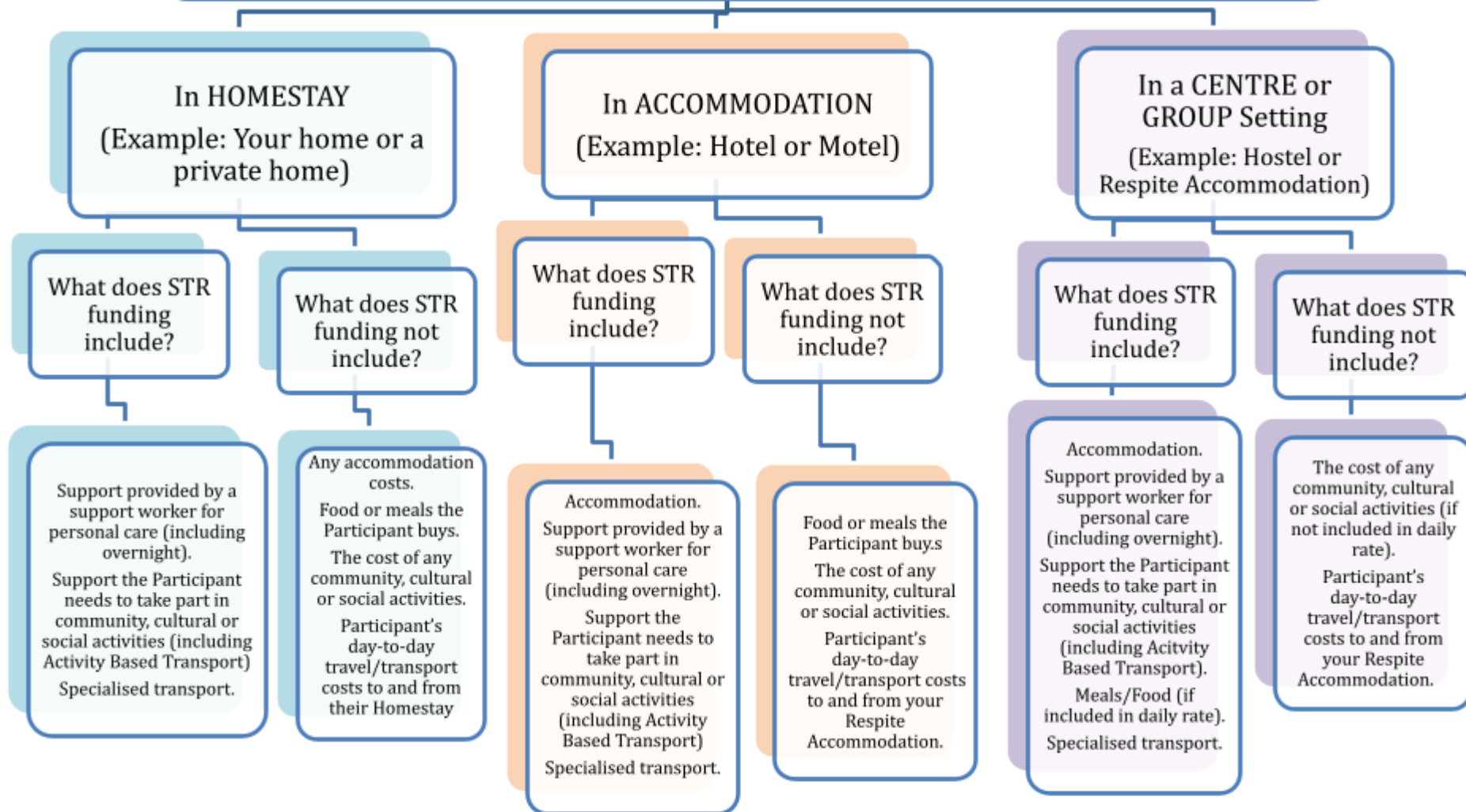


Short Term Respite (STR) PROVIDER GUIDE



Short Term Respite (STR) - (formerly Short Term Accommodation)

IMPORTANT: We recommend that you discuss with the Participant, prior to accepting a booking for STR, whether any specific STR has been set out in the Participant's Plan.

We understand that not all providers provide Short Term Respite, however, it is important that all providers understand how STR works - what can and cannot be claimed for a participant who is staying in STR and what the NDIA expects.

The FACTS	
What is STR?	<p>STR allows the Participant to have time apart, for at least one night, from their primary informal supports such as family and friends who give them the majority of their unpaid, active, disability-related support.</p> <p>This provides the opportunity for them to be supported by someone else, while giving their family or friends a short break from their usual caring responsibilities. It lets the Participant try something else and helps them pursue their goals like increasing their independence or building their skills.</p>
How does the Participant get STR in their Plan?	<ul style="list-style-type: none"> • STR needs to meet the NDIS reasonable and necessary criteria. • STR is funded based on the level of support the Participant usually needs and the NDIA looks at evidence about their disability support needs that describe when and how often they need support. • When STR is included in the Participant's plan it is flexible funding in their Core budget. This means they will need to spend their funding in line with their plan. • If the Participant chooses to use their STR funding for more support than they need, they may spend their funding faster than expected. • If the Participant needs short term respite or if their needs have changed, they should talk to the NDIA representative..
How many days of STR are funded?	<p>The NDIS generally funds up to 28 days of STR per calendar year, for up to 14 days at a time. Sometimes a specific number of days of STR and support ratio (e.g. 1:3) will be set out in the Participant's Plan.</p>
What accommodation choices are funded?	<p>The Participant can use your STR funding in a range of non-moving accommodation settings such as a respite facility, hotel, motel, short stay rental, cabin, cottage, homestay or their own home. It cannot be on a cruise or tour.</p>
Where can the Participant use STR?	<p>Generally, the Participant is expected to use STR in their home State or Territory in Australia. If they live in a remote or very remote area or a border town, they may be funded to use their closest STR in their neighbouring State or Territory.</p>

<p>Can the Participant take their support worker with them?</p>	<p>If the Participant needs a support worker to stay at their STR location with them to access the level of support they need, the NDIS can also fund their accommodation. For example, if the Participant needs overnight supports, or there isn't a local support worker near their STR accommodation. This means they can stay at the location and give the Participant the overnight support they need and usually get.</p>
<p>What can't STR be used for?</p>	<ul style="list-style-type: none"> ● Holidays - The participant can't use it to go on a cruise or tour or holiday. It can't be used for accommodation on holidays or airfares or other holiday or travel items, including interstate and overseas travel for holidays. It's also not for the Participant's family or friends to stay in accommodation or to attend programs. ● Transport - the Participant can't use their STR funding to pay for transport to get to the respite accommodation or activity if they can travel or use public transport independently. If the Participant needs specialised transport this may be paid for. If the Participant's plan includes separate funding for Transport, they can continue to use this funding to travel to and from their STR. The NDIS will not fund a claim for Activity Based Transport where the Participant's carer did not stay and support them in their activity in the community. ● Meals - If meals are an extra cost while the Participant is staying in short term respite, NDIS funding cannot be used for this. These are day-to-day living costs and are not NDIS supports. ● Activities - The Participant can't use their NDIS funding to pay for activities, such as tickets, entry fees, equipment, or membership fees for themselves, their support worker or their family or friends.
<p>When isn't STR funded?</p>	<ul style="list-style-type: none"> ● If the Participant lives alone independently and doesn't have drop-in supports. ● The Participant gets more than 18 hours paid supports in their home each date, regardless of who they live with. ● The Participant is not having a break from their family or friends who they live with, or give them significant daily drop-in support. ● It's a day-to-day living cost of the Participant that anyone is expected to pay, for example their mortgage, rent or utilities. ● The Participant is waiting for home modifications to be done. ● The Participant is living in a supported independent living (SIL) arrangement. ● The Participant has funding for primary or supplementary individualised living options. ● The Participant is in a housing crisis situation (if they are homeless or need somewhere to live they can contact homeless services in their State or Territory).

If the Participant is under 18 years of age, please consider the information contained in the NDIS Short Term Respite guide

<https://www.ndis.gov.au/media/8099/download?attachment>

Short Term Respite (STR) Additional Information

The FACTS	
Home Stay	<p>If a support worker stays at a participant's home for an extended support period, this may be classed as Short-Term Respite.</p> <p>Invoicing for Short Term Respite support in the participant's home should be discussed and negotiated with the participant.</p>
Daily Rate	<p>The NDIA expects that all supports are provided by the STR provider and all supports must be included in the STR daily rate.</p> <p>All STR must be invoiced as a daily rate as per the NDIS Support Catalogue. For STR stays of less than 24-hours the NDIA expects that a reduced rate has been negotiated with the participant.</p> <p>The NDIA does not set rates for supports, they just set and advise on the maximum allowed daily rate. All support rates can be negotiated by your clients/participants.</p> <p>Generally, funding for STR is for a group price, unless there is evidence that a participant needs individual support.</p>
Time spent outside the STR environment	<p>The NDIA expects a deduction of any time from the daily rate for time spent outside the STR environment for:</p> <ul style="list-style-type: none"> • Capacity building supports, including employment supports. • Community support not included in the agreed STR daily rate
Rural / Remote STR	<p>Rural/remote STR is based on where the participant lives, not where the STR accommodation is provided.</p> <p>When not in a rural/remote area, the NDIA may review the distance from the participant's home to where the STR support has been provided.</p>

<p>Community and Social Support Activities</p>	<p>Community and social support and activities are included in the overall STR charge.</p> <ul style="list-style-type: none"> • It is not possible to charge separately for an additional support worker for these supports - there are no provisions in the NDIS Pricing Arrangements for additional community and social supports while in STR. • It is expected that sufficient support will be provided and included in the overall STR charge. • Activity Based Transport and provider travel can be claimed as an additional item, where applicable • Please ensure that sufficient information is provided to us, to help us claim these supports. 														
<p>Complex support</p>	<p>If the participant does not have approval for an additional support worker, the STR provider must provide all the support that the participant will require during their STR stay.</p> <p>When a participant has approval in their NDIS plan for 2:1 supports:</p> <ul style="list-style-type: none"> • A second support worker can assist, when required, with assistance with self-care activities • The second support worker could invoice separately, however, the appropriate support description and/or NDIS Support codes for additional support during STR would be required on their invoice • This additional support can only be invoiced at level 1 rate • NDIS Support claim line item numbers for additional support workers are as follows: <table border="1" data-bbox="882 868 1787 1417"> <thead> <tr> <th>Item Number</th> <th>Item Name and Notes</th> </tr> </thead> <tbody> <tr> <td>01_200_0115_1_1</td> <td>Assistance With Self-Care Activities in a STA - Weekday Daytime</td> </tr> <tr> <td>01_201_0115_1_1</td> <td>Assistance With Self-Care Activities in a STA - Weekday Evening</td> </tr> <tr> <td>01_205_0115_1_1</td> <td>Assistance With Self-Care Activities in a STA - Weekday Night</td> </tr> <tr> <td>01_202_0115_1_1</td> <td>Assistance With Self-Care Activities in a STA - Saturday</td> </tr> <tr> <td>01_203_0115_1_1</td> <td>Assistance With Self-Care Activities in a STA - Sunday</td> </tr> <tr> <td>01_204_0115_1_1</td> <td>Assistance With Self-Care Activities in a STA - Public Holiday</td> </tr> </tbody> </table>	Item Number	Item Name and Notes	01_200_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Daytime	01_201_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Evening	01_205_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Night	01_202_0115_1_1	Assistance With Self-Care Activities in a STA - Saturday	01_203_0115_1_1	Assistance With Self-Care Activities in a STA - Sunday	01_204_0115_1_1	Assistance With Self-Care Activities in a STA - Public Holiday
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<p>Your INVOICE</p>	<p>The correct NDIS Support line item and the ratio of support provided must be included on your invoice.</p> <p>All expenses and support during an STR stay must be included on a single (1) invoice. Accommodation and supports cannot be invoiced separately.</p> <p>A participant's usual support worker cannot take the participant out of the STR facility for community participation, and then send a separate invoice for this. <i>These invoices will be sent back to the providers to sort out invoicing for payment - they will need to discuss this with the family and the STR provider.</i></p> <p>Your business may provide support to the participant at their home before they enter or after they leave the STR. If your invoice includes such supports, start and finish times for these supports and the STR should be included on the invoice to avoid any delay in processing and payment.</p> <p>If you choose to work with another provider to provide the support during the participant's STR stay you will need to arrange for a single provider to submit the invoice for STR - this provider will then pay the other provider(s) as negotiated.</p>
<p>Other Supports</p>	<p>While in STR it is assumed by the NDIA that all support, excluding therapy and employment supports, that were to be provided at the same time as a participant is away from their home in STR have been rescheduled and would not take place during the participant's STR support.</p>

Anything else I need to know?

If you require more information or have further questions, please contact the NDIA at:

- NDIS enquiry phone line: 1800 800 110
- NDIS webchat: <https://nccchat.ndis.gov.au/i3root/>

Please note Parent to Parent is a registered NDIS provider, we are required to make sure that all invoice claims for participant NDIS funds follow the NDIS rules and regulations.

As the NDIS is conducting Payment Compliance reviews on an ongoing basis, we will be more vigilant about ensuring that invoices for supports for our clients meet the minimum requirements of the NDIS.

Provider Compliance – extract from the NDIS website:

Providers who deliver supports and services under the NDIS must operate and comply with relevant Australian laws, rules and regulations.

Not following the NDIS rules and regulations is [non-compliance](#). This includes following the rules in the [NDIS Pricing Arrangements and Pricing Limits](#) and operational guidelines.

- Non-compliance can range from a simple mistake to criminal matters such as fraud. It can be accidental or deliberate.

Short Term Respite (STR) CHECKLIST

Questions to ask yourself:	Yes	No	Information to help you with your question
Is the participant going on a holiday and/or an overnight visit with family or friends?			They CANNOT use their funding for a holiday/overnight visit of any kind, or for any holiday expenses or activities.
Is the participant going to be using their own money to buy their food or meals while they are using respite?			They CANNOT use their funding for food or meals they have purchased with their own money. This is an everyday expense.
Will the participant use transport to get to and from their STR accommodation?			They CANNOT use their funding to cover their transport costs unless they require specialised transport. The only exception is if they have Transport built into their Core budget.
Does the Participant have Short Term Respite stated in their Plan?			Any STR the Participant chooses to use must be in line with what is shown in their Plan. For example, if the Plan gives them STR only on, say, weekdays or for support on a 1:3 basis then that is how they must use it.
Does the Participant have any other supports in their plan that they could use instead of STR?			This may be an option to assist them to achieve giving their informal supports a break and to slow their spending down so they don't spend their Plan funds faster than expected.
Does the Participant have gardening or cleaning services come to their home?			The NDIS will expect them to cancel these services for the period of time they are in your STR.
Will the Participant continue to have employment supports or therapy supports while they are staying at their STR accommodation?			If the answer is Yes, they can continue to use these supports while using STR and the hours absent from STR must be deducted from the daily rate.
Does the Participant have complex support needs that will need to be met while in STR?			If the Participant has complex support needs a second support worker can assist with personal care. This additional support can only be invoiced at level 1 rate.
Does the Participant live in a Rural/Remote area			Rural/remote STR is based on where the participant lives, not where the STR accommodation is provided.
Have I considered all the information set out above and am confident in how to invoice for STR support			If you have answered NO to this question, please contact the NDIS on 1800 800 110