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# **Transitioning to NDIS ... our journey so far**

## Transport for NSW

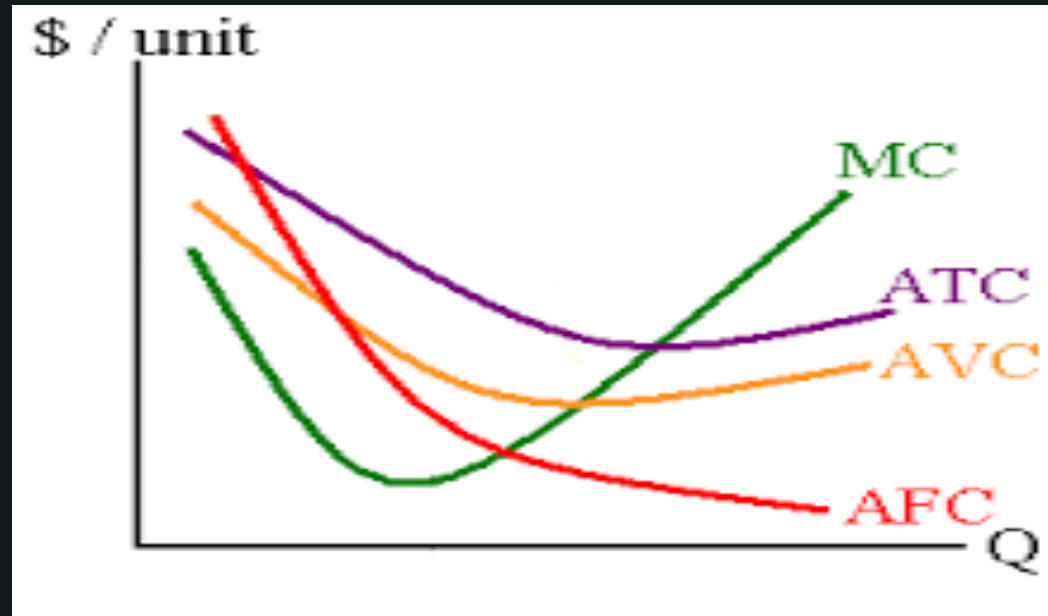
### Community Transport Service Contract Standard Terms and Conditions

The Service Contract will consist of:

- Standard Terms and Conditions (with Commencement Asset Register to be attached and CHSP Police Certificate Guidelines attached)
- Contract Details
- General Services Schedule (with RouteMatch Hosted ASP – Recommended System Configuration attached)
- Commonwealth Home Support Scheme (CHSP) Services Schedule (including the CHSP Funding Table)
- Community Care Supports Scheme (CCSP) Services Schedule (including the CCSP Funding Table)
- Community Transport Program (CTP) Services Schedule (including the CTP Funding Table)
- Travel Training Services Schedule (including the Travel Training Funding Table)
- Insurance Schedule
- Reporting Schedule (with the Safety Incident Reporting Protocol attached)
- KPI Schedule



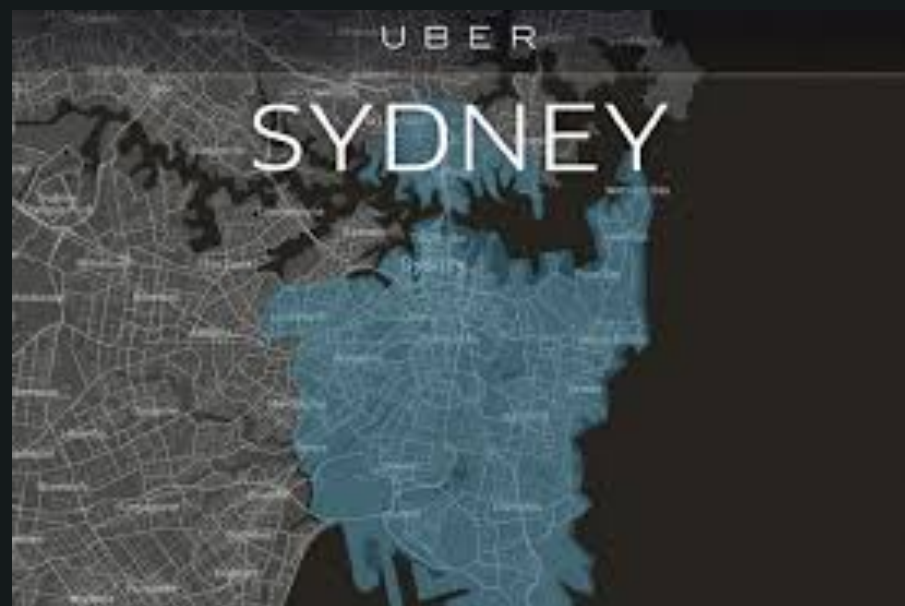
Transport  
for NSW















And then there's this ...



