

# **WORK PRACTICE**

## **GUIDE TO FUNDED SUPPORTS**

**OPERATIONS BRANCH**

**VERSION 2.1, DATE RELEASED 01/10/2015**

Under Review

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## Purpose

This work practice provides support category and support item definitions from the NDIA Price Guide and guidance on the application of funded supports in plans in relation to common scenarios. Any levels of support noted are intended to give staff members who undertake planning greater guidance about what may be funded in a plan. In some circumstances, the participant can be appropriately supported with a lower level of funding or by other options other than funded supports. In other limited circumstances it may be appropriate for higher levels of support to be provided.

## Applicability

This guide is an addendum to the [Planning Work Practice](#) and should be read in conjunction with information contained in the work practice regarding development of a participant's plan, as well as information contained in the relevant NDIA Price Guide.

This document is designed to support staff members who undertake one or more activities within the planning process as part of their role, and is for internal use only. It is to be followed in conjunction with information contained in the instruments and guidelines mentioned below, which form the basis of the Agency's functions or powers, in making decisions or recommendations.

- [National Disability Insurance Scheme Act 2013](#)
- [National Disability Insurance Scheme Rules 2013](#)
- National Disability Insurance Agency [Operational Guidelines](#)

Staff are also required to be familiar with and maintain the [APS Values](#) and comply with the [APS Code of Conduct](#) in all their interactions throughout the planning, implementation and review processes.

References to legislation, Operational Guidelines and record keeping in Siebel have been identified where applicable through hyperlinks to relevant sections within those resources.

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**1. Budget: Assistance with daily life at home,  
in the community, education and at work**

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### 1.13 Co-payments

1. Generally, a participant is not required to contribute to the payment of delivery of a product or service that has been included on their plan.
2. The NDIS will cover the full cost of provision of the support considered reasonable and necessary.

3. A participant is free to choose a more expensive option **at their own expense**, where the more expensive option is not considered to be reasonable and necessary.
4. An example of this situation would be where a home modification has been approved for a participant, but the participant would like cosmetic or personalised fittings that are not reasonable and necessary. In this situation, the NDIA will cover the reasonable and necessary component of the modification, and the participant will pay the extra costs. Also refer to resources available on considerations in relation to Home Modifications.

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### 7. Budget: Home Modifications

#### 7.1 Overview

1. Minor to major home modifications.

#### 7.2 Home modifications

1. Quotes should only be accepted for modifications that are reasonable and necessary for the participant. A participant is free to choose a more expensive option at their own expense, where the more expensive option is not considered to be reasonable and necessary.
2. An example of this situation would be where a home modification has been approved for a participant, but the participant would like cosmetic or personalised fittings that are not reasonable and necessary. In this situation, the NDIA will cover the reasonable and necessary component of the modification, and the participant will pay the extra costs.
3. Quotes should be sought for all home modifications. Where the price is expected to exceed \$10,000, 3 or more quotes must be obtained.

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## 15.2 Quotes

1. Quotes are required from providers for a number of service offers. This most commonly occurs for the following supports:  
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  - home modifications.
2. The NDIA Price Guide is **not** a comprehensive list of all available supports to assist participants to achieve their outcomes, nor does it prescribe the only supports funded by the NDIS. It includes an item descriptor (support item) against which the cost of the delivery of support can be claimed. This descriptor is expressed as the most commonly used support in a Support Category.
3. The NDIA Price Guide is intended to assist providers to claim using a “best fit” approach and to assist participants in engaging and negotiating with disability support workers and organisations.
4. Providers are to maintain accurate records of service provision, including the type, time of day and duration, in accordance with the Service Agreement developed with the participant. Provider claims are monitored by the Agency and provider records are subject to audits conducted or commissioned by the Agency.
5. Where indicative pricing is not available and a quote is required, a plan can be approved while awaiting an assessment and/or final price. This should be indicated in the purpose of support description of the budget and a \$1.00 value entered so that the budget appears in the plan.
6. When the quote is received, an administrative action should be undertaken to adjust the price in the plan. Once an assessment and final price is received, make an administrative change activity to the plan by inserting the final price. Note: if a BSO is undertaking the administrative activity, they should include an approval recommendation in the decision tab and then send an action to the Planner/PSC delegate for approval. The updated plan must then be generated and sent to the participant within 7 days.

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