

Participant Transport and Travel Guide



This guide is for participants and their families to help understand participant transport and provider travel. There are three types of transport and travel.

Participant Transport (General)



Activity based travel



Provider Travel - Time Costs and Other Costs



This guide will explain how it works and give some examples of how it can be claimed from your plan. **This is a guide only, remember, you can negotiate travel costs to make sure they are suitable to your needs. You may even agree with your provider to not charge any travel fees.**

Participant Transport (General)

TAXI



General transport funding can be used to pay for your normal transport costs if you cannot use public transport alone due to your disability.

For example this could be taxi fees, bus, train or ferry tickets. Or other supported transport options.

How much you receive will depend on what kinds of things you do. For example, if you study, work or attend day centre programs.



Are there rules?

Yes!

The transport budget is not to pay your carer or family to drive you around.

Most Participants self manage their transport budget. It is paid into your bank fortnightly by the NDIA.

It can be plan managed if you ask for this. If it is plan managed, P2P will pay your transport invoices or reimburse you.

Activity Based Transport (ABT)



Activity based transport is extra costs charged by your support worker for taking you somewhere.

Your provider will then support you at the place you were taken to.

The provider can charge you for extra costs for the travel. This could be a fee for how far they drove, or parking costs at the place where you will be supported.



Are there rules?

Yes!

Activity based transport can only be claimed in some categories. Generally it will be claimed from the core category assistance with social & community participation (04).

It cannot be used for daily assistance support (01) because you are usually supported at home.

To claim ABT, the provider must have a claim for support work hours on the same day in the same category.

You can talk with your provider about how much ABT they will charge you.



You are going to the cinema with your support worker Luke.



Luke drives you from your home to the shopping centre.



It is 5 Km from your house. At the shopping centre, Luke has to pay \$6 for parking fees.

On top of his support work hours, Luke can charge you for each kilometer driven to the cinema and back, plus the parking cost.

You should speak with Luke to agree on a reasonable cost per KM for the transport. The NDIS suggests this should be about \$0.97.

The total ABT cost is $\$6 + \$9.70 \text{ for KMs} = \$15.70$

Remember, it is okay to negotiate. You may even make an arrangement not to claim travel fees.



Provider Travel - Time Costs

Your provider can charge the time it takes to drive to your house from their office to support you at home.

Sometimes they can charge you the return trip if you are the last appointment of the day.

This is different from the provider taking you somewhere in the car together.

Provider travel time costs are not KMs, parking fees or Tolls - this is provider travel other costs.



Are there rules?

Yes!

Provider travel is only available if there is a claim for normal support on the same date in the same category.

There are limits to how much time can be claimed. For most participants, only 30 minutes can be charged each way.

If you live in a remote location, it could be more. P2P can help you tell if this applies to you.

*Therapy Providers: can only claim 50% of their hourly rate.

Provider Travel - Other Costs

Other costs for provider travel are often called non labour costs.

These are extra costs on top of the time it takes to get to your home. For example KMs, tolls or parking fees.

A provider can choose to charge only other costs, or they can charge you both time and other costs.



Are there rules?

Yes!

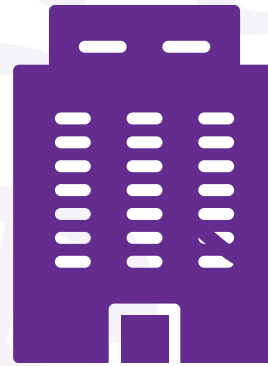
Just like provider travel time costs, there must be normal support in the same category on the same date for this to be allowed.

There is no maximum rate or amount that can be charged. You can discuss with your provider to agree the appropriate amount. But, the NDIS suggests that \$0.97 per KM is reasonable.

Provider Travel: How much can I be charged?



You receive occupational therapy at home. The support costs \$180 per hour



The therapist drives 20 KM from their office to your house.



It takes 30 minutes to get there.



On the way they use a toll that costs \$3.10



After the appointment they travel back to the office, without using a toll. It takes 30 minutes and is 25 Kms.

The therapist can charge you for one hour of travel time, 45 KM, and the \$3.10 toll fee on top of the normal hourly rate for the support. Remember the NDIS suggest \$0.97 is typical for KMs.

The total provider travel cost on top of the therapy fee is (1 hour at 50% of the rate)
 $\$90 + \$3.10 \text{ (toll)} + \$43.65 = \136.75

Remember, it is okay to negotiate with your provider to ensure the travel costs are reasonable. Sometimes this may mean no travel is charged.

