

Australian Industry Group

4 YEARLY REVIEW OF MODERN AWARDS

Reply Submission

– Second Tranche of Claims

Social, Community, Home Care and
Disability Services Industry Award 2010
(AM2018/26)

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Ai
GROUP

4 YEARLY REVIEW OF MODERN AWARDS

AM2018/26 SOCIAL, COMMUNITY, HOME CARE AND DISABILITY SERVICES INDUSTRY AWARD 2010

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1. INTRODUCTION

1. This submission is filed by the Australian Industry Group (**Ai Group**) in relation to the Fair Work Commission's (**Commission**) 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010* (**Award**). It responds to the submissions and evidence filed by the Health Services Union (**HSU**), United Voice and the Australian Services Union (**ASU**) (collectively, **Unions**) in support of various substantive changes they seek to the Award.
2. In particular, the submissions respond to the 'second tranche' of substantive claims advanced by the Unions that are set out at chapter 4 of this submission.
3. Each of the claims are opposed by Ai Group. In our submission, they should be dismissed.

2. THE STATUTORY FRAMEWORK

4. The Unions claims are being pursued in the context of the 4 yearly review of modern awards (**Review**), which is conducted by the Commission pursuant to s.156 of the *Fair Work Act 2009* (**FW Act** or **Act**).
5. In determining whether to exercise its power to vary a modern award, the Commission must be satisfied that the relevant award includes terms only to the extent necessary to achieve the modern awards objective (s.138).
6. The critical principle to flow from the operation of s.138 is that a modern award can only include such terms as are *necessary* to achieve the modern awards objective. The requirement imposed by s.138 is an ongoing one. That is, at any time, an award must only include terms that are necessary in the relevant sense.
7. The modern awards objective is set out at s.134(1) of the FW Act. It requires the Commission to ensure that modern awards, together with the National Employment Standards (**NES**), provide a fair and relevant minimum safety net of terms and conditions. In doing so, the Commission is to take into account a range of factors, listed at s.134(1)(a) – (h). This necessarily requires a consideration of the Award, taken as a whole, including the various terms and conditions it provides.
8. In its decision concerning claims to reduce penalty rates in a number of awards (**Penalty Rates Decision**), the Commission made the following observations about various factors listed at s.134(1)(a) – (h), which we respectfully adopt for the purposes of our submission:

[165] Section 134(1)(a) requires that we take into account ‘relative living standards and the needs of the low paid’. This consideration incorporates two related, but different, concepts. As explained in the *2012–13 Annual Wage Review* decision:

‘The former, relative living standards, requires a comparison of the living standards of award-reliant workers with those of other groups that are deemed to be relevant. The latter, the needs of the low paid, requires an examination of the extent to which low-paid workers are able to purchase the essentials for a “decent standard of living” and to engage in community life. The assessment

of what constitutes a decent standard of living is in turn influenced by contemporary norms.'

[166] In successive Annual Wage Reviews the Expert Panel has concluded that a threshold of two-thirds of median full-time wages provides 'a suitable and operational benchmark for identifying who is low paid', within the meaning of s.134(1)(a). There is, however, no single accepted measure of two-thirds of median (adult) ordinary time earnings. The surveys that provide the information about the distribution of earnings from which a median is derived vary in their sources, coverage and definitions in ways that affect the absolute values of average and median wages (and, accordingly, what constitutes two-thirds of those values). The two main Australian Bureau of Statistics (ABS) surveys of the distribution of earnings are the *Employee Earnings, Benefits and Trade Unions Membership* (the 'EETUM') and the survey of *Employee Earnings and Hours* (the 'EEH'). We note that the EETUM is no longer published and the relevant data is now produced as part of the *Characteristics of Employment Survey* (the 'CoE'). Some data is also available from the HILDA survey.

[167] In the *2015–16 Annual Wage Review* decision the Expert Panel noted that the submissions provided different estimates of the 'two-thirds of median (adult) ordinary time earnings' threshold. The relevant extract from that decision, and the Expert Panel's conclusion, are set out below:

'In its submission, the Australian Government provided two estimates to identify low-paid workers:

- \$18.67 per hour (or about \$710.00 per week over a 38-hour week), using the May 2014 EEH data; and
- \$18.42 per hour (or about \$700.00 per week over a 38-hour week) using the 2014 HILDA survey data.

