



AFTER HOURS
RESPONSE

AFTER HOURS RESPONSE AUSTRALIA

Structured After-Hours Operational Support for NDIS Providers

When your team goes home, the calls do not stop. We provide specialist after-hours response, escalation and governance support so your participants stay safe and your provider stays compliant around the clock.

INFORMATION PACK

Prepared for prospective NDIS registered providers



Who We Are

After Hours Response Australia is a specialist after-hours operational support service for NDIS registered providers delivering SIL, 24-hour care, core supports, and supports to participants with complex needs.

We answer the calls that come in after your office closes. We triage, coordinate, escalate and document, working strictly within the authority you grant us, so that your participants remain safe and your compliance obligations continue to be met outside business hours. Our personnel meet NDIS Worker Screening requirements and have practical experience across the NDIS sector.

What we are not

We do not replace your duty of care, and we do not make clinical decisions. We do not prescribe or administer medication, approve restrictive practices, or attend on site. Responsibility for participant safety and compliance remains with you at all times. Our role is coordination, verification, escalation and documentation.

Why Providers Use Us

After-hours periods carry the highest operational risk and the least coverage. A single overnight shift cancellation, behaviour escalation or reportable incident can expose a provider to participant harm, missed notification timeframes and audit findings.

Building an in-house on-call roster is expensive and hard to sustain. Outsourcing to us gives you:

- A consistent, trained point of contact for every after-hours event
- Correct escalation to your nominated contacts, on-call doctors, APOs or emergency services
- Governance checks on PRN medication and restrictive practice implementation as they happen
- A clean, time-stamped record of every after-hours event for your files and your next audit
- Predictable weekly cost instead of unplanned overtime and burnout

What Is Included

Our after-hours operational support includes, but is not limited to:

- Responding to after-hours calls and enquiries
- Shift cancellations and urgent roster coordination
- Emergency response coordination and escalation
- Incident notifications and after-hours coordination
- PRN medication governance and verification support
- Restrictive practice implementation verification, including chemical restraint
- Behaviour escalation support aligned with Behaviour Support Plans
- Liaison with on-call doctors, Authorised Program Officers and emergency services
- Documentation and record keeping of after-hours events
- General after-hours service continuity and enquiry management



How It Works

Coverage hours

Cover applies outside your standard business hours:

Period	Coverage
Weeknights	5:00pm to 9:00am (Monday to Friday)
Weekends	24 hours (Saturday and Sunday)
Public holidays	24 hours (included as standard)

Coverage hours are confirmed with each provider at onboarding and can be tailored to your roster.

The response sequence

1. Your staff or participants reach us on the dedicated after-hours line.
2. We triage the situation and classify it as a standard or complex activity.
3. We resolve routine matters directly, within the authority you have granted us.
4. Where authorisation or clinical input is required, we escalate to your nominated contacts, or to on-call doctors, APOs or emergency services as appropriate.
5. We document the event, including any medication or restrictive practice governance checks, and provide a morning handover.

Where your contacts are unavailable

If your nominated contacts cannot be reached, our obligation is limited to reasonable escalation attempts and full documentation of those attempts. We act only within the authority you expressly grant us.



Standard and Complex Activities

Each after-hours event is billed as an activity. One activity means one discrete event handled through to resolution or handover, regardless of how many calls it involves. Activities are classified as standard or complex using clear, trigger-based rules so that billing is transparent and never subjective.

The rule

An activity is COMPLEX if it meets any one of these triggers

1. It involves participant health, safety, injury or behavioural escalation
2. It touches medication governance (PRN) or restrictive practice verification, including chemical restraint
3. It requires escalation to an external party (on-call doctor, APO or emergency services)
4. It requires coordination across more than one stakeholder or more than one follow-up step
5. It generates a reportable or notifiable incident requiring formal documentation
6. It requires clinical input, or the involvement of a registered nurse or a technical specialist

If none of these triggers apply, the activity is STANDARD: a single-step, informational or administrative interaction resolved in one contact, with no clinical, safety or incident dimension.

Worked examples

Situation	Classification
General after-hours enquiry answered	Standard
Shift cancellation logged and rostering notified	Standard
Routine welfare check-in call	Standard
Message taken and passed to nominated contact	Standard
Incident management	Complex
PRN medication authorisation verified against BSP	Complex
Behaviour escalation supported per Behaviour Support Plan	Complex
Liaison with emergency services or on-call doctor	Complex
Restrictive practice implementation verified	Complex



Pricing

All fees are exclusive of GST. GST is payable in addition. Invoices are issued weekly in arrears and are due within 7 days of the invoice date.

Onboarding (one-off)

Item	Fee
Onboarding and setup	\$1,200 + GST

Weekly coverage retainer

Charged weekly and set by your total staff numbers.

Tier	Provider size	Weekly fee
Tier 1	1 to 15 staff	\$350 + GST
Tier 2	16 to 40 staff	\$450 + GST
Tier 3	41 to 100 staff	\$550 + GST
Tier 4	101 to 200 staff	\$699 + GST
Tier 5	201 staff or more	Contact us for a quote

Per-activity charges

Activity type	Rate
Standard activity	\$19.95 + GST
Complex activity	\$45 + GST

Surcharges

Surcharge	Amount	Applies
Federal public holiday	\$50 + GST	Per federal (national) public holiday
Weekend activity	\$10 + GST	Per activity on Saturday or Sunday

The federal public holiday surcharge applies only on nationally observed public holidays (New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Christmas Day and Boxing Day). Where a federal public holiday falls on a weekend, the public holiday surcharge applies and the weekend activity surcharge does not. Fees are reviewed at the end of each financial year, and any change is provided to you in writing beforehand.



What Is Not Included

Unless expressly agreed in writing, our services do not include:

- Clinical decision-making or advice
- Prescription or administration of medication
- Approval of restrictive practices
- Direct supervision or disciplinary action of staff
- Legal or regulatory representation
- On-site attendance or physical intervention

You retain responsibility for incident classification, NDIS Commission notifications, investigations and corrective actions. We coordinate and document, you decide and report.

Getting Started

- Confirm your tier and coverage hours.
- Sign the service agreement and pay the one-off onboarding fee.
- Arrange for an onboarding meeting and training session on your company's policies and procedures.
- Provide your escalation contacts, participant risk information and relevant Behaviour Support plans
- We set up your dedicated after-hours line and brief our responders on your requirements.
- We require access to relevant CRM Software and systems
- Cover goes live. You receive a morning handover after every after-hours event.



Frequently Asked Questions

Do you take over our duty of care?

No. Nothing in our agreement transfers or limits your duty of care. You remain solely responsible for participant safety and compliance. We coordinate, verify, escalate and document within the authority you grant us.

Can you administer or approve medication?

No. We do not prescribe, authorise or administer medication. Where your staff administer PRN medication after hours, we can verify that valid authorisation exists, confirm alignment with the Behaviour Support Plan, and ensure documentation is completed.

How is an activity counted?

One activity is one discrete event handled to resolution or handover, no matter how many calls it takes. Each activity is logged with a time stamp and its standard or complex classification.

What decides if an activity is complex?

Any one of six triggers: participant risk, medication or restrictive practice governance, clinical or technical input, external escalation, multi-stakeholder coordination, or a reportable incident. If none apply, it is standard.

What if you cannot reach our contacts?

We make reasonable escalation attempts and document them fully. We only act within the authority you have expressly granted us.

How are we invoiced?

Weekly in arrears, due within 7 days. Your invoice shows the weekly retainer, each activity by type, and any surcharges.

Can we cancel?

Yes. Either party may terminate with 30 days written notice. The agreement otherwise continues on a rolling basis.

Next Steps

To arrange cover or discuss your requirements, contact us and we will confirm your tier and have you live quickly.

After Hours Response Australia	
Email	admin@ahresponse.com.au
Coverage	Nights, weekends and public holidays

This information pack is a summary only and does not form part of any agreement. Services are provided under the After Hours Response Australia Service Agreement and its Schedule of Fees and Charges.