




## Billable and Non-Billable Supports

The table below outlines the billable and non-billable supports we provide our clients

Which Activity you may see on invoice	Billable Hours Engagement and Support 
<ul style="list-style-type: none"> <li>• Face to Face (Home)</li> <li>• Face to Face (Community)</li> <li>• Face to Face (School)</li> <li>• CRAMLI (Office/Centre)</li> <li>• Face to Face (Day Program)</li> </ul>	<p>Face-to-face visits with clients, family, teachers, allied health, support workers etc., and anyone that is working with a client and is a part of the client's program. Choose from the following 'Activity':</p> <ul style="list-style-type: none"> <li>- Case notes for the face-to-face session need to be recorded in our CRM for the duration of the scheduled session, bill for this for the duration it took in 15 min blocks</li> <li>- Email follow-up of the face-to-face session with anyone involved recorded in our CRM in 15 min blocks for example, if it took you 25 minutes to draft two emails (1 x support coordinator and 1 x family), then you will bill 30 min in our CRM.</li> </ul>
<p>This is to be billed in your session as per below on the session note:</p> <div data-bbox="100 1585 651 1675"> <p>Travel Time Before <input type="text" value="30"/> mins Billable <input checked="" type="checkbox"/></p> <p>Travel Time After <input type="text" value="30"/> mins Billable <input checked="" type="checkbox"/></p> </div> <p>Ensuring minutes are entered and the Billable is ticked.</p>	<p>Travelling to all face-to-face contact, such as your home, community, and school etc. this is billed as per the MMM:</p> <ul style="list-style-type: none"> <li>- MMM Zones 1 – 3 = 30 minutes maximum each way</li> <li>- MMM Zones 4 – 5 = 60 minutes maximum each way</li> <li>- MMM Zones 6 – 7 = Remote and Very Remote</li> </ul>
<p>Care Team Meeting</p>	<p>Care Team Meetings – whether in person or via Microsoft Team, Zoom etc.</p>

# CRAMLI Psychological and Behavioural Service

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Telehealth	An appointment with the participant via Microsoft Teams or Zoom as a Telehealth Appointment
Email Correspondence	<p>Email follow-up of the face-to-face session with anyone involved recorded in our CRM in 15 min blocks for example, if it took you 25 minutes to draft two emails (1 x support coordinator and 1 x family), then you will bill 30 min in our CRM.</p> <p>Emails to check in with either Support Coordinators, Participants or Families</p>
Phone Calls/Text Messages	<p>Phone Call to make appointments, speak to participants, families or Support Coordinators.</p> <p>Text Messages for reminders or anything else relating to the participant</p>
Case Formulation and Development	Case Formulation and Development
Training and Coaching	Training of Support Staff, Families or Care Teams around strategies or BSP's
Supervision or Training and Coaching	Staff training, supervision and support that is specific to your support needs
Support and Safety Plan	Completing the mandatory Support and Safety Plan that is required to be completed on the first or second session with the participant.
Social Skills and Development	Training and Coaching

All billing is to be billed in 15 min blocks.

All face-to-face sessions, Care Team Meetings, phone calls or text messages MUST be followed up with an email.

**Which Activity you may see on invoice**

**Billable Hours**

**Behaviour Support – Reports & Assessments**



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Data Analysis and Interpretation	Collating, Analyzing and Interpreting data
Data Collection and Observation	Conducting observations and collecting data
Development – BSP/IBSP/PBS/FBA	Developing and writing Behaviour Support Plan, Interim BSP, Functional Behaviour Assessment and/or Comprehensive BSP
Development of LoS/LoR	Developing and writing a Letter of Support or Letter of Recommendation
Complete/ Report/Upload to Proda	Reporting to the NDIA – practitioners must submit regular reports to the NDIA/NDIS/SC. For example, if we need to upload your IBSP to Proda, we will bill for this for the duration it took in 15 min blocks
Quality Evaluation - QEII	Conducting the Quality Evaluation of the Report you have written
<b>Which Activity you may see on invoice</b>	<b>Billable Hours</b> <b>Psychological – Assessments &amp; Reports</b> 
Assessment and Data	Assessing/Reading reports and any data collected
Development Assessment/Report	Developing or writing an assessment or report
Development LoS/LoR	Developing or writing a Letter of Support or Letter of Recommendation
<b>Which Activity you may see on invoice</b>	<b>Billable Hours - Private Clients</b> 
Counselling	Any counselling sessions, whether face to face, phone or telehealth

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Case Formulation and Development	Any Clinical Intervention with a supervisor
<b>Which Activity you may see on invoice</b>	<b>Billable Hours - Cancellation (non-billable)</b> 
Cancellation by Family NC – this will not be billed and therefore not on invoice	If the Family or Participant cancel with more than 48 hours' notice of the appointment or if you can fill your time with other work either for that participant or another participant
Cancellation by CRAMLI – this will not be billed and therefore not on invoice	If you or CRAMLI are to cancel the appointment
<div>  <div> <p><b><u>Practitioner</u></b></p> <p><b><u>Activity: Engagement &amp; Support – Notes (Non-Billable)</u></b></p> </div>  </div>	
Developing & Agreeing Service Agreements – this is generally done by a Support Coordinator/Nominee and CRAMLI administration	
Staff training that is not specific to a participants support needs	
Pre-engagement – this may include CRAMLI conducting a Work Health and Safety check prior to sending out a practitioner	
Intake & creating a file for you in our CRM (Customer Relations Manager)	
Ongoing NDIS Plan monitoring – this will likely occur with a Support Coordinator/Nominee and CRAMLI administration	
Making service bookings in the portal – this is generally completed by CRAMLI administration team. The new PACE system will likely require you to also endorse CRAMLI as the preferred provider and ensuring Behaviour Support Funding is also endorsed	
Ending your services in our CRM system	