

Documentation by support type

Guidelines for the documentation of support delivery

Minimum identifying information for all claim documentation includes the participant's name, the date(s) of support delivery, the total quantity of the support delivered each session and the support type. Whenever possible documentation should include a participant's reference number (previously NDIS number).

In addition to the minimum identifying information, the following documents should contain:

- **L - Support Log**

The support type (including ratio/intensity) delivered and a participant, nominee or carer signature confirming receipt of each instance of support.
- **R - Roster**

The activities engaged in, staff to participant ratios and record that a participant attended as scheduled.
- **C - Case note**

Activities engaged in and how they relate to the specific support item and participant goals.
- **A - Service Agreement**

The schedule, cost, nature and quality of supports to be provided and expected outcomes.

Capital supports such as continence products, HEN, selection and/or manufacture of customised or wearable technology, all assistive technology, and vehicle and home modifications should be invoiced. Invoices, assessments and reports with the minimum identifying information may not require additional evidence of quantity or support type.

Support Category	Support Type	L	R	C	A
Assistance with daily life	Assistance with self-care activities- day	x			x
Assistance with daily life	Assistance with self-care activities- overnight	x			x
Assistance with daily life	Assistance to access community, social and recreational activities	x		x	x
Assistance with daily life	Group based community, social and recreational activities		x		x
Assistance with daily life	Assistance from live-in carer				x
Assistance with daily life	Assistance with personal domestic activities	x			x
Assistance with daily life	Specialised home based assistance for a child	x			x
Assistance with daily life	Community and social activities	x		x	x

Assistance with daily life	House and/or yard maintenance	x			x
Assistance with daily life	Linen service	x			x
Assistance with daily life	Housecleaning and other household activities	x			x
Assistance with daily life	Assistance with the cost of preparation and delivery of meals	x			x
Assistance with daily life	Telephone or video translating	x			x
Assistance with daily life	Auslan or signed English training	x			x
Assistance with daily life	Interpreting and translating	x			x
Assistance with daily life	Transitional support	x		x	x
Transport to access daily activities	Transport	x			x
Transport to access daily activities	Specialised transport to school/educational facility/employment/community	x			x
Supported independent living	Assistance in a shared living arrangement				x
Supported independent living	Short term accommodation and assistance				x
Supported independent living	Assistance in living arrangements				x
Supported independent living	Assistance in individual living arrangement for person with complex needs				x
Improved daily living skills	Training for carers/parents	x		x	x
Improved daily living skills	Assistance with decision making, daily planning, budgeting	x		x	x
Improved daily living skills	Specialist driver training	x		x	x
Improved daily living skills	Individual assessment, therapy and/or training (includes assistive technology)*	x		x	x
Improved daily living skills	Group therapy***		x	x	x
Improved daily living skills	Therapy assistant	x		x	x
Improved daily living skills	Multidisciplinary team intervention**	x		x	x
Improved daily living skills	Counselling group***		x	x	x
Improved daily living skills	Individual assessment and support by a nurse*	x		x	x
Improved daily living skills	Specialised group early childhood interventions		x	x	x
Improved daily living skills	Transdisciplinary early childhood intervention*	x		x	x
Improved daily living skills	Specialised individual therapy for early childhood	x		x	x

Improved living arrangements	Assistance with accommodation and tenancy obligations	x		x	x
Increased social and community participation	Individual skills development and training	x		x	x
Increased social and community participation	Skills development in a group		x		x
Increased social and community participation	Community participation activities	x		x	x
Increased social and community participation	Innovative community participation		x		x
Increased social and community participation	Life transition planning including mentoring and peer support, focussing on individual skill development	x		x	x
Finding and keeping a job	Employment preparation and support in a group		x		x
Finding and keeping a job	Individual employment support	x			x
Finding and keeping a job	Employment related assessments and counselling*	x		x	x
Finding and keeping a job	Assistance in specialised supported employment	x			x
Finding and keeping a job	Support in employment (ADE)	x		x	x
Finding and keeping a job	Supported employment start-up fee	x			x
Improved relationships	Intensive behavioural intervention- development and monitoring of management plan*	x		x	x
Improved relationships	Behaviour management plan, training in behaviour management strategies	x		x	x
Improved relationships	Individual social skills development	x		x	x
Improved health and wellbeing	Exercise physiology	x			x
Improved health and wellbeing	Exercise physiology group		x		x
Improved health and wellbeing	Personal training	x			x
Improved health and wellbeing	Dietitian consultation and plan development*	x		x	x
Improved health and wellbeing	Dietitian group session		x		x
Improved learning	Transition into and through school and to further education	x		x	x
Improved life choices	Support connection	x		x	x

Improved life choices	Coordination of supports	x		x	x
Improved life choices	Specialist support coordination	x		x	x
Improved life choices	Financial intermediary - set up costs	x			x
Improved life choices	Financial intermediary monthly processing	x			x
Improved life choices	Financial and service intermediary set up costs	x			x
Improved life choices	Financial and service intermediary activities	x		x	x
Improved life choices	Training in planning and plan management	x		x	x

*Where this support involves the writing of a report, additional documentation is not required so long as all participant and session identifying information is captured within/on the report.

**If a report is written as a result of a team meeting * applies. Report or case note should document all team members in attendance.

***Could use a support log or group roster but should have an accompanying case note for each participant.