

From: respectcommunications@gmail.com
Sent: Monday, 14 November 2022 3:27 PM
To: 'Sue Spence'; 'Helen Scarr'; 'Linda Browning'
Cc: 'Nicky 4 Mile'
Subject: Re: Email further to us requesting you to change an NDIS code for your client(s)

Importance: High

Hi Everyone

Below is the email I have just sent to various plan managers. I thought it pertinent to send to each of you as well. In due course, (hopefully this week), I will update the Trello board accordingly with the email trail between NDIS and myself. The good news is it is all in writing and I believe we have an incredibly strong case to use 15_ numbers, amongst others – the proof is in the writing!!!

Dear Plan Manager

Towards the end of October I was notified by someone that they thought we were using an NDIS code(s) on our invoices which that person believed we were not allowed to use. When this came to my attention, I immediately sent an email to the NDIS asking them to clarify whether we could or could not use various codes (which were listed in the email).

Of the multitude of codes I provided to the NDIS, they replied back to me saying that we could only use one of the following four:

04_104_0125_6_1 - Access Community, Social and Recreational Activities
04_210_0125_6_1 – Community, Social and Recreational Activities
09_008_0116_6_3 - Innovative Community Participation
09_011_0125_6_3 - Increased Social and Community Participation

I then sent an email to all the plan managers who were affected by such information. That is, the plan managers who had provided me with codes which NDIS said we were not allowed to use. Hence, earlier in the month, you received an email from me with the following subject line: “Re: Urgent request for change of NDIS code for <CLIENT NAME>”.

Since I sent that email to you, there has been multiple correspondence back and forth with the NDIS, amongst other entities. In their initial response, when NDIS said that we could not use various codes, it transpired that they thought we were an NDIS registered provider, which we are not. After this was established, I received the following from the NDIS:

“We are unable to advise which code is applicable as this is based on the service being provided to the participant and up to the providers discretion.

As an un-registered provider you don’t have to follow the guidelines set by the NDIA, allowing you to use any code you think suits the service being provided to the participants.”

Furthermore, the NDIS have also informed me of the following:

“It is the plan manager who is responsible for assessing if your invoices are in line with the intent of the plan and if so, for paying your invoices.”

Since sending you the initial email, many of you have got back to me with a change of NDIS code, which we are now using in the current invoices.

Based upon the above, and given that plan managers specialise in the NDIS industry (and we don't!!!), I am happy to accept whichever NDIS code you have provided me with and use on our invoices. Hence, can you please keep a close eye on our invoices moving forward, and feel free to ask me to change back to the previous code that was being used, if you think this is suitable.

For everyone's information, I just wish to reiterate the following important points:

- Horses Helping Humans is an equine assisted learning (EAL) program, not equine therapy.
- We are not allied health professionals.
- We are not an NDIS registered provider, hence, we only work with plan managed and self managed NDIS clients, not NDIS managed clients.

Having said the above, I have been informed of the following from reliable sources:

- **"It appears that the NDIS now fund both of these therapies <ie EAL and Equine Therapy> under the "Other Therapy" line item."**
- **"In order to be funded under the NDIS, it is a requirement that this therapy is supported by a letter of recommendation from an allied health professional stating how it is related to a client's NDIS plan goals."**

Based upon the above, it is my understanding that we have a strong argument to support being recognised as an 'other therapy' and / or an 'other professional'.

I hope the above information is of help to you and hope that my recent correspondence has not inconvenienced you and / or your client(s) in any way. For obvious reasons, it was extremely important for me to take the action that I did, until such issues were fully resolved which, thankfully, they now appear to be.

I wish to say a big thank you to everyone who has been a great help throughout these last few weeks, it has been very much appreciated. For those of you who were unable to give me a different code, we are happy to keep seeing your client(s) and producing an invoice with the same NDIS code which was being used prior to me sending out the 'urgent' email earlier in the month.

If you have any questions whatsoever, or wish to further discuss anything, please feel free to contact me anytime.

Kind Regards
Fiona Hanafin
RESPECT Communications Ltd
(Registered Not-for-Profit Charity)
(Tassie HHH Licensee)
Email: RESPECTCommunications@gmail.com
Ph: 0438 137 604