# What did we know 12 months ago?

- Our friends from the Hunter had already transitioned as a trial site;
- Lots of Seminars;
- CCSP will reduce month after month;



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# Andrew's Story



# What Andrew Taught Us

- A lot ... I got this wrong;
- Thought we were restricted to the old mobility allowance;
- Be prepared to offer reduced service. We still provide transport, just not as much as we used to;
- Be prepared to lose clients to other service providers. This affects morale as many staff have close relationships with clients ;
- His family felt they lost service and had to make changes to the way they lived their life;
- And yet ...

# Then we lost our way

- We got swamped with everything else ... RM, new contracts etc.;
- Bookings team kept asking clients if they had transitioned;
- Our CCSP funding was all over the place;
- I felt like a fool every board meeting;
- Our staff were getting frustrated;
- We got to March and we didn't have a single NDIS service booking

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# Dwight's Story



# What Dwight taught us?

- There is a market of NDIS funded family's that have not eligible for other funded school transport;
- Match the driver to the participant;
- Sure we get him to school but this is providing so much more
- A great result for Dwight and his family



# Lesley's Story



# What a few wins does

- **The Good**

- Created some much needed excitement in the office;
- Started getting lots of quotes out;
- Feeling that maybe we weren't going to lose all our clients;
- 3 PB's in a week

# What a few wins does

- **And The Bad**

- A quote is great, but ...
- The excitement was replaced with anxiety;
- Who was going to do the work;
- And more to the point, when?
  
- We had to get our processes working!

# What is our process?

Step 1 – Initial contact from client that they have transitioned:

- Our booking team have asked; or
- They have received our letter and called in; or
- Coordinator of Support has contacted us.

# What is our process?

Step 2 – Prepare the service agreement and quote

Who – initially by the booking team member who takes the call;

Challenge – This can be quite time consuming and difficult for some clients to get their head around

# COMMUNITY TRANSPORT

## CENTRAL COAST LTD

Address 1  
Address 2

### Service Agreement

This **Service Agreement** is for Carolyn Wallbank, a participant in the National Disability Insurance Scheme (participant), and is made between:

Participant or Representative	
Provider	Community Transport Central Coast Ltd

This Service Agreement will commence on 21 June 2017. The agreement will continue for one year or until terminated by either party in writing with one month's notice

### The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing supports under the participant's NDIS plan.

### Schedule of supports

The provider agrees to provide the participant **Transport** for one year or as required according to this agreement.

The supports and their prices are set out in the attached Schedule of Supports. All prices are GST inclusive (if applicable) and include the cost of providing the supports.

Additional expenses (i.e. things that are not included as part of a Participant's NDIS supports) are the responsibility of the *participant / participant's representative* and are not included in the cost of the supports. Examples include entrance fees, event tickets, meals, etc.

### Payments

The provider will seek payment for their provision of supports. *One or more of the below paragraphs may apply.*

Community Transport Central Coast Ltd  
Quote for Service Booking

Client Name	
Date Service to commence with CTOOL	
Date Endline (last day of current NDG plan)	
Date service booking prepared	

### Trip Details

[illegible]

### Service Booking

In accordance with the above quote, Community Transport Central Coast Ltd will create a service booking with the NDIA for:

The service booking will be for an amount of:

It will relate to transport provided for the period:

Date Commencing:

Date Ending:

The service booking will be made against the category "Other Core Supports" in my NDIS plan.

I consent for Community Transport Central Coast Ltd to raise this service booking.

Name



Signed

Dated:

00-January-1900

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# Catherine's Story



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**Our Solution ...  
still with a few  
challenges**





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# Gina's Story



# What Gina taught us

- Sometimes price is everything
- Maybe there is such a thing as a free lunch!!!

