

## What is Short Term Accommodation?

Short Term Accommodation (STA) (also referred to as 'Respite') is funding for support and accommodation for a short time away from a person's usual home. This item provides for short stays (up to a maximum of 14 days at a time) in a group-based facility. It includes all expenses in a 24-hour period, including accommodation, food, negotiated activities and assistance with daily personal activities (excluding High Intensity Daily Personal Activities (HIDPA)). The NDIA will include this line item in a participant's plan if the planner considers it a reasonable and necessary support and will allocate funding that can be used across the life of the NDIS plan. STA funding can be used for respite to support both the person and their carer/s (by giving carers a short break from their caring role). STA allows people to try new things, make new friends or develop new skills, and maintain their current living situation by providing a break for informal supports. STA may also be suitable if the person's regular support network is not available for a short time.

## Charging and Claiming

### Service Agreement

The NDIA will usually fund up to 28 days for Short Term Accommodation (STA) per year. Participants can use their STA funding flexibly, for example, in blocks of up to 14 days at a time or for one weekend per month. The STA support items include all expenses in a 24-hour period, including assistance with self-care or community access activities, accommodation, food and negotiated activities.

In cases where the person will receive substantially less than 24 hours of STA support, it may be appropriate for LWB and the person we support to negotiate a lower price than the maximum price specified by the NDIA, based on actual hours of support. For example, if they enter STA in the evening and exits again early the next morning.

If the person doesn't have STA specified in their NDIS plan, they can utilise other Core funding to pay for STA supports.

STA funding price limits depend on the Time of Day and Day of Week on which the support is delivered, and the required staff ratio in the facility delivering the STA. As such, calculating the costs for each Service Agreement should be pro-rated as shown below:

#### Example 1

STA stay from 5 pm Friday to 9 am Sunday at 1:4 ratio for all supports

Day	Start time	Finish time	Number of hours
Friday	5 pm	Midnight	7
Saturday	Midnight	Midnight	24
Sunday	Midnight	9 am	9

To convert hours to days, divide the number of hours by 24

$7/24 = 0.29$  days

$24/24 = 1$  day

$9/24 = 0.36$  days

The Service Agreement would therefore be shown as

Assistance with daily life		
STA And Assistance (Inc. Respite) - 1:4 - Weekday 01_045_0115_1_1	Cost/day \$568.13	Days <input type="text" value="0.29"/>
		<b>= \$164.76</b>
STA And Assistance (Inc. Respite) - 1:4 - Saturday 01_051_0115_1_1	Cost/day \$686.61	Days <input type="text" value="1"/>
		<b>= \$686.61</b>
STA And Assistance (Inc. Respite) - 1:4 - Sunday 01_052_0115_1_1	Cost/day \$831.75	Days <input type="text" value="0.36"/>
		<b>= \$299.43</b>
NOTES  Client stay 5pm Friday – 9am Sunday	NDIS payment <input type="text" value=""/>	<b>✓ \$1,150.80</b>

Example 2

STA stay from 3 pm Monday to 8 am Wednesday at 1:1 active support ratio with 1:4 inactive sleepover ratio (10 pm – 6 am)

Day	Ratio	Start time	Finish time	Number of hours
Monday	1:1	3 pm	10 pm	7
Monday/Tuesday	1:4	10 pm	6 am	8
Tuesday	1:1	6 am	10 pm	16
Tuesday/Wednesday	1:4	10 pm	6 am	8
Wednesday	1:1	6 am	8 am	2

$7 + 16 + 2 = 25$  hours





$8 + 8 = 16$  hours

To convert hours to days, divide the number of hours by 24

$25/24 = 1.04$  days at 1:1 ratio

$16/24 = 0.67$  days at 1:4 ratio

The Service Agreement would therefore be shown as:

Assistance with daily life		
STA And Assistance (Inc. Respite) - 1:1 - Weekday 01_058_0115_1_1 	Cost/day \$1,728.29	Days <input type="text" value="1.04"/> = \$1,797.42
STA And Assistance (Inc. Respite) - 1:4 - Weekday 01_045_0115_1_1 	Cost/day \$568.13	Days <input type="text" value="0.67"/> = \$380.65
NOTES  Client stay 3pm Monday to 9am Wednesday. 1:1 active support with 1:4 inactive sleepover (10pm to 6am)	NDIS payment <input type="text" value=""/>	 <b>\$2,178.07</b>

### Service Bookings

The NDIS advocates that separate NDIS Service Bookings are made for each stay period allocated to the participant. This process is maintained to ensure that the person can exercise choice and control over where and when they wish to expend this line item in their NDIS plan.

