# 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.

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| --- | --- | --- | --- | --- | --- |
| **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.