

In-Between-Travel (IBT) FAQs

What is IBT?

IBT stands for In-Between Travel.

IBT is how Support Workers are compensated for travelling between clients. While we refer to “IBT Payments,” under this scheme, Support Workers are paid travel time payments and travel distance reimbursements for their travel between clients.

Whose idea was IBT?

The IBT payment has been legislated in the In-Between Travel Settlement Legislation.

This link provides information on the settlement and how IBT Payments are calculated.

<https://www.tewhatauora.govt.nz/our-health-system/claims-provider-payments-and-entitlements/in-between-travel-settlement/employee-guidance-on-travel-times-and-payment/>

How is IBT Calculated?

Visionwest Home Healthcare calculates distances using Google Maps.

The IBT system will use Google Maps to calculate the trip distance and times between the appointments in your schedule and determine your payments, as based on government guidelines.

What has changed with IBT Automation?

Support Workers will still get paid for in-between travel; however, these payments will be more accurate and easier to calculate; and Support Workers will receive payment for travel during split shifts.

Support Workers are no longer required to record their mileage for exceptional trips on timesheets and Payroll no longer needs to manually add these trips into the GoldCare database before calculating IBT payments; the system does this automatically, ensuring that Support Workers are paid correctly for every trip they make – and there is the added advantage of being paid IBT for split shifts.

I’m a Paid Family Carer (PFC) living the same home as the person I am being paid to support, how does this affect me?

If you are a Paid Family Carer, living in the same home as the family member you are being paid to support, you are not travelling to your appointment and

therefore should not be receiving IBT payments. Due to how our system has been configured you may have been receiving some IBT payments in the past. When we implement the changes to our IBT calculations (13th November), you will no longer receive payments for travel reimbursements if you are living in the same home as the person we are paying you to support.

If you are a Paid Family Carer (or Single Client Only) Support Worker, providing support to a person living in a different home than yourself, or you also provide support to other Visionwest clients, you will continue to receive IBT travel payments as per legislation, including travel payments where there is a split shift.

I’m part of the Glen Eden team, how does this affect me?

If you are a Visionwest Glen Eden Support Worker, your travel payments are already automatically calculated within the CMS system we use. The only change for you will be that you will now be receiving travel payments for Split Shifts.

What if I travel a route different than the one suggested by Google Maps?

The accepted practice is for IBT payments to be calculated based on Google Maps’ suggested route. Therefore, you will be paid for the Google Maps route, not your alternative route should you chose to take one.

The Google Maps route for my trip is below the Exceptional Travel distance requirement (greater than 15 km) but my client’s driveway is long and the trip to the door takes me over the 15 km requirement, will I receive Exceptional Travel Reimbursement payments?

Yes, generally you should receive exceptional travel for these trips. Our client management system can pin the address (Client and Support Workers) to the house of the address instead of the street-front or letterbox, allowing the process to calculate the distance correctly. If you feel this isn’t accurate, then please contact your Coordinator.

What if something happens to the roads and I can’t use the route suggested by Google Maps?

In exceptional circumstances, such as flooding or other roading issues, you may need to use an alternative route to appointments or to your home.

If this happens, contact your Coordinator. Note: if the route disruption is only short term (less than a week) changes to your IBT payments may not be actioned because of the time needed to reprogramme addresses in the IBT system.

I frequently complete my client visits in a different order than on my schedule, will I get receive IBT payments for the actual travel routes I have used, instead of what is on the schedule?

No. The system will only calculate the travel as per the appointment order in the system. If you complete your schedule in a different order than on your roster, please contact your Coordinator as soon as possible to discuss this. We will need to ensure these changes are with the agreement of the client and are safe for the client and will need to change the client's Care Plan before we amend the schedule. This will ensure that you receive correct payments for the travel you do.

Questions about Split Shifts

What is a Split Shift?

A split shift is when a Support Worker has a break in their schedule of 60 minutes or more between clients. We will recognise this break in your schedule and calculate a travel payment for a 'split shift' recognising that you have a break. When a split shift occurs (a gap of 60 minutes or more), you will be paid for two trips – the trip from Client A to your home and the trip from your home to Client B.

Do I have to travel home for a Split Shift travel payment to apply?

No. The system recognises the gap between appointments and calculates the mileage to your home because that is a Google-Mapped address in the system. This is an IBT payment for the gap in your schedule, you can use that time however you like. You do not have to go home.

What do I do if I think I haven't been reimbursed correctly for my travel?

As with any new upgrades to systems, there may be bugs that we have not identified during testing. If you think that your travel payments have not been correctly calculated with the new automatic IBT system, please phone 0800 222 040 Option 7.

We never used to get travel payments for split shifts; will I get back paid for any split shifts I had in the past?

No, we have agreed with the Union that IBT payments for Visionwest Support Workers commence from 13 November. We have no ability to make back payments for split shift travel.