

Provider travel policy

Purpose

This policy describes why RIDBC staff sometimes travel to provide supports and how we set and update the charges for provider travel.

Scope

This policy applies to all employees travelling to provide supports to clients funded by the NDIS, and to all clients receiving supports funded by the NDIS where RIDBC employees travel to provide the support. It also applies to fee-pay clients.

Policy

RIDBC provides supports in convenient locations across Australia or through videoconferencing technology. We recognise the best practice in Early Intervention is to deliver supports in the natural environment. Clients may also choose to receive supports in a place that best suits them. As a result, we may agree with the client to provide some supports in their home or local community. This involves the RIDBC consultant travelling from their usual place of work to deliver the support.

Charges for Travel

- If we travel to provide supports to our clients in their community or home, the client will be charged for our travel. The NDIS calls this Provider Travel and it is the time spent travelling by a worker to deliver a support. The NDIS Price Guide outlines when providers can charge for travel. The support items that providers can claim travel costs for are listed in the Support Catalogue. It is important to note that the NDIS does not provide participants with a separate budget for provider travel in their plan, it is deducted from the total budget for the support category.
- We will discuss and agree with the client how we charge them for travel. We will charge for actual travel time up to the maximum limit as listed in the NDIS Price Guide.

Policy

Changes to the way we charge for travel

- We may make changes to the amount we charge for travel if the NDIS Price guide and NDIS Support Catalogue change. We will inform clients of any changes before we start charging the new amount.