# A word from the recovering accountant



A	B	C	D	E	F	G	H	I	J	K	L	M
	Cus	Cust	Destination Stop City(a)	Origin City(a)	Trip Date	Cost(a)	Fare Colle	Estimated Trip I	User Def	Funding S	Trip ID(a)	
Customer												
	Mic	Buc	Bateau Bay	Hamlyn Terrace	2017-05-1	\$49.26	0	22.39117432		NDIS	69564	
	Mic	Buc	Bateau Bay	Hamlyn Terrace	2017-05-2	\$49.26	0	22.3912		NDIS	71285	
	Mic	Buc	Doyalson	Hamlyn Terrace	2017-05-2	\$18.97	0	8.622		NDIS	68022	
	Mic	Buc	Lake Haven	Hamlyn Terrace	2017-05-0	\$9.06	0	4.1197		NDIS	68522	
	Mic	Buc	Lake Haven	Hamlyn Terrace	2017-05-1	\$9.06	0	4.1197		NDIS	69799	
	Mic	Buc	Lake Haven	Hamlyn Terrace	2017-05-2	\$9.06	0	4.1197		NDIS	69809	
	Mic	Buc	Lake Haven	Hamlyn Terrace	2017-05-1	\$9.06	0	4.1197		NDIS	71026	
	Mic	Buc	Tuggerah	Hamlyn Terrace	2017-05-1	\$37.61	0	17.0945		NDIS	69574	
	Mic	Buc	Hamlyn Terrace	Bateau Bay	2017-05-1	\$49.20	0	22.36198807		NDIS	69565	
	Mic	Buc	Hamlyn Terrace	Bateau Bay	2017-05-2	\$49.20	0	22.362		NDIS	71286	
	Mic	Buc	Hamlyn Terrace	Killarney Vale	2017-05-1	\$0.00	0	20.5092		NDIS	70537	
	Mic	Buc	Hamlyn Terrace	Killarney Vale	2017-05-2	\$0.00	0	20.5092		NDIS	71649	
	Mic	Buc	Hamlyn Terrace	Killarney Vale	2017-05-0	\$45.12	0	20.5092		NDIS	67773	
	Mic	Buc	Hamlyn Terrace	Killarney Vale	2017-05-1	\$45.12	0	20.5092		NDIS	69215	
	Mic	Buc	Hamlyn Terrace	Killarney Vale	2017-05-2	\$45.12	0	20.5092		NDIS	72156	
	Mic	Buc	Hamlyn Terrace	Tuggerah	2017-05-1	\$27.47	0	12.485		NDIS	69575	
	Mic	Buc	Hamlyn Terrace	Lake Haven	2017-05-0	\$9.06	0	4.1185		NDIS	67924	
	Mic	Buc	Hamlyn Terrace	Lake Haven	2017-05-1	\$9.06	0	4.1185		NDIS	69800	
	Mic	Buc	Hamlyn Terrace	Lake Haven	2017-05-2	\$9.06	0	4.1185		NDIS	69810	
	Mic	Buc	Hamlyn Terrace	Lake Haven	2017-05-1	\$9.06	0	4.1185		NDIS	71027	
	Mic	Buc	Hamlyn Terrace	Doyalson	2017-05-2	\$22.52	0	10.2344		NDIS	71068	
	Mic	Buc	Killarney Vale	Hamlyn Terrace	2017-05-0	\$45.06	0	20.4819		NDIS	67772	
	Mic	Buc	Killarney Vale	Hamlyn Terrace	2017-05-1	\$45.06	0	20.4819		NDIS	69153	
	Mic	Buc	Killarney Vale	Hamlyn Terrace	2017-05-1	\$45.06	0	20.4819		NDIS	69214	
	Mic	Buc	Killarney Vale	Hamlyn Terrace	2017-05-2	\$45.06	0	20.4819		NDIS	71648	

# What is our process?

- Fortnightly invoices uploaded to NDIS;
- If all is OK payment is surprisingly quick:
- Issues with invoices do cause delays

# Saree's Story



# What Saree Taught us

- Think outside the box;
- Opportunities to provide service are there if you stay alert and ask lots of questions;
- Be prepared to change our approach on the run;
- Insufficient funds to provide transport everyday;
- We are achieving a great result for Saree which we would not have been able to do prior to the NDIS;

# What has this all really meant for us?

- Client Numbers
- Revenue
- Direction of our service



# Final Thoughts

- This NDIS is challenging;
- It is far from perfect. Some clients are definitely losing service;
- There are still many unanswered questions and areas of confusion, particularly around transport;
- Most nights I wonder;
- But we are moving forward, learning, improving, making more mistakes and learning some more;
- For every Andrew, I can find a Saree