The Australian Government contended that there were about 1.3 million low-paid employees in 2014 (or 13.3 per cent of all employees), with around one-third of award-reliant workers being low paid in the EEH data. Their analysis took explicit account of the number and the level of pay of junior workers.

The ACTU used unpublished ABS EEH data on the distribution of award only workers by hourly earnings to estimate the number of employees at each award classification level. On the basis of the May 2014 data, the ACTU estimated that 43 per cent of award only employees had hourly earnings at or below the C10 rate of pay in May 2014 (\$724.50).

Research Report 6/2013 found that around 75 per cent of adult award-reliant employees in the non-public sector were earning below the C10 rate of \$18.60 per hour.

Whilst no specific conclusion is available, the information as a whole suggests that a sizeable proportion—probably a majority—of employees who are award reliant are also low paid by reference to the two-thirds of median weekly earnings benchmark.' (footnotes omitted)

[168] The most recent data for the 'low paid' threshold is set out below:

<i>Two-thirds of median full-time earnings</i>	<i>\$/week</i>
Characteristics of Employment survey (Aug. 2015)	818.67
Employee Earnings and Hours survey (May 2016)	917.33

[169] The assessment of relative living standards focuses on the comparison between award-reliant workers and other employed workers, especially non-managerial workers. 78 As noted in the 2015–16 Annual Wage Review decision:

'There is no doubt that the low paid and award reliant have fallen behind wage earners and employee households generally over the past two decades, whether on the basis of wage income or household income.'

[170] Award reliance is a measure of the proportion of employees whose pay rate is set according to the relevant award rate specified for the classification of the employee and not above that rate. Table 4.8 from the 2015–16 Annual Wage Review decision sets out the extent of award reliance by industry. Relevantly for present purposes, the most recent data identify the Accommodation and food services and Retail trade industries as among the most award reliant in that they are the industries in which the highest proportion of employees are award reliant (42.7 per cent and 34.5 per cent, respectively).

[171] The relative living standard of employees is affected by the level of wages they earn, the hours they work, tax-transfer payments and the circumstances of the households in which they live. As a general proposition, around two-thirds of low-paid employees are found in low income households (i.e. in the bottom half of the distribution of employee households) and have lower living standards than other employees. Many low-paid employees live in households with low or very low disposable incomes.

[172] In taking into account 'relative living standards' in the context of Annual Wage Reviews, the Expert Panel has paid particular attention to changes in the earnings of all award-reliant employees compared to changes in measures of average and median earnings more generally.

[173] In the 2015–16 Annual Wage Review decision the Expert Panel also observed that increases in modern award minimum wages have a *positive* impact on the relative living standards of the low paid and on their capacity to meet their needs. It seems to us that the converse also applies, that is, the variation of a modern award which has the effect of reducing the earnings of low-paid employees will have a *negative* impact on their relative living standards and on their capacity to meet their needs.

...

[179] Section 134(1)(c) requires that we take into account 'the need to promote social inclusion through increased workforce participation'. The use of the conjunctive 'through' makes it clear that in the context of s.134(1)(c), social inclusion is a concept to be promoted exclusively '*through* increased workforce participation', that is obtaining employment is the focus of s.134(1)(c).

...

[184] Section 134(1)(da) requires that we take into account the 'need to provide additional remuneration' for:

- '(i) employees working overtime; or
- (ii) employees working unsocial, irregular or unpredictable hours; or
- (iii) employees working on weekends or public holidays; or
- (iv) employees working shifts.'

[185] Section 134(1)(da) was inserted by the *Fair Work Amendment Act 2013* (Cth), with effect from 1 January 2014. The Explanatory Memorandum to the Fair Work Amendment Bill 2013 made the following observation about the addition of s.134(1)(da):

'Under the FW Act, the FWC must ensure that modern awards, together with the National Employment Standards, provide a fair and relevant safety net of terms and conditions. In making or varying modern awards, the FWC must take into account the modern awards objective (see subsection 134(1) of the FW Act).

