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# Home and Community Support (HCS)

## Travel Guidelines

Updated August 2023

Version 3

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## Introduction

This guide is the key reference document for all travel payable by ACC relating to the Home and Community Support (HCS) Contracts. (Return to Independence and Maximise Independence)

It is provided to assist both ACC Suppliers and ACC staff with the interpretation of payment for travel from 1 July 2021.

Key travel principles, as outlined in the HCS Operational Guidelines, are summarised below:

- The Supplier is responsible for maintaining sufficient Service Providers based in each geographical area listed in Part A, clause 2 of the contract, to provide all HCS components to all Clients resident in that geographical area, so that travel costs are minimised.
- Travel between regions and Territorial Authorities/districts is not expected. This may only occur if **prior approval** has been granted by the Recovery Team Member.
- Support worker travel between Clients should be optimised to the shortest route possible.

The funding methodology detailed within this guide has been put in place to support the 'In Between Travel' Settlement.

## What is In-Between Travel?

Part A of the 2014 In-Between Travel Settlement means home and community support workers are being paid for travel between clients. This is known as In-Between Travel (IBT).

The In-Between Travel Settlement was agreed by:

- the Crown (Ministry of Health)
- providers of Home and Community based Support Services
- unions, on behalf of Home and Community based Support Service workers
- all 20 district health boards.

The Settlement Agreement was signed in November 2014. It includes a Variation made in August 2015 and a second variation made in October 2016.

The obligations of providers under Part A of the Settlement are now included in the [Home and Community Support \(Payment for Travel Between Clients\) Settlement Act 2016](#).

In July 2021, the Ministry of Health and DHBs agreed to pay support workers their ordinary wage for

travel time, as opposed to minimum wage as agreed in 2015. ACC HCS rates have been updated to match this increase, effective from 1 January 2022.

These arrangements enable ACC to pay suppliers sufficiently for them to meet their obligations to employees under the settlement agreement and legislation.

## Qualifying Travel

### Travel can be invoiced for when:

- The Supplier has taken all reasonable steps to minimise travel costs by the employee
- The travel is necessary in order to provide services covered under the Home and Community Support Contract for ACC
- The travel is the distance to a client from the previous place of service
- In the case of the first visit travel is calculated from the start point which is usually the support workers normal residence
- Travel is paid to the end point when travel is deemed as exceptional from the last client of the day
- The employee must move from one client property to another to claim travel i.e. travel must occur
- Travel claimed as exceptional travel is deemed as necessary under the exceptional travel criteria
- Travel is made in the most direct practical route from the last place of service or start point

### Travel cannot be invoiced for:

- Travel provided to non-ACC clients
- Travel to the 'start point' or from the 'end point' on the same day. [See table below.](#)
- Travel time or distance spent between appointments that does not relate to travelling to an ACC client
- Travel on a date when a service was not provided to the client
- Travel that does not meet the criteria for exceptional travel
- Travel where no legitimate / accurate records have been kept identifying that the amount claimed is reasonable

Definitions are defined below:

Term	Definition
Start point	The 'start' point is defined as the employee's home (usual place of residence).
End point	The 'end' point is defined as the employee's home (usual place of residence).
Visit	A visit is the travel from the previous client to the client receiving the ACC service. This is travel one-way, from one client to another. Note where this is the first visit of the day a visit is from the start point to the ACC client receiving service.

## 1. Type of travel

Eligible travel will either be funded either as a band or as exceptional travel.

Funding	Definition
Band	<p>A band is payable where a visit is equal to or less than 15kms.</p> <p>Funding is based on a fixed fee for both travel time and distance.</p> <p>Both the travel time and distance fixed fee should be claimed.</p> <p>No other travel payment is applicable.</p>
Exceptional travel	<p>Exceptional travel is paid for a qualifying visit that exceeds 15kms.</p> <p>Exceptional travel is paid on an actuals basis for both time and distance.</p> <p>No other travel payment is applicable.</p> <p>Travel to provide service for clients must meet the criteria detailed in section 6.</p>

**Note:** travel should be calculated on a single visit basis (do not add the travel for the day together to determine if travel is payable based on a band or exceptional basis – the funding calculation should be based on a single visit).

### Travel Band

Funding for a travel band is made under two service item codes. One for time and one for distance. The amount for each is fixed. The funded payment has been calculated based on the weighted average of thousands of visits to determine the weighted average travel time and distance payable. Individual travel times and distances may vary from the average (over and under).

The band for travel distances =<15km is based on 3.7kms and 8.5 minutes.

