

Travel and Transport Charges Customer FAQs

When will Ability WA's new Travel and Transport charges start?

Travel and Transport charges commence on 16 August 2021.

What is the difference between Travel and Transport?

Travel:

Travel refers to the time and kilometres a staff member will travel while delivering support services to our customers. For example, when a therapist travels to a customer's home to deliver a service.

Transport:

Transport is the time and Kilometres of a staff member who is accompanying or transporting customers in the community. Ability WA regularly provides activity-based transport as part of delivering community access support services.

What rate will I be charged per km?

Ability WA is charging a travel and transport fee of \$1.90 per kilometre for a modified vehicle, which is lower than the recommended NDIS rate of \$2.40 per kilometre. The rate for an unmodified vehicle is \$0.85 per kilometre.

I don't have an NDIS plan and I pay for my services through another funding type. Will the same transport and travel charges apply to me?

For those customers not funded by the NDIS, please contact the Customer Engagement Team to discuss your preferred method of billing.

Am I able to use alternate transport options?

Yes, if you wish to use another transport service you are welcome to make this choice.

Where can I find further information on travel and transport?

Please visit <https://www.ndis.gov.au/providers/price-guides-and-pricing#guide> to view the current NDIS price guide, or contact your Ability WA Coordinator/Therapy Team Leader, or send your enquiry to Feedback@abilitywa.com.au

Will other organisations also be charging for transport costs?

The NDIS transport and travel charges apply to all registered providers. However, it is up to the individual organisation to decide how and when they charge, and research has shown that most providers who are already charging, are using the NDIS \$2.40 rate.

Why is Ability WA only starting to apply transport charges now, if the NDIS has recommended these charges for more than 12 months?

Ability WA has introduced technology to record kilometres per customer journey. This enables us to bill the lowest sustainable rate per kilometre for our customers. Until now, Ability WA has absorbed this cost.

Will I need a new Service Agreement with Ability WA?

Ability WA customers will not need to sign a new Service Agreement if the Travel and Transport charge is to be aligned with their current line items or funding. However, if a customer wishes to make an alternate arrangement or use a different funding type, they should discuss this with their Ability WA key contact or Customer Engagement.

How will Ability WA know how to calculate my specific charges?

Ability WA has invested in new technology to record mileage, used by all of our drivers.

I live in Ability WA accommodation, will the NDIS \$2.40 per kilometre charge apply to me when I use their transport?

The fee of \$1.90 per kilometre for transport in a modified vehicle will apply to all customer trips, excluding some exceptional scenarios, which include an unplanned visit to hospital where an ambulance is not required and where a customer and staff member are completing a shared house shopping task (such as grocery shopping for all the residents).

Some examples of Transport that will now have the \$1.90 km charge applied include:

- Transport to/from outings and shopping trips
- Transport to/from Opportunities, sporting events, recreational activities and other programs
- Transport to/from planned appointments (medical or other)
- Transport to/from family events or homes

My support worker is transporting me from home to work. Will I be charged for the mileage of the support worker's return trip to the house?

In this scenario, you will only be charged for mileage while on-board a vehicle.

Therapy and Support Coordination Services

If I am having a therapy appointment at my home, will I be charged for the therapist's travel time and kilometres?

Yes, therapy travel charges will still apply. You will be charged for a therapist's time up to 30 minutes on the way to your appointment, and up to 30 minutes for the return journey from your appointment.

You will now also be charged for the mileage associated with this travel as detailed in the NDIS Price Guide. Mileage for therapist travel will be charged at \$0.85 per kilometre, unless they are required to transport equipment in a modified vehicle where the \$1.90 per kilometre rate will apply.

Am I able to book an appointment at an Ability WA Hub to avoid therapy travel and transport charges?

Yes. You can book an appointment for most therapy sessions at one of our hubs in Currabine, Malaga, Coolbinia, Canning Vale or Baldivis. Some therapy sessions have to be held at home, work or school due to their nature, such as home modifications assessment, school meeting or workplace capacity assessment. In some cases, goals are best achieved whilst in a community setting away from an Ability WA Hub.

I don't live near an Ability WA Hub. Will I be charged for the full mileage a therapist travels from their last appointment?

Yes, you will be charged travel time and mileage associated with travel outlined in the NDIS Price Guide. Mileage for therapist travel will be charged at \$0.85 per kilometre, unless they are required to transport equipment in a modified vehicle where the \$1.90 per kilometre rate will apply.

I prefer to have my Support Coordinator meet with me at my home. Will the travel and transport charges apply for Support Coordinator appointments?

Yes. Support Coordinator travel and transport charges will apply as detailed in the NDIS Price Guide. Mileage for Support Coordinator travel will be charged at \$0.85 per kilometre.