Should a person we support or representative identify that they would prefer a service booking be made for the life of the plan, the service booking can be made and the conversation and consent to do so is to be recorded in CIRTS.

To ensure the person we support retains the level of flexibility preferred by the NDIA, and if LWB has quarantined all STA funding through the creation of a Service Booking, it is recommended that quarterly reviews of the Service Agreement be undertaken.

Bookings for STA can only be made for periods of stay that fall within the timeframe of an active NDIS plan.

Requests for STA stays will only be secured following the successful establishment of a Service Booking on the NDIS portal. This ensures the hours of support are available in the plan and funds are quarantined so that LWB can submit a claim following the delivery of support.

**Confirmation of Stay is issued *after* a Service Booking on the NDIS portal is secured.**

Claims for support delivered cannot be made unless a current Service Agreement and Service Booking is in place.

### Short Notice Cancellation and No-Shows

Cancellation is when a person we support and/or representative notifies LWB in advance that scheduled hours of support and services are not required or unable to be received. A 'no show' is when the person hasn't arrived within one (1) hour of the agreed check-in time.

Where a person we support has a short notice cancellation or is a no-show, LWB will claim 100% of the agreed fee associated with the activity from their NDIS plan.

A cancellation is a short notice cancellation if the person we support provides less than 7 clear days' notice for a support.

It is essential that staff:

- ensure appropriate cancellation fees are claimed
- develop a plan around the management of frequent cancellations if the person we support experiences chronic health issues, or regularly has an unusual amount of cancellations

All LWB Service Agreements include details of advice periods for cancellations, cancellation fees that apply and possible forfeit of the booked service.

### Discussions to have regarding Cancellations

LWB is committed to ensuring that the people we support can utilise their NDIS funds most effectively. Having conversations with each person and explaining STA cancellation charges will increase their awareness of the processes and consequences should they cancel with short notice or do not attend. Staff are encouraged to have these conversations at the time of booking/confirmation and when a cancellation outside of the required timeframes occurs. During the discussion, staff need to explore why this choice was made, asking open questions to ascertain if the service offered is responsive to the person's needs and/or the most appropriate option for them. These conversations are to be documented in CIRTS as evidence of steps taken to minimise cancellations.

### Cancellation Charge Limit

There is no limit to the number of short notice cancellations or no-shows for which LWB can claim from a person we support. However, LWB has a duty of care to the people we support, and staff should attempt to contact the person and/or representative to ensure their safety and remind them of their booking. If the person we support and/or representative has forgotten or has concerns surrounding the STA arrangements, staff should work with them to resolve their concerns and encourage attendance. Staff should remind the person we support and/or their representative that they will be charged for no-shows. These conversations are to be documented in CIRTS as evidence of steps taken to actively manage no-shows.

### Special Circumstance Regarding Cancellation Charges

Charges may be waived if the person we support has experienced an emergency hospitalisation or a death in the family. The Operations Manager has delegated authority for any decision related to waiving of charges.

### **Claiming in SACA**

Following each stay period, and after local staff have verified the actual hours in SACA, the centralised claiming process occurs. To find out more about claiming in SACA, see the [NDIS LWB 622 SACA Claiming - Quick Reference Guide](#) or contact the [Disability Staff Support Centre](#).

## Children accessing Centre Based STA

### Children Under 7 Years Old

As a designated provider of VOOHC, LWB's position, irrespective of whether a child or young person is funded under the NDIS for STA, is that we should not be placing children in NDIS funded centre-based facilities unless they have complex health care needs that require such centre-based support. Host family care is the preferred option, particularly for younger children, as children benefit from individualised care within a family setting.

Guidance from LWB State Director or Regional Manager should be sought regarding your regional requirements.

