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SERVICES MANAGEMENT



National Disability Insurance Scheme (NDIS) Related Services Training 2024

Module 4

Understanding the NDIS Guidelines Part 3: Night-time Sleepover Support Service

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Module 4: Understanding the NDIS Guidelines Part 3: Night-time Sleepover Support Service

Objective:

This training module covers the Night-time Sleepover Support service for participants with disabilities, including personal assistance, supervision, and the associated guidelines for pricing, travel costs, and special support conditions. It also includes insights into Activity-Based Transport, Capacity Building Supports, and services provided in regional and remote areas.



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Topics Covered

4.1 Night-Time Sleepover Support

4.2 Support Timings

4.3 Nursing Supports: Support Timings

4.4 Provider Travel

4.5 Activity based transport – Social, Economic & Community Participant Support

4.6 Activity based transport – Capacity Building Supports

4.7 Remote & Very Remote Areas

4.8 Types of Services

4.9 Claiming for Multiple Support Workers or Participants

4.1 Night-Time Sleepover Support

1. Provides participant assistance with, or supervision of, personal tasks of daily life (01 – support category).
2. The support commences before midnight and finishes after midnight of that day, requiring 8 hours or more (10 PM – 6 AM).
3. Includes up to 2 hours of active support provided during the night.
4. Providers can claim for the third or additional hour at Saturday rates on weekdays or at applicable rates on Saturdays, Sundays, or Public Holidays.
5. The caregiver may sleep when not required to provide active support.
6. This service can be delivered on weekdays, Saturdays, Sundays, or public holidays.

Date	Support	Quantity	Rate	Tax	Total
02-08-2023	01_010_0107_1_1 - Assistance With Self-Care Activities - Night-Time Sleepover	4	$ 32.77	GST Free	131.08

Quantity is recorded as 1 for the duration (8 hours), and the rate should be 0.5 @ 262.16 (4/8 hours). Hourly rates are incorrect.

4.2 Support Timings

Weekday Support: Days: Monday, Tuesday, Wednesday, Thursday, and Friday.

1. Time Frames: Daytime support: 6 AM to 8 PM.
2. Evening support: 8 PM to midnight.
3. Night support: Commences at or before midnight and finishes after midnight or starts before 6 AM and finishes on the same weekday.

Saturday, Sunday, and Public Holiday Support:

The same guidelines for support timing apply, with variations in rates for weekends and public holidays.

Special Cases:

When support crosses a shift boundary and the same worker delivers the entire support, the higher price limit applies to the entire period.

4.3 Nursing Supports: Support Timings



Weekday Daytime Support: Commences before 12:00 PM and finishes on the same day.



Weekday Evening Support: Commences not earlier than 12:00 PM and finishes after 6:00 PM on the same day.



Weekday Night Support: Commences on or after 6:00 PM and finishes before 7:30 AM the following day.



Note: No night-time support item is available for nurses.

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4.4 Provider Travel

Provider Travel – Labor Costs (Time)

1. Support workers traveling to provide core and capacity-building supports.
2. The hourly rate for travel should be the same or less than the primary support rate.
3. Maximum travel time claimable:
   - *30 minutes in MMM1-3 areas.*
   - *60 minutes in MMM4-5 areas*
4. If support is provided for more than one participant, travel time must be divided among participants.

Provider Travel – Non-Labor Costs

1. Covers travel-related expenses such as road tolls, parking fees, and vehicle running costs (e.g., petrol).
2. Cost claimable:
   - *For provider or worker-owned vehicles: up to $0.97 per kilometer.*
   - *For other forms of transport: road tolls, parking, or public transport fares can be claimed in full.*

4.5 Activity-Based Transport – Social, Economic, and Community Participation Supports

1. Providers can transport participants to, from, or as part of community participation support.
2. Support workers' time accompanying the participant during transport can be billed at the hourly rate for the relevant support.
3. Non-labor costs can also be claimed:
   - *For a non-modified vehicle: up to $0.97 per kilometer.*
   - *For a modified accessible vehicle or bus: up to $2.76 per kilometer.*
   - *Additional expenses (e.g., road tolls, parking) can be claimed at full cost.*

4.6 Activity-Based Transport – Capacity Building Supports

Providers of capacity-building supports (e.g., Finding and Keeping a Job, Improved Learning, Support Coordination) are allowed to claim for Activity-Based Transport with the participant's agreement.

Relevant Capacity Building Supports:

1. Finding and Keeping a Job (10)
2. Improved Learning (13)
3. Improved Living Arrangements (08)
4. Increased Social and Community Participation (09)
5. Support Coordination (07)
6. Improved Relationships (11)

4.7 Remote and Very Remote Areas



Different pricing arrangements apply based on the region where support is provided, categorized by the Modified Monash Model (MMM).



Pricing Adjustments:

Remote areas: up to 40% higher.

Very remote areas: up to 50% higher.

4.8 Types of Services

1. **Direct Service (Face-to-Face Support):** Delivered face-to-face with the participant.
2. **Indirect Service (Non-Face-to-Face Support):** Non-face-to-face activities that contribute to delivering a specific support item (e.g., clinical notes, liaison with others).
3. **Telehealth Service (THLT):** Services provided remotely through telecommunications.
4. **NDIA-Requested Reports (REPW):**
   - *Reports requested by NDIA can be claimed against the relevant support item.*
   - *The service agreement must include this clause.*
5. **Group-Based Support:**
   - *For group-based services, the price limit per participant is the applicable price limit divided by the number of participants.*
   - *Refer to NDIS price guidelines for group-based support details.*
6. **Short Notice Cancellations/No Shows (CANC):**
   - *Providers can claim 100% of the support fee if a participant cancels, doesn't show, or does not attend.*
   - *The service agreement must include this clause.*

4.9 Claiming for Multiple Support Workers or Participants

If a participant requires more than one support worker or therapist simultaneously, the provider can claim for the time spent by each worker.

For group supports, the price limit per participant is calculated by dividing the total limit by the number of participants.

Claims for multiple workers should cover the total time of support but adhere to the price limits as specified in the price guide.

When a participant has intensive needs, more than one support worker can provide services at the same time.

Conclusion

This module equips learners with a detailed understanding of Night-time Sleepover Support and related NDIS services. This knowledge will allow CS associates to process invoices while adhering to NDIS requirements and price guidelines.

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