Item 1 of Schedule 2 to the Bill amends the modern awards objective to include a new requirement for the FWC to consider, in addition to the existing factors set out in subsection 134(1) of the FW Act, the need to provide additional remuneration for:

- employees working overtime;
- employees working unsocial, irregular or unpredictable hours;
- employees working on weekends or public holidays; or
- employees working shifts.

This amendment promotes the right to fair wages and in particular recognises the need to fairly compensate employees who work long, irregular, unsocial hours, or hours that could reasonably be expected to impact their work/life balance and enjoyment of life outside of work.'

[186] In the second reading speech to the Fair Work Amendment Bill 2013 the then Minister for Employment and Workplace Relations said:

'... as part of this Bill, the Government is seeking to ensure that work at hours which are not family friendly is fairly remunerated. This will be done by amending the modern awards objective to ensure that the Fair Work Commission, in carrying out its role, must take into account the need to provide additional remuneration for employees working outside normal hours, such as employees working overtime or on weekends...'

[187] Section 134(1)(da) is a relatively new provision and one which did not exist at the time the modern awards under review were made. These provisions have not yet been the subject of substantive arbitral or judicial comment.

[188] Five observations may be made about s.134(1)(da).

[189] First, s.134(1)(da) speaks of the 'need to provide additional remuneration' for employees performing work in the circumstances mentioned in s.134(1)(da)(i), (ii), (iii) and (iv).

[190] An assessment of 'the need to provide additional remuneration' to employees working in the circumstances identified in paragraphs 134(1)(da)(i) to (iv) requires a consideration of a range of matters, including:

(i) the impact of working at such times or on such days on the employees concerned (i.e. the extent of the disutility);

(ii) the terms of the relevant modern award, in particular whether it already compensates employees for working at such times or on such days (e.g. through 'loaded' minimum rates or the payment of an industry allowance which is intended to compensate employees for the requirement to work at such times or on such days); and

(iii) the extent to which working at such times or on such days is a feature of the industry regulated by the particular modern award.

[191] Assessing the extent of the disutility of working at such times or on such days (issue (i) above) includes an assessment of the impact of such work on employee health and work-life balance, taking into account the preferences of the employees for working at those times.

[192] The expression 'additional remuneration' in the context of s.134(1)(da) means remuneration in addition to what employees would receive for working what are normally characterised as 'ordinary hours', that is reasonably predictable hours worked Monday to Friday within the 'spread of hours' prescribed in the relevant modern award. Such 'additional remuneration' could be provided by means of a penalty rate or loading paid in respect of, for example, work performed on weekends or public holidays. Alternatively, additional remuneration could be provided by other means such as a 'loaded hourly rate'.

[193] As mentioned, s.134(1)(da) speaks of the 'need' to provide additional remuneration. We note that the minority in *Re Restaurant and Catering Association of Victoria (the Restaurants 2014 Penalty Rates decision)* made the following observation about s.134(1)(da):

'This factor must be considered against the profile of the restaurant industry workforce and the other circumstances of the industry. It is relevant to note that the peak trading time for the restaurant industry is weekends and that employees in the industry frequently work in this industry because they have other educational or family commitments. These circumstances distinguish industries and employees who expect to operate and work principally on a 9am-5pm Monday to Friday basis. Nevertheless the objective requires additional remuneration for working on weekends. As the current provisions do so, they meet this element of the objective.' (emphasis added)

[194] To the extent that the above passage suggests that s.134(1)(da) 'requires additional remuneration for working on weekends', we respectfully disagree. We acknowledge that the provision speaks of 'the *need* for additional remuneration' and that such language suggests that additional remuneration is required for employees working in the circumstances identified in paragraphs 134(1)(da)(i) to (iv). But the expression 'the need for additional remuneration' must be construed in context, and the context tells against the proposition that s.134(1)(da) *requires* additional remuneration be provided for working in the identified circumstances.

