

Travel and Transport

Travel and transport are very tricky areas of the NDIS. Even people who have worked in the NDIS sector for years still find it confusing!

Lets break this down into two categories:
Participant Transport and Provider Travel.

Participant Transport

Provider Travel

These two categories get broken down further into sub-categories:

Participant Transport

Provider Travel

General
Transport

Activity
Based
Transport

Labour
Costs

Non-Labour
Costs

Participant transport refers to the participant going somewhere, either on their own or accompanied by someone. There are two options for participant transport:

- general transport; and
- activity based transport.

Provider travel refers to when the provider of the service travels to the participant's house/work/school on their own, without the participant. There are two parts to provider travel:

- labour; and
- non-labour.

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General Transport

General transport means that the participant is being transported from one place to another.

With general transport, the person providing the transport does not have to be providing the support at the destination.

It can also include catching an uber to a grandparents house, or taking the bus. This is claimed through the Transport budget (funding category 2).

If a provider assists with transport, then the provider can charge:

- for the kilometres travelled from the house to the workplace
- for the support workers time.

They can also charge for provider travel if agreed to beforehand (we'll go through this a bit later on).

For example, Charlotte (participant) starts work at 9am each day. Her support worker, Gus, picks her up from her house at 8:30am. It takes Gus and Charlotte 30 mins to reach the workplace, and it is 25km away. After Gus drops Charlotte off, Gus goes home.

Gus' hourly rate is \$40 per hour, and they both agree that Gus will charge \$0.70 per kilometre that they travel together. Charlotte and Gus agree that Gus will not charge provider travel.

Gus can charge:

- 30 minutes support @ \$40ph = \$20.00
 - (he charges this at the appropriate line item, for example Access Community Social And Rec Activities - Weekday Daytime: line item 04_104_0125_6_1)
- 25km x \$0.70 per km = \$17.50
 - (he charges this under General Transport - line item 02_051_0108_1_1)

= \$37.50.

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Activity Based Transport

Activity Based Transport (ABT) is very specific. It refers to when the person providing the transport is the same person who will be providing the support at the destination. ABT refers to the costs incurred with transporting the person to where they need to be (for example, the mileage, parking fees etc.)

Not every service is able to charge for ABT though. You can only charge ABT if you are providing support in the following categories:

- Assistance with Social and Community Participation
- Support Coordination
- Improved Living Arrangements
- Increased Social and Community Participation
- Finding and Keeping a Job
- Improved Relationships
- Improved Learning

For example, Suzie (participant), has a support worker called Liz. Every Thursday, Liz meets Suzie at her house to write a grocery list, and then they go to the shops to do Suzie's grocery shopping together. They then go back to Suzie's to unpack the shopping and do some meal preparation together.

Liz and Suzie both agree that Liz can charge for Activity Based Transport. They agree that Liz will charge \$0.85 for each kilometre that she drives with Suzie. The shops are 15km away from Suzie's home. At the shops, they have to pay \$3 for parking.

For this shift, Liz can charge for 30km in total (15km to the shops, and 15km back to Suzie's house). Liz can also charge the \$3 she paid for parking. This means that for this shift, Liz charges \$28.50 for Activity Based Transport:

30km x \$0.85

and

\$3.00 for parking

= \$28.50.

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Provider Travel: Labour Costs

Provider travel (labour costs) refers to the time in minutes that it takes the provider to get to (and sometimes from) the participant. The labour costs are calculated at the same rate as the support provided.

For providers/sole traders providing supports from the Core budget, provider travel (labour costs) can only be charged **one way**.

For providers/sole traders providing supports from the Capacity Building budget, provider travel (labour costs) can be charged **both ways**.

- If you live in a non-remote area, your providers can charge up to 30 mins per trip (so 60 minutes altogether, for there and back if your provider is providing supports from Capacity Building)
- If you live in a remote area, your providers can charge up to 60 mins per trip (so 120 minutes altogether, for there and back if your provider is providing supports from Capacity Building)
- If you live in a very remote area, you and your provider can negotiate how much they can charge for provider travel (labour costs).

For example, Liz charges \$35 per hour for her services. It takes 15 minutes for Liz to get to Suzie's house in the morning. Suzie lives in a non-remote area. For Provider Travel (labour), Liz charges: 15 mins x \$35 per hour = \$8.75.

Liz can only charge provider travel (labour costs) one way, as she supplies her services under Assistance with Social and Community Participation which is part of the Core budget.

Provider Travel: Non-labour costs

This refers to costs such as mileage, tolls and parking that are incurred when providing the support.

For example, Liz travels 8km to reach Suzie's house. Suzie and Liz have agreed that Liz can charge \$0.85 per kilometre.

Liz charges \$6.80 in provider travel (non-labour) costs. Liz only charges this for one journey, as she provides support under Assistance with Social and Community Participation, which is part of the Core budget.

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Let's look at a few examples

Let's go back to Suzie and Liz from the previous examples. Liz has already determined that she can charge \$28.50 for Activity Based Transport. She also knows that she can charge \$8.75 for provider travel (labour costs) and \$6.80 for provider travel (non-labour costs).

Liz's shift with Suzie is 4 hours, from 10:00am - 2:00pm. Liz charges \$35 per hour.

Let's go over everything that Liz is charging for this shift:

- 1 Provider travel (labour):** This is the time it takes to get to Suzie's house
15 minutes @ \$35ph = \$8.75
- 2 Provider travel (non-labour):** This is the amount of kilometres Liz travels to get to Suzie's house
8km @ \$0.85/km = \$6.80
- 3 Access Community, Social and Rec Activities - Level 1 - Weekday Daytime:** This is the line item that Liz charges at for her support
4 hours @ \$35ph = \$140.00
- 4 Activity Based Transport:** This is the kilometres Suzie and Liz travel together when they go to and from the shops, and the parking that they have to pay whilst they're there
30km @ \$0.85/km = \$25.50
Parking @ \$3 each = \$3
= \$28.50

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Liz's invoice for this shift would look something like this:

Item Name and Notes	Quantity	Price
Access Community, Social and Rec Activities - Level 1 - Weekday Daytime (Provider travel - labour costs)	15 mins @ \$35ph	\$8.75
Provider travel - non-labour costs	8km @ \$0.85/km	\$6.80
Access Community, Social and Rec Activities - Level 1 - Weekday Daytime	4 hours @ \$35ph	\$140.00
Activity Based Transport	30km @ \$0.85/km Parking \$3	\$28.50
Total		\$184.05

A few things to note

- 1 The participant needs to agree to be charged for transport, activity based travel and provider travel in advance. Any costs that are expected to be incurred need to be explained upfront.
- 2 Travel and transport costs should be split between participants wherever possible.
- 3 Organisations can only charge provider travel if they have to pay the worker for the time it takes them to reach the participant.
- 4 Most (not all) services will be eligible to charge for provider travel, but depending on the support it may not be possible to charge.
- 5 You should consult the most recent price guide if you have any queries about travel and transport, as the rules do change often.

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