Parent to Parent

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Short Term Accommodation (STA) PROVIDER GUIDE

In HOMESTAY (Example: Your home or a private home)

What does STA funding include?

Support provided by a support worker for personal care (including overnight).

Support the Participant needs to take part in community, cultural or social activities (including Activity Based Transport)

Specialised transport.

What does STA funding not include?

Any accommodation costs.

Food or meals.

The cost of any community, cultural or social activities.

Participant's day-to-day travel/transport costs to and from their Homestay

In ACCOMMODATION (Example: Hotel or Motel)

What does STA funding include?

Accommodation.

Support provided by a support worker for personal care (including overnight).

Support the Participant needs to take part in community, cultural or social activities (including Activity Based Transport)

Specialised transport.

What does STA funding not include?

Food or meals

The cost of any community, cultural or social activities.

Participant's day-to-day travel/transport costs to and from Short Term Accommodation.

In a CENTRE or GROUP Setting (Example: Hostel or Respite Accommodation)

What does STA funding include?

Accommodation.

Support provided by a support worker for personal care (including overnight).

Support the Participant needs to take part in community, cultural or social activities (including Activity Based Transport).

Specialised transport.

What does STA funding not include?

Food or Meals.

The cost of any community, cultural or social activities..

Participant's day-to-day travel/transport costs to and from Short Term Accommodation.

Short Term Accommodation (STA)

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

We understand that not all providers provide Short Term Accommodation, however, 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.

The FACTS	
What is STA?	STA 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. 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.
How does the Participant get STA in their Plan?	• STA needs to meet the NDIS ***reasonable and necessary*** criteria. • STA 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 STA 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 STA funding for more support than they need, they may spend their funding faster than expected. • If the Participant needs short term accommodation or if their needs have changed, they should talk to the NDIA representative..
How many days of STA are funded?	The NDIS generally funds up to 28 days of STA per calendar year, for up to 14 days at a time. **Sometimes a specific number of days of STA and support ratio (e.g. 1:3) will be set out in the Participant's Plan**.
What accommodation choices are funded?	The Participant can use their STA 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.

Where can the Participant use STA?	Generally, **the Participant is expected to use STA 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 STA in their neighbouring State or Territory.
Can the Participant take their support worker with them?	If the Participant needs a support worker to stay at their STA 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 STA accommodation. This means they can stay at the location and give the Participant the overnight support they need and usually get.
What can't STA be used for?	• **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 STA funding** to pay for transport to get to the short term 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 STA. 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** - **while the Participant is staying in short term accommodation**, NDIS funding cannot be used to pay for food or meals. 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.
When isn't STA funded?	• 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 Accommodation guide
https://www.ndis.gov.au/media/8099/download?attachment

Short Term Accommodation (STA)

Additional Information

IMPORTANT: **As of 01/07/2026 specific NDIS claim support item numbers are now available and required to be used when claiming for support hours for assistance with daily life and accommodation (participant and/or support worker) for support provided to the participant while in a short term accommodation stay.**

The FACTS	
Your INVOICE	**The correct NDIS Support line item and the ratio of support provided must be included on your invoice.** All support during an STA stay **must be included on a single (1) invoice**. Accommodation and supports cannot be invoiced separately. 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.* Your business may provide support to the participant at their home before they enter or after they leave the STA. If your invoice includes such supports, start and finish times for these supports and the STA should be included on the invoice to avoid any delay in processing and payment. If you choose to work with another provider to provide the support during the participant's STA stay 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.
Rates for STA - NDIS Pricing Schedule	**The NDIA expects that all supports are provided by the STA provider.**

Effective from 01/07/2026, STA is no longer invoiced as an ‘all inclusive’ daily rate.

