National Disability Services Practical Guide

# Appendix 1: Provider Travel and Participant Transport Summary

## Scenario 1

Travel to provide personal care and community access (without participant in vehicle).

### When providers can recover cost

* The worker must be travelling from a workplace to provide support to a participant
* The claim must be billed against the participant’s plan that the worker is traveling for (for example, the 2nd, 3rd, 4th etc. plan)
* Travel cost cannot be recovered if:
* The worker is travelling between their home to the workplace; or from the workplace to their home
* Support time exceeds 4 hours

### Charge

Up to a maximum of 20 minutes travel time at the hourly rate for the relevant support line item.

### Support category

Core or Capacity Building Supports (as appropriate).

## Guidance for scenario 1

* The term ‘workplace’ refers to an office, where a participant may be located at the time, or a participant’s home.
* Providers cannot charge travel time in addition to support provided. For example, the travel time needs to be built into the hours of support provided. For example, if for a 2 hour shift the worker has travelled 20 minutes, they will provide 1 hour 40 minutes of direct service. The payment request for this specific support would, however, be 2 hours.
* The amount must reflect the true travel time. For example, if travel time is 10 minutes, only 10 minutes can be billed. The maximum that can be billed is 20 minutes of travel time.
* Providers need to consider how they are rostering shifts with participants to mitigate the risk that some participants may bear the cost of provider travel more than others.

## Scenario 2

Accompanying and/or transporting participants in the community with the participant present in the vehicle) **or** when delivering supports under the NDIS ECEI approach.

### When can providers recover cost

When the provider incurs an **additional cost**, in addition to worker’s time **or** when delivering transport supports.

### Charge

Negotiated between the participant and provider.

### Support category

Core Supports (transport) **or** participant contribution.

## Guidance for scenario 2

* Providers may choose to calculate the additional cost by the amount of kilometers travelled. Refer to the relevant employee awards for guidance when negotiating the additional travel cost.
* A worker’s time can also be claimed at the hourly rate for the relevant support line item for the total time that the worker is transporting or accompanying the participant, in addition to the incurred cost (for example the kilometres), except when the provider is delivering transport supports. If the provider is transporting 2 or more participants on the same trip, the individual charge should be calculated according to the group ratio (for example, 2 staff to 10 participants).

## Scenario 3

Travel to provide therapeutic or Early Childhood Early Intervention (ECEI) supports.

### When can providers recover cost

When travel distance exceeds 10km.

### Charge

The hourly rate for the relevant support line item.

### Support category

Capacity Building Supports

## Guidance for scenario 3

* The funding included in the plan for therapeutic travel will reflect a reasonable and necessary amount up to a maximum of $1,000 per year. ECEI supports for travel will be funded up to $3,000 per year.
* Funding should be calculated using the following formula: claimable travel time (in minutes) equals (total km travelled minus 10) divided by 60. This assumes that on average the travel speed is 60km per hour and is consistent with the [Claimable Travel Calculator](https://www.ndis.gov.au/providers/pricing-and-payment) on the NDIS website.

## Scenario 4

Remote or very remote travel.

### When can providers recover cost

Services are delivered in remote or very remote regions. For more information regarding geographical locations refer to the [Modified Monash Model](http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/MMM_locator).

### Charge

Subject to relevant loading or agreement with the NDIA and provider. This is a quotable item.

### Support category

Core or Capacity Building Supports (as appropriate).

## Guidance for scenario 4

Prices in remote and very remote areas are respectively 20 percent and 25 percent higher than supports delivered in other areas. If local area providers are not available in remote or very remote areas, the NDIA may enter into agreements with other providers to provide supports, for example, those in thin markets.

End of document.