

## Travel Charge Policy

### **1. Policy Statement**

Incite Collective is committed to delivering high-quality, in-person services that are also financially reasonable for participants. To ensure fairness, we only claim for travel **directly related to the delivery of scheduled face-to-face support**.

We actively reduce financial impact by scheduling efficiently and apportioning travel charges across participants where possible. All claims for travel will comply with relevant NDIS Pricing Arrangements.

### **2. Purpose**

This policy outlines Incite Collective's approach to travel-related charges associated with the delivery of **face-to-face supports**. It ensures transparency, fairness, and adherence to person-centred and cost-conscious service delivery, in alignment with NDIS Price Guidelines and Incite Collective's ethical commitments.

### **3. Scope**

This policy applies to all face-to-face services delivered by Incite Collective Members, including but not limited to Support Coordination and Psychosocial Recovery Coaching, where travel is required to attend a participant's location to provide an in-person service.

### **4. Guiding Principles**

This policy is grounded in the following principles:

**Participant-Centred Practice:** Travel is only charged when it directly relates to participant service delivery when provided in-person.

**Transparency and Clarity:** All travel charges will be clearly communicated and documented.

**Equity and Cost Sharing:** Wherever possible, we minimise costs to individual participants by sharing travel time between appointments.

**Efficiency and Planning:** Coordinators plan face-to-face and schedule appointments with intent to reduce travel time and associated charges.

**Compliance:** All travel charges align with the NDIS Pricing Arrangements and Incite Collective's Code of Conduct.

## 5. Travel Time to Scheduled Appointments

- Incite Collective will **only claim for travel time** in relation to face-to-face appointments.
- A maximum of **30 minutes** travel time each way (to and from the participant) may be charged if you are the only scheduled in person appointment.
- If the practitioner is **based locally**, travel time charged will be proportionately less, reflecting actual travel required.
- When multiple face-to-face visits are scheduled in the same area on the same day, **travel charges will be apportioned** to minimise costs to participants.

## 6. Travel Between Participants

- Where face-to-face supports are delivered to multiple participants in sequence, Incite Collective may claim **up to 30 minutes of travel time between appointments**.
- This travel time will be **shared proportionally** across the involved participants and is time based.

## 6. Cost Apportioning Scenarios

**Single Participant Booking:** If no other direct support is scheduled on the same day or in the same area, the participant may be charged for up to 30 minutes each way (to and from).

**Multiple Participants Scheduled:** If services are provided to more than one participant on the same day in the same area:

- Travel time between participants is shared between them, including the cost of to/from.
- Participants are charged for either shared travel time or partial costs of travel to/from, depending on how scheduling aligns.
- Most practitioners will schedule no more than three participant visits in one day.

## **7. Responsibilities**

**Incite Collective Members are responsible for:**

- Efficient scheduling to minimise unnecessary travel costs.
- Accurate documentation of travel time and cost-sharing arrangements.
- Transparent communication with participants about applicable charges for in-person appointments.

**Participants and Their Representatives** are encouraged to ask for clarification about travel charges at any time and to provide feedback through our Feedback and Complaints Policy.

## **8. Feedback and Review**

Participants who have concerns or queries about travel charges are encouraged to raise these through the Collective's complaints process. Feedback is welcomed as part of our commitment to transparency, responsiveness, and continuous improvement.

## **9. Policy Dissemination**

This policy will be communicated to all Incite Collective Members. It will be accessible through organisation communication channels and other appropriate means.