All support must be invoiced as per the NDIS Pricing Schedule 2026-27. Specific NDIS claim line items are available for support hours while in STA:

Support Item Number	Support Item Name	Unit
01_200_0115_1_1	Short Term Accommodation - Standard - Weekday Daytime	Hour
01_201_0115_1_1	Short Term Accommodation - Standard - Weekday Evening	Hour
01_202_0115_1_1	Short Term Accommodation - Standard - Saturday	Hour
01_203_0115_1_1	Short Term Accommodation - Standard - Sunday	Hour
01_204_0115_1_1	Short Term Accommodation - Standard - Public Holiday	Hour
01_205_0115_1_1	Short Term Accommodation - Standard - Weekday Night	Hour
01_206_0115_1_1	Short Term Accommodation - Sleepover	Each

A flat rate for the accommodation component of STA support has been set out in the Pricing Schedule:

Support Item Number	Support Item Name	Unit
01_250_0115_1_1	Short Term Accommodation - Participant Accommodation	Day
01_251_0115_1_1	Short Term Accommodation - Support Worker Accommodation	Day

The NDIA does not set rates for supports, they just set and advise on the maximum allowed hourly (or daily) rate. All support rates can be negotiated by your clients/participants.

<table>
<tr>
<td>Community and Social Support Activities</td>
<td>Community and social support and activities are invoiced in line with the usual NDIS 04-community support claim line items and hourly rates as negotiated by your clients/participants.

Where STA is delivered to a group of participants, the usual group support ratio rules apply when calculating your hourly rate for community support hours.

Activity Based Transport and provider travel can be claimed as an additional item, where applicable.</td>
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<tr>
<td>Complex support</td>
<td>Where the participant has approval for Level 2 supports in their Plan, the following claim line items are available:

<table>
<tr><th>Support Item Number</th><th>Support Item Name</th><th>Unit</th></tr>
<tr><td>01_252_0115_1_1</td><td>Short Term Accommodation - High Intensity - Weekday Daytime</td><td>Hour</td></tr>
<tr><td>01_253_0115_1_1</td><td>Short Term Accommodation - High Intensity - Weekday Evening</td><td>Hour</td></tr>
<tr><td>01_254_0115_1_1</td><td>Short Term Accommodation - High Intensity - Weekday Night</td><td>Hour</td></tr>
<tr><td>01_255_0115_1_1</td><td>Short Term Accommodation - High Intensity - Saturday</td><td>Hour</td></tr>
<tr><td>01_256_0115_1_1</td><td>Short Term Accommodation - High Intensity - Sunday</td><td>Hour</td></tr>
<tr><td>01_257_0115_1_1</td><td>Short Term Accommodation - High Intensity - Public Holiday</td><td>Hour</td></tr>
</table>

When a participant has approval in their NDIS plan for 2:1 supports:
• 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 STA would be required on their invoice
• This additional support can only be invoiced at level 1 rate</td>
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Home Stay	If a support worker stays at a participant's home for an extended support period, this may be classed as Short-Term Accommodation. Invoicing for Short Term Accommodation support in the participant's home should be in accordance with the NDIS Pricing Schedule and discussed and negotiated with the participant.
Rural / Remote STR	Rural/remote STA is based on where the participant lives, not where the STA accommodation is provided. When not in a rural/remote area, the NDIA may review the distance from the participant's home to where the STA support has been provided.
Time spent outside the STA environment	The NDIA expects an STA provider to not claim for any time spent by the Participant outside the STA environment for: ● Capacity building supports, including employment supports. ● Community support not provided by the STA provider
Other Supports	While in STA 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 STA have been rescheduled and would **not take place** during the participant's STA support.

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 Accommodation (STA) 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 STA 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 Accommodation stated in their Plan?			Any STA the Participant chooses to use must be in line with what is shown in their Plan. For example, if the Plan gives them STA 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 STA accommodation?			If the answer is Yes, they can continue to use these supports while using ST and the hours absent from STA 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 STA is based on where the participant lives, not where the STA accommodation is provided.
Have I considered all the information set out above and am confident in how to invoice for STA support			If you have answered NO to this question, please contact the NDIS on 1800 800 110