### All Children and Young People under 18 years old

The [NDIS LWB 5114 Short Term Accommodation - Confirmation of Stay Template](#) will constitute a Written Confirmation of Placement for any person we support aged under 18 years. This must be signed and agreed to before access to the service occurs. Relevant parenting or court orders must be attached to the form.

## Short Term Accommodation Support Assessment

We have an obligation to the people we support to ensure we provide support and staffing ratios relevant to their needs. Under both the NDIS Terms of Business and the NDIS Commission, there is a requirement to evidence how we determine each person's support needs and required staffing ratios.

To identify and evidence individualised support needs, STA staff must complete the [NDIS LWB 5113 Short Term - Support Assessment Tool](#):

- during the Engagement process
- if the person we support has any subsequent change in support needs
- if the person we support has not attended an LWB STA service for 6 months or more.

Any required support/management plans and safeguarding requirements identified via the support assessment will be outlined in the [NDIS LWB 5114 Short Term Accommodation - Confirmation of Stay Template](#) and this document will be provided to the person we support and/or representative with enough time to allow issues to be actioned in readiness for the stay period.

Identified compatibility requirements based on the person's choice or behaviours of concern will be included in the support assessment. In the case of compatibility scenarios relating to a person's behaviours of concern; we should seek the development and implementation of behaviour management strategies and plans to increase the capacity of the person to access supports and reduce compatibility issues.

Should a person we support require supports at a level of one to one staffing ratios, for example, High Intensity Daily Personal Activities (HIDPA), this will be included in the support assessment.

The support assessment must be finalised before the quote is developed and/or the confirmation of stay is issued to the person we support and/or representative.

All documentation within the Engagement or subsequent assessment processes is to be recorded in CIRTS.

## **Short Term Accommodation – Confirmation of Stay**

The [NDIS LWB 5114 Short Term Accommodation - Confirmation of Stay Template](#) provides the person we support with a quote for supports along with details of the secured stay booking within LWB STA. This document also evidences that a Service Booking has been made on the NDIS portal for the relevant dates.

Once agreed, this form must be signed by both parties to:

- consent to supports and service before the commencement of the stay; and
- verify to the NDIS that supports quoted and claimed were delivered as stated and endorsed by the person we support and/or representative.

The [NDIS LWB 5114 Short Term Accommodation - Confirmation of Stay Template](#) will reflect specific stay dates which are aligned with the NDIS Service Booking. If the Service Booking is made for dates across the whole of the NDIS plan, a Confirmation of Stay will be issued for each separate stay period.

A subsequent function of the Confirmation of Stay is to inform the person we support and/or representative of safeguarding requirements as identified in the support assessment and documented in the client profile. Both documents must be completed and signed by the person we support /representative and the LWB staff member upon arrival to and departure from the site.

The [Confirmation of Stay](#) will detail the following:

- how the person we support will be assisted to manage finances during their stay
- any restricted practices that require approval
- support and safeguarding plans identified via the support assessment, client profile and risk assessment

This document is to be uploaded to CIRTS.

### **NDIS LWB 5117 Short Term Accommodation - Medication Fact Sheet**

Carers will be provided with the [NDIS LWB 5117 Short Term Accommodation - Medication Checklist](#) outlining key steps required in meeting LWB's medication requirements. STA services cannot provide support to any person we support who doesn't meet the medication requirements on arrival at the service. This message is to be reinforced with the person we support /representative including the need to follow the requirements detailed on the medication checklist and pharmacy checklist to ensure that support is not declined on arrival at the STA facility.



The person we support /representative will be directed to and reminded of the facts regarding Medication and Safeguarding:

- Verbally or via email at the time of making the booking
- In writing within the [NDIS LWB 5114 Short Term Accommodation - Confirmation of Stay Template](#) under safeguarding requirements
- During the check-in process within the [NDIS LWB 5115 Short Term Accommodation - Personal Items Checklist](#).

The carer or person/s who accept responsibility (as identified in the Confirmation of Stay) for undertaking any corrective actions for medication and safeguarding check-in processes will supply staff with Medications and completed safeguarding documentation (as per [NDIS LWB 5117 Short Term Accommodation - Medication Checklist](#)) at the time of check-in.

Responsible staff will, in the company of the person we support /representative, complete the [NDIS LWB 5115 Short Term Accommodation - Personal Items Checklist](#), sign off medications and complete the required documentation.

Should any errors be identified, staff should ensure that the person we support/ representative undertakes any required corrective actions before the person is admitted to the STA facility. No LWB STA staffing resources will be allocated to rectifying errors. Undertaking corrective actions regarding failure to meet the Medication Check-In process is NOT considered the responsibility of STA staff.

LWB can provide the opportunity for the person we support /representative to have an [Advanced Check In](#) to undertake the medication check-in process. This variation to process can be implemented so that the person we support can arrive for the commencement of their short stay supported by other providers or alternative transport.

If identified errors are not rectified and or breach of procedure occurs, admittance to STA will be declined.

#### **If admittance needs to be declined due to a Medication Check-In Issue**

- Staff will inform their immediate Supervisor (or after hours On-Call) of the errors/breach.
- Provide contact details for the person we support /representative.
- Log as an incident in i-Sight.
- Update shift notes and the Client file.
- The supervisor or On-Call will confirm with the person we support /representative that the stay has been declined until errors are rectified.

#### **Medication Error or Refusal to take Medication**

- Check the client file for any allergies.
- Ring the person's GP or Chemist.

- Contact Medicines Line 1300 633 424, if the above is unavailable.
- Tell them what the medication error is and notify them of any known allergies.
- Refer to the person's medication chart and Webster pack when contacting the above.
- Carry out the instructions given to you by the G.P, Chemist or Medicines Line.
- Fill in the medication chart, shift handover report and individual client report.
- Note these instructions in the medical folder and CIRTS.
- Log as an incident in i-Sight.
- Update shift notes and the Client file.

## Declining support and services

There may be times when LWB identifies that the support needs or compatibility requirements of an individual are not compatible with an LWB service environment or the person we support /representative is not willing to accept our identified staffing ratio and safeguarding requirements. If this eventuates, the data collected via the [NDIS LWB 5113 Short Term Accommodation - Support Assessment Tool](#) will be used to evidence why the decision has been made.

Support and services can also be declined if any discrepancies are found in necessary safeguarding documentation, including authorised support/management plans, medications and/or packaging and dose requirements when undertaking [NDIS LWB 5115 Short Term Accommodation - Personal Items Checklist](#) process or any time during the stay period.

A decision to decline support must be made in consultation with the Manager or On-Call. Details of how the current errors or issues can be resolved and support resumed will be documented and communicated to the person we support /representative by the Manager or On-Call. The person we support /representative should be provided with information on [LWB's complaints management and resolution policies and procedures](#).

The [NDIS LWB 936 Statement of Informed Choice](#) can be used for people we support who have the capacity, and with appropriate support, can determine to receive supports that may not align with LWB policy and procedure. This process can only be undertaken following a detailed risk assessment with the person we support and used in conjunction with [NDIS LWB 930 Independence and Informed Choice - Policy Guideline](#) and [NDIS LWB 931 Independence and Informed Choice - Procedure](#).

## Compatibility of the people we support

It is important to ensure that the compatibility of the people we support is maintained. Therefore, safety and security as it relates to the mix of people staying at the same time must be considered. Where required, a risk assessment will be undertaken for any people whose behaviours of concern may impact others. However, when compatibility



requirements impact our ability to maintain occupancy rates, the stay will be quoted at the staffing ratio that results from the compatibility requirements. These will have been identified in the Support Assessment section of the [NDIS LWB 403 Engagement Form](#) or the [NDIS LWB 5113 Short Term Accommodation - Support Assessment Tool](#).

It is crucial to observe and record interactions between the people we are supporting. Paying attention to compatibility helps everyone have an enjoyable stay. The mix of people we are supporting is considered in all our planned bookings, and where possible, the best compatibility is maintained. In cases where we have people accessing the service who prefer not to be together, we use various strategies to make their stay as comfortable as possible. This may include involving them in different activities, the allocation of additional staffing, or implementing behaviour strategies and relationship-building activities.

## Emergency and After-Hours Support Requests

Due to the high level of risk and safeguarding responsibilities with the delivery of STA support, all emergency and after hour's requests for STA will be directed to the Regional Manager and/or On-Call for assessment and determination. Regardless of urgency, safeguarding needs must be addressed, and the Service Agreement must be developed before any STA allocation.