As of 1 January 2022, the single travel time band has been replaced by 5 bands, to reflect the Support Workers ordinary wage.

### Exceptional Travel

Exceptional travel is funded based on actuals recorded and claimed based on the following formula:

Time: (Hourly rate/60) x number of minutes travelled.

Distance: Km rate x number of kilometres travelled.

Travel time and distance should be rounded to the nearest whole minute or km.

As of 1 January 2022, the single exceptional travel time band has been replaced by 5 bands, to reflect the Support Workers ordinary wage.

**Note** payment is made either by a travel band or through exceptional travel for a visit, not both.

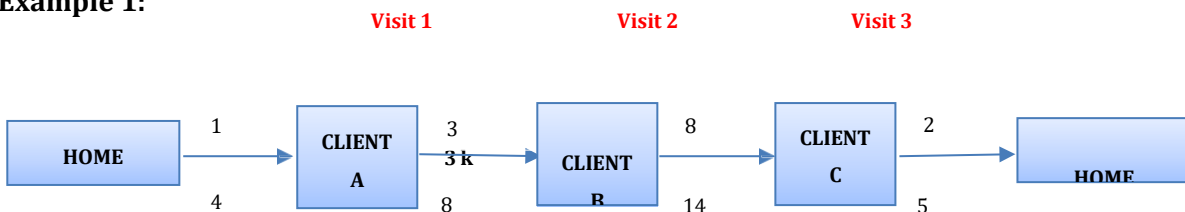
Exceptional travel may be claimed where no other Home and Community Support employee is available who can meet the specific needs of the client.

Employers must actively manage exceptional travel and take reasonable steps to recruit workers that meet the client’s needs in the most efficient and effective way. The client’s specific support needs can arise from:

- their disabilities
- their medical conditions or injury
- their behaviour
- their age
- other major factors e.g. family circumstance, accommodation, employment, social involvement
- cultural, language, gender or other relevant social factors

## Examples

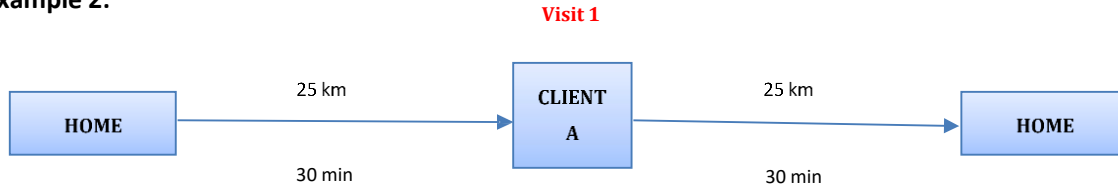
### Example 1:



Visit	From	To	Time	Distance	Band =<15 km	Exceptional >15 km	Comments
ACC visit 1	Home	Client A	4 min	1 km	✓	✗	Band only
ACC visit 2	Client A	Client B	8 min	3 km	✓	✗	Band only
ACC visit 3	Client B	Client C	14 min	8 km	✓	✗	Band only
Home	Client C	Home	5 min	2 km	-	-	Not eligible

➤ 3 x band should be billed

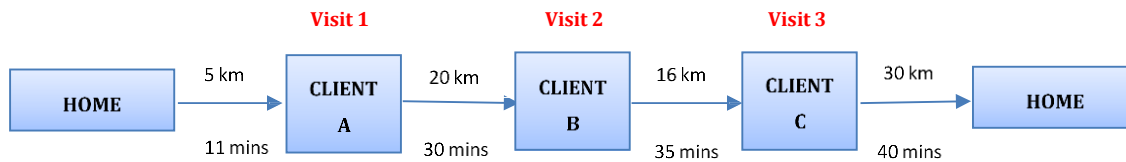
**Example 2:**



Visit	From	To	Time	Distance	Band =<15 km	Exceptional >15 km	Comments
ACC Visit 1	Home	Client A	30 min	25 km	✘	✔	Actuals
Home	Client A	Home	30 min	25 km	✘	✔	Actuals (exceptional)

➤ 50 km and 60 minutes should be billed

**Example 3:**



Visit	From	To	Time	Distance	Band =<15 km	Exceptional >15 km	Comments
ACC visit 1	Home	Client A	11 min	5 km	✔	✘	Band only
Not ACC visit	Client A	Client B	30 min	20 km	-	-	Not billable to ACC
ACC visit 3	Client B	Client C	35 min	16 km	✘	✔	Exceptional
Home	Client C	Home	40 min	30 km	✘	✔	Exceptional - Bill ACC as last client ACC

➤ 1 x band should be billed

➤ 46 km and 75 minutes