[195] Section s.134(1)(da) is a relevant consideration, it is *not* a statutory directive that additional remuneration must be paid to employees working in the circumstances mentioned in paragraphs 134(1)(da)(i), (ii), (iii) or (iv). Section 134(1)(da) is a consideration which we are required to take into account. To take a matter into account means that the matter is a 'relevant consideration' in the *Peko-Wallsend* sense of matters which the decision maker is bound to take into account. As Wilcox J said in *Nestle Australia Ltd v Federal Commissioner of Taxation*:

'To take a matter into account means to evaluate it and give it due weight, having regard to all other relevant factors. A matter is not taken into account by being noticed and erroneously disregarded as irrelevant'.

[196] Importantly, the requirement to take a matter into account does not mean that the matter is necessarily a determinative consideration. This is particularly so in the context of s.134 because s.134(1)(da) is one of a number of considerations which we are required to take into account. No particular primacy is attached to any of the s.134 considerations. The Commission's task is to take into account the various considerations and ensure that the modern award provides a 'fair and relevant minimum safety net'.

[197] A further contextual consideration is that 'overtime rates' and 'penalty rates' (including penalty rates for employees working on weekends or public holidays) are terms that *may* be included in a modern award (s.139(1)(d) and (e)); they are not terms that *must* be included in a modern award. As the Full Bench observed in the *4 yearly review of modern awards – Common issue – Award Flexibility* decision:

'... s.134(1)(da) does not amount to a statutory directive that modern awards must provide additional remuneration for employees working overtime and may be distinguished from the terms in Subdivision C of Division 3 of Part 2-3 which *must* be included in modern awards...'

[198] Further, if s.134(1)(da) was construed such as to *require* additional remuneration for employees working, for example, on weekends, it would have significant consequences for the modern award system, given that about half of all modern awards currently make no provision for weekend penalty rates. If the legislative intention had been to mandate weekend penalty rates in all modern awards then one would have expected that some reference to the consequences of such a provision would have been made in the extrinsic materials.

[199] Third, s.134(da) does not prescribe or mandate a fixed relationship between the remuneration of those employees who, for example, work on weekends or public holidays, and those who do not. The additional remuneration paid to the employees whose working arrangements fall within the scope of the descriptors in

s.134(1)(da)(i)–(v) will depend on, among other things, the circumstances and context pertaining to work under the particular modern award.

[200] Fourth, s.134(1)(da)(ii) is not to be read as a composite expression, rather the use of the disjunctive ‘or’ makes it clear that the provision is dealing with separate circumstances: ‘unsocial, irregular or unpredictable hours’ (emphasis added).

[201] Section 134(1)(da)(ii) requires that we take into account the need to provide additional remuneration for employees working in each of these circumstances. The expression ‘unsocial ... hours’ would include working late at night and or early in the morning, given the extent of employee disutility associated with working at these times. ‘Irregular or unpredictable hours’ is apt to describe casual employment.

[202] Fifth, s.134(1)(da) identifies a number of circumstances in which we are required to take into account the need to provide additional remuneration (i.e. those in paragraphs 134(1)(da)(i) to (iv)). Working ‘unsocial ... hours’ is one such circumstance (s.134(1)(da)(i)) and working ‘on weekends or public holidays’ (s.134(1)(da)(iii)) is another. The inclusion of these two, separate, circumstances leads us to conclude that it is not necessary to establish that the hours worked on weekends or public holidays are ‘unsocial ... hours’. Rather, we are required to take into account the need to provide additional remuneration for working on weekends or public holidays, irrespective of whether working at such times can be characterised as working ‘unsocial ... hours’. Ultimately, however, the issue is whether an award which prescribes a particular penalty rate provides ‘a fair and relevant minimum safety net.’ A central consideration in this regard is whether a particular penalty rate provides employees with ‘fair and relevant’ compensation for the disutility associated with working at the particular time(s) to which the penalty attaches.

...

[204] Section 134(1)(e) requires that we take into account ‘the principle of equal remuneration for work of equal or comparable value’.

[205] The ‘Dictionary’ in s.12 of the FW Act states, relevantly:

‘In this Act:

equal remuneration for work of equal of comparable value: see subsection 302(2).’

[206] The expression ‘equal remuneration for work of equal or comparable value’ is defined in s.302(2) to mean ‘equal remuