

## Travel and Participant Transport

Provider travel and participant transport are different concepts. This section explains the differences and notes specific rules and arrangements for both travel and transport in the NDIS payments system.

### Provider Travel

*The Co-operative Life* is a Provider intends to claim travel costs from a participant must have the agreement of the participant in advance (i.e. the service agreement between the participant and *The Co-operative Life* specifies the travel costs that can be claimed).

#### Travel to provide personal care and community access

*The Co-operative Life* may not claim travel costs for the time that a support worker spends travelling from home to the workplace (or first participant) and from the workplace (or last participant).

Where a support worker travels from one participant appointment to another, up to 20 minutes of time can be claimed against the next appointment at the hourly rate for the relevant support item.

Where a worker travels from one participant appointment to another in an MMM4 or MMM5 area, up to 45 minutes of time can be claimed against the next appointment at the hourly rate for the relevant support item.

#### Travel to provide therapy supports

Therapy providers may claim travel costs when travelling to and from appointments:

- 📍 For travel to a first participant appointment each day, or for travel from one participant appointment to another, therapy providers can claim up to 20 minutes of time against the appointment they are travelling to, at the hourly rate for the relevant support item. If the appointment is in a MMM4 or MMM5 area, therapy providers can claim up to 45 minutes of travel time against the appointment they are travelling to, at the hourly rate for the relevant support item.
- 📍 Therapy providers can also claim for return travel from the final appointment in a day.

In remote areas, therapy providers may enter specific arrangements with participants to cover travel costs, up to the relevant hourly rate for the support item. Providers should assist participants to minimise the travel costs that they need to pay (e.g. co-

ordinating appointments with other participants in an area, so that travel costs can be shared between participants).

### **Participant Transport: Accompanying participants for community access**

Providing community access supports may, at the request of a participant, involve a worker accompanying a participant on a community outing and/or transporting a participant from their home to the community. In these situations, the worker's time can be claimed at the hourly rate for the relevant support item for the total time the worker provides support to one or more participants, including time spent accompanying and/or transporting the participant. Where a provider is transporting two or more participants on the same trip, the worker's time should be claimed at the appropriate group rate for the relevant support.

### **Participant Transport: Contribution towards costs of transport itself**

If a *The Co-operative Life* incurs costs, in addition to the cost of a worker's time, when accompanying and/or transporting participants in the community (such as cost of ticket for public transport), they may negotiate with the participant for them to make a reasonable contribution towards these costs. A participant's support budget may include funding for transport, and this funding can be used for these types of contributions, which should be clearly specified in the service agreement.