

WOLFPACK SUPPORT SERVICES

THERAPEUTIC SUPPORT SERVICE POLICY

Policy Title: Therapeutic Service Delivery and Billing Under NDIS Code 15_043_0128_1_3

Applies To: All staff delivering therapeutic or counselling-based support under Wolfpack Wellbeing

Effective Date: 01/01/2025

Review Date: 01/01/2026

Version: 1.0

PURPOSE

This policy outlines the compliance, documentation, and delivery standards required to offer therapeutic services billed under the NDIS line item 15_043_0128_1_3 – "Assessment Recommendation Therapy or Training – Counsellor" – at the approved rate of \$156.16/hour.

SCOPE

This applies to all services at Wolfpack Support Services that:

- Involve emotional regulation, trauma recovery, or psychosocial support
- Are provided in a therapeutic context, including counselling, lived-experience models, and structured recovery plans

SERVICE DEFINITION

Services delivered under this code must:

- Align with the participant's NDIS goals
- Be recovery-focused, trauma-informed, and capacity-building
- Be documented with a clear therapeutic plan and outcome tracking

Examples include:

- Emotional regulation coaching
- Trigger processing and narrative rewriting
- Therapeutic goal setting
- Safety and recovery planning

STAFF QUALIFICATIONS

Staff delivering services under this item must demonstrate:

- Formal training or equivalent experience in counselling, trauma recovery, mental health, or psychosocial support
- Knowledge and application of therapeutic frameworks (e.g. The Triggered Wolf)
- Participation in regular supervision or peer review

DOCUMENTATION REQUIREMENTS

To ensure compliance and audit readiness, the following documents must be in place:

1. **Service Agreement** (detailing therapeutic nature of support)
2. **Initial Client Assessment**
3. **Therapeutic Plan** aligned with NDIS goals
4. **Session Notes** (completed per visit, with interventions & outcomes)
5. **Progress Reports** (mid-term and/or review period)
6. **Consent Forms** (information sharing & service delivery)

All records must be:

- Completed within 48 hours of session delivery
- Stored securely for a minimum of 7 years
- Accessible for internal and external audit purposes

BILLING & CLAIMING

- Only bill for **delivered therapeutic support**
- Sessions must be claimable under the participant's **Capacity Building – Improved Daily Living** budget
- Travel and report writing may be claimed **only if pre-approved and documented**

COMPLIANCE RESPONSIBILITY

It is the responsibility of all team members to:

- Deliver therapeutic services ethically and transparently
- Maintain clear documentation aligned with this policy
- Participate in regular training related to therapeutic practice and NDIS standards

REVIEW & AUDIT

This policy will be reviewed annually or after any major regulatory change. Compliance checks will occur quarterly through spot audits or supervision.

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Role: Director & Psychosocial Recovery Coach

WOLFPACK SUPPORT SERVICES

THERAPEUTIC PLAN

Participant Name: _____

Nominated Support Person(s): _____

GOALS

1. _____
 2. _____
 3. _____
-

APPROACH

1. _____
 2. _____
 3. _____
-

WOLFPACK SUPPORT SERVICES

NDIS CLAIM JUSTIFICATION SHEET

Line Item: 15_043_0128_1_3 – Assessment

Recommendation Therapy or Training – Counsellor

Category: Therapeutic Supports | Rate: \$156.16/hour

✓ WHEN TO USE THIS CODE

- When providing **trauma-informed, therapeutic-based support** (not general coaching)
- For work that involves:
 - Emotional regulation support
 - Psychosocial recovery planning
 - Trauma recovery interventions
 - Lived-experience counselling
 - Goal setting with therapeutic frameworks

✓ WHAT DOCUMENTATION TO HAVE

1. **Service Agreement** outlining therapeutic scope
2. **Initial Client Assessment** noting emotional needs and support goals
3. **Therapeutic Plan** linked to NDIS goals and outcomes
4. **Session Notes** after each session including:
 - Strategies/interventions used
 - Participant response and engagement
 - Progress toward therapeutic goals
5. **Progress Reports** for reviews, with clear alignment to NDIS outcomes
6. **Consent & Confidentiality Forms**

✓ QUALIFICATION / CREDENTIALS REQUIRED

- Provider must be acting in a **counsellor, recovery-focused, or therapeutic capacity**
- Demonstrated experience in:
 - Psychosocial recovery
 - Emotional regulation
 - Trauma-informed practice
- Supported by:
 - Ongoing professional development
 - Supervision logs (recommended)
 - Lived-experience models like *The Triggered Wolf*

⚠ IMPORTANT COMPLIANCE REMINDERS

- Only claim for **delivered therapeutic time** (not admin, prep, or phone check-ins unless documented as support)
- Must align with **NDIS participant goals** in their current plan
- Documentation must be **stored securely and retained for 7 years**
- Must be prepared to justify use of code in audits or reviews

SAMPLE EXPLANATION (If questioned by planner/coordinator):

“This session was delivered under 15_043_0128_1_3 due to its therapeutic nature, supporting the participant in emotional regulation, recovery planning, and psychosocial well-being. The session included trauma-informed strategies, lived-experience-based interventions, and recovery-aligned outcome tracking — in accordance with the NDIS guidelines for Therapeutic Supports.”