## STA Client Folder

A client file must be established for all people new to LWB STA and reviewed for existing people before each stay to ensure the currency of information and safeguarding requirements. Each person may have very different preferences and support needs. Additionally, the client file will contain essential organisational requirements. You can view a template contents page here - [NDIS LWB 5118 Short Term Accommodation - Client Folder Checklist](#)

Undertaking ISP is not mandatory in the STA environment.

However, some people may see the STA environment as an opportunity to express themselves differently and experience more varied opportunities than they do in other environments. For example, a person we support can be invited to develop the [NDIS LWB 5102 Lifestyle Support - ISP Goal Support Record](#) to include goals and activities that are important and meaningful to them for their STA stay.

## Check-In

Staff are required to complete the [NDIS LWB 5115 Short Term Accommodation - Personal Items Checklist](#) which includes checking and recording medication, safeguarding requirements and personal items when the person we support arrives at the STA facility. The check-in process can take up to 45 minutes, depending on the individual person. During the arrival check-in process, families/guardians must be present and are responsible for reviewing any plans, medication records and signing off on any required paperwork.

The people we support will be allocated individual check-in times that will assist staff with undertaking this function.

If identified errors are not rectified and/or a breach of procedure occurs, admittance to STA will be declined. Should admittance need to be declined, the DSW will notify the Line or Regional Manager or after-hours On-Call. The Manager/On-Call's responsibility is to communicate that supports and services are being declined until identified errors or issues are resolved

### **Advanced Check-In**

To provide a level of flexibility to families, LWB offers an advanced check-in process. This process will be helpful for families who:

- find that a check-in process in the absence of the person we support is beneficial
- may wish to organise a third party to transport the person to STA (for example, a transport operator, a service provider or person). Many services providers will not take responsibility for undertaking any corrective actions identified during the check-in process.

LWB will provide an advanced check-in time of up to ten (10) days before the STA support date. The advanced check-in will relate to medications and safeguarding requirements only, to identify errors, missed items and inform of corrective actions required. Personal items such as clothes or toiletries will not be stored and will need to be brought in when the person we support arrives at the STA facility.

Any person we support who is of school-age and requires STA to transport (pick up) from the school environment will need a family member to undertake an advanced check-in. Documentation completed and support plans provided at advanced check-in will be uploaded to CIRTS.

Advanced check-in must be undertaken for any child requiring transport from school to STA

## **Check Out**

Staff will review the [NDIS LWB 5115 Short Term Accommodation - Personal Items Checklist](#) (completed on arrival) to ensure that all items are accounted for and packed for departure. Staff are encouraged to show due diligence in ensuring all personal items, medications and money is accounted for and packed in the way they were presented at the commencement of the stay.

Staff will always apply an empathic approach and show respect by being courteous, polite, attentive and responsive to the person we support and carer when presented with a conversation around missing items.

### **When Money is Missing**

- Refer to the financial checking documents and contact the staff member who was the last to check the money.

- If the staff member claims that the correct money was present when they did their check, contact the other staff who were on shift.
- If the money still can't be located, report the situation by completing an incident report and noting the error in the site Communication Book.
- Email the Line Manager of the noted error, including all details and actions you have taken.
- Record in i-Sight under Client Event.
- Communicate to the person we support /representative that the Manager will follow up and contact them.

**When Items of Value are Missing**

- Check in the person's room.
- Check in the Office.
- Check with the other people we are supporting.
- Contact staff to identify the last known time it was seen.
- Ask if the person has taken it to any day programs or outside of STA.
- Email the Line Manager of the matter, including all details and actions you have taken.
- Record in i-Sight under Client Event.
- Communicate to the person we support /representative that the Manager will follow up and contact them.

**Review of Stay**

A review of stay is conducted after each stay period. This process enables positive details related to the person's stay to be communicated to the family or representative. Furthermore, it provides the opportunity to document for the family or representative any requirements that will need to be actioned before any future stays. This is especially important in relation to any risk and safeguarding concerns that may have been identified during the person's stay. Stay reviews are to be linked to any future bookings to ensure actions are observed and undertaken. A copy of completed [NDIS LWB 5116 Short Term Accommodation - Review of Stay](#) will be saved in CIRTS.