once 20 hours is exceeded, the full 24-hour day rate applies.

Staffing Ratios

disAbility Living will always seek to provide service using a staffing ratio specific to the client's needs; however, where this is not possible, the client will be charged at the staffing ratio applicable to the service provided. If disability Living cannot achieve optimum staffing ratios, we will notify you where possible in advance.

Indirect or Activity Costs

Most activity expenses, including basic meals, are incorporated in the STA rate; however, if negotiated to attend an activity deemed an unreasonable expense within STA, it is the client's responsibility to cover these costs.

Therefore, if it is negotiated as part of your service to attend a higher cost activity, it is expected you will have access to personal funds or an allowance to pay for recreation activities, social outings or any extra discretionary spending. Examples include activity costs, entrance fees, event tickets, and additional meals.

A Companion Card (where issued) enables you to attend various community activities, or events with a support worker admitted free of charge. If a Companion Card has not been issued, you are responsible for paying these fees and charges for your support worker.

Short Term Accommodation Transport

Transport services for activities provided as part of the STA program are included as part of the service and will not be charged separately.

Additional transport supports outside of the STA support, such as participant pick up/drop off to home, can be arranged and quoted separately.

IN HOME, SOCIAL AND COMMUNITY SUPPORTS

Indirect or Activity Costs

Access to personal funds or an allowance to pay for recreation activities, social outings, or discretionary spending is expected. Examples include activity costs, entrance fees, event tickets etc.

A Companion Card (where issued) enables you to attend various community activities, or events with a support worker admitted free of charge. If a Companion Card has not been issued, you are responsible for paying these fees and charges for your support worker.

Active or Passive Nights

When providing passive support and the support turns active due to a client need, disAbility Living will charge the active support rate. The passive overnight can be shared between clients as the staffing ratio (i.e. 1:1) refers to active hours only.

Higher Intensity Supports

There are three levels within higher intensity supports. These are based on the skill and qualifications of staff members used to deliver supports to participants and allows for the additional costs of some 1:1 supports.

Price control arrangements link to the skill level of the worker based on the SCHADS Award as follows:

- Level 1 – if the worker is classified at SCHADS Award 2.3 or below (or the equivalent)
- Level 2 – if the worker is classified at SCHADS Award 2.4 or 3.1 (or the equivalent)
- Level 3 – if the worker is classified at SCHADS Award 3.2 or above (or the equivalent)

In general, the Level 2 price limit applies to most high-intensity supports. However, if the instance of support is conducted by a worker who does not have the skills and experience to deliver a high-intensity support then the Level 1 price limit will be applied. If the support is delivered by a more highly skilled or experienced worker, we may consider applying the Level 3 price limit with the participant's prior agreement.

The high-intensity rate may be considered when:

- Frequent (at least 1 instance per shift) assistance is required to manage behaviours of concern that need intensive positive behaviour support and/or
- Continual active support due to high medical support needs (such as unstable seizure activity or respiratory support) is required.

When a high-intensity support rate is deemed appropriate in consultation with the participant or relevant stakeholders, the right support will still be charged at a higher intensity rate as listed above.

Shadow Shifts

Where a client has significant needs around communication, behaviour, health, or medication, the need for a Shadow shift for new staff may be arranged in agreement with the client, family or stakeholders.

Claims for shadow shifts must not exceed 6 hours of weekday support per year.

Minimum Shift Engagement

disAbility Living does not provide services for less than 3 hours unless otherwise arranged.

Staffing Ratios

disAbility Living will always seek to provide service using a staffing ratio specific to the client's needs, however, where this is not possible, the client will be charged at the staffing ratio applicable to the service that has been provided. disAbility Living will notify you where possible in advance if an optimum staffing ratio cannot be achieved.

TRANSPORT

Shared Transport

Transport contributions will be shared between participants at the appropriate ratio if more than one participant is travelling in the vehicle at a time. This will be documented in your schedule of support if it applies.

Transport with a Participant

The transport contribution assists us in providing a vehicle for ease of access to the community and is calculated per kilometre in addition to the usual hourly rate charged for support.

Using Public Transport

If a participant requests to use public transport with a support worker, it is highly recommended that the participant accesses a Companion Card. If this is not possible, a contribution to the support workers fare will need to be negotiated and may be claimed through your NDIS plan under provider travel – non-labour costs.

Billing for Transport

As per guidance from the NDIS, we cannot convert KM's into pro-rata support hours to claim. All invoices will include the transport line number, amount of KM's travelled and the total amount for the transport contribution. Depending on how you manage your plan, this may be sent as a private invoice to the participant/nominated representative, billed through the portal, or invoiced through your financial intermediary.

Activity Based Transport

At the participant's request, core funding can be used to bill the participant's plan for transport associated with a community participation activity. All invoices will include the transport line number, amount of KM's travelled and the total amount for the transport contribution. Depending on how you manage your plan, this may be sent as a private invoice to the participant/nominated representative, billed through the portal, or invoiced through your financial intermediary.

DEVELOPMENTAL EDUCATOR SPECIALIST SERVICES

Indirect Costs

To provide effective therapy, our therapists often need to spend time working for the participant without direct contact.

Examples of indirect billable supports may include:

- Attendance at case conferences or meetings
- Preparation of therapy resources, e.g. Visual aids
- Report writing
- Design, development and implementation of plans
- Progress noting
- NDIS Commission reporting
- Phone calls and emails to relevant stakeholders

Where possible, indirect costs will be limited to an agreed amount on the schedule of supports and disAbility Living will notify the participant or representative if there are any variations throughout service provision that affect this agreement.

Behaviour Support

The participant must have Behaviour Support included in their NDIS plan to use the Improved Relationships support category.

Behaviour support requires a behaviour support plan to be developed to limit the likelihood of behaviours of concern presenting, developing and/or increasing once identified. This plan outlines specific positive behavioural support strategies explicitly designed for an individual participant, their family and support persons that will achieve the intended outcome of eliminating or reducing behaviours of concern. This support category also includes specialist behavioural intervention support, which includes intensive therapeutic support for a participant, planning to address significantly harmful or persistent behaviours of concern.

Therapy reports

Therapists will be expected to provide progress reports to the participant and NDIS at agreed times. A provider may charge for the time taken to write a therapy report that the NDIA requests and claim this against the appointment at the hourly rate for the relevant support item. A report requested by the NDIA is considered a report required at the commencement of a plan that outlines plan objectives and goals and at plan review, which measures against the goals stipulated initially. Providers may also charge for any other NDIA-requested therapy report that is stipulated as being required in a participant's plan.

Therapy Assistants

At times, disAbility Living may engage a Therapy Assistant to continue working with the participant on their capacity building goals. This will be negotiated with the participant or representative and often is a more cost-effective approach to maximising capacity building therapy.

The Therapy Assistant will always be guided and supported by the primary therapist at disAbility Living, including a plan for therapy and ongoing review and supervision of the Therapy Assistant.

The Therapy Assistant is specifically trained to focus on and implement the plan developed by the primary therapist. Therefore, will have a different purpose and priority during services than other support staff in the participant's life.

Training

disAbility Living's specialist team can provide a range of training options for support workers, carers, and/or parents. For group-based training, an overall cost will be quoted based on the ratio of trainers and attendees and may include additional time for preparation or other indirect costs. All charges will be itemised on a quote or schedule of support.

Therapist Travel

disAbility Living may claim travel costs when travelling to and from appointments:

- NDIS Price Guide Limits advise that providers can claim up to 30 minutes of travel for an appointment in an MMM1-3 region and up to 60 minutes of travel for an MMM 4-5 region at the agreed hourly rate.
- In remote areas, disAbility Living may enter specific arrangements with participants to cover travel costs, up to the applicable hourly rate for the support item.

disAbility Living will endeavour to minimise travel costs for participants where possible, for example, coordinating appointments with other participants in the area to share travel costs.