



Short Term Accommodation and Respite Support - Information for Providers

Parent to Parent has participated in an NDIA Compliance Claim Review into Short Term Accommodation (STA) and would like to share the information we have learned to assist you with your ongoing invoicing for STA and other support.

We understand that not all providers provide STA and respite support, however, during this review we have found that some non-STA providers have provided support to participants who are staying in STA.

It is important that all providers understand how STA works - what can and cannot be claimed for a participant who is staying in STA - and what the NDIA expects.

What is Short Term Accommodation (STA)?

- STA, including respite, is temporary comprehensive support for when the participant chooses to stay somewhere that is away from their usual home for a short period. It's often funded when the participant's usual carers aren't available, or for them to try new things.
 - If a support worker stays at a participant's home for an extended support period, this is **not** classed as Short-Term Accommodation, as the provider is not bearing any expense for the participant's accommodation or other living expenses during this period.
 - Invoicing for this should be discussed and negotiated with the participant and should be invoiced as an hourly rate combined with night-time sleepover charges.
 - Short Term Accommodation funding cannot be used for a holiday - for more information see the NDIS Short Term Accommodation or Respite Operational Guideline.

<https://ourguidelines.ndis.gov.au/supports-you-can-access-menu/home-and-living-supports/short-term-accommodation-or-respite>



Important points that we would like to share with you

- Typically, STA could be used for short periods of up to 14 days at a time.
- Where STA is included in a participant's plan, funding is *usually* available for up to 28 days of STA support per year.
 - This may vary based on the participant's NDIS plan. We have contacted our participants and have recommended that they discuss this with their planner, LAC or SC.
 - We recommend that you discuss this with the participant prior to accepting a booking for STA. If the participant has already used their expected number of STA days in this plan, the NDIA may not pay for any further STA stays using NDIS funds.

We have been advised by the NDIA that STA claims above 28 days will need to be submitted through NDIA Payment Enquiries, and need to be approved by the NDIA Provider Payments Team.

- The STA and respite support includes **all** expenses in a 24-hour period including accommodation, assistance with self care, community access activities, food and negotiated activities expenses.
 - For STA stays of less than 24-hours the NDIA expects that a reduced rate has been negotiated.

Note: the NDIS does not set the rates for supports, they just set and advise on the maximum allowed rate. All support rates can be negotiated by your clients/participants.

- **NDIA expects that all supports are provided by the STA provider and all supports must be included in the STA daily rate.** Therefore all expenses and support during an STA stay must be included on a single (1) invoice.
 - Accommodation and supports cannot be invoiced separately.
 - Based on the NDIA Compliance Review, it is our understanding that a second support provider cannot invoice separately for support provided while a participant is staying in STA, even if the STA was invoiced at a reduced rate.
 - For example, a participant's usual support worker cannot take the participant out of the STA facility for community participation, and then send a separate invoice for this. *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 STA provider.*



- **While in STA - it is assumed by the NDIA that all support from other providers have been rescheduled and would not take place during the participant's STA stay and that the STA provider is providing all of the Core supports.**
 - As mentioned above, when a participant is in STA, the NDIA expects that all Core supports are provided by the STA provider and that these supports must be included in the STA day rate.
 - We asked the NDIA whether a participant can attend Capacity Building supports (such as therapy supports or meeting with their Support Coordinator) during the time they are in STA. We have been advised by the NDIA that Capacity Building supports can continue while participants are in STA.

- **Complex support for participants that have approval in their NDIS plan for 2:1 supports:**
 - A second support worker can assist, when required, with assistance with self-care activities.
 - It is possible that the second support worker could invoice separately, however, the appropriate support description and/or NDIS support codes for additional support during STA would be required on their invoice.
 - This additional support can only be invoiced at level 1 rate.

 - Community and social support and activities are included in the overall STA charge.
 - 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 STA.
 - It is expected that sufficient support will be provided and included in the overall STA charge.

 - Please ensure that sufficient information is provided to us, to help us claim these supports.

 - NDIS Support codes for additional support worker are as follows:

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



- STA should be invoiced on a 'per day' basis, not at an hourly rate. If an hourly rate has been negotiated, it must still be shown on the invoice on a per day basis.
 - For example a rate of \$80 an hour is negotiated for a stay of 17 hours equaling \$1,360.00. The invoice would show a daily rate of 1 x \$1,360.00.
- Invoices should include start and finish times for STA support for each day (or part day) claimed. Although this is not an NDIA requirement, it will assist us to check that the invoicing is compliant, and avoid delays in invoice processing and payment.
- Your business may provide support to the participant at home, before they enter the STA, or after they have returned home. If the invoice includes supports that were delivered before or after STA but on the same date as the STA, we also require the start and finish times for those supports.
 - Example: after the participant has left STA , your business provided them with personal care support in the evening at home.

Other things that the NDIA Compliance team noted:

The following types of supports were queried during the NDIA claim review because the service was provided at the same time as a participant was away from their home, in STA:

- House and/or yard maintenance
- House cleaning
- Second support worker invoice

It is important that these types of support are taken into account when a stay in STA is being considered.

- Will the house and yard maintenance and/or cleaning need to be postponed?
- Does the participant require (and have been approved in their NDIS plan) an additional support worker to attend the STA to provide assistance with self-care activities, due to complex needs?
 - If the answer is no, then the STA provider must provide all of the support that the participant requires during the STA stay. **We will be unable to claim any invoices from other support providers while a participant was staying in STA - if payments have been made in error, refunds will be requested by us to return to the participant's NDIS plan.**
 - Providers may choose to work together to provide the support during the participant's STA stay.
 - If you do this, you will need to arrange for a single provider to submit the invoice for STA - this provider will then pay the other provider(s) as negotiated.



Please ensure that sufficient information is provided to us on your invoice, to help us claim these supports in a timely manner.

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

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

Below is from the NDIS website:

<https://www.ndis.gov.au/providers/provider-compliance>

Provider Compliance

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 [previous NDIS Price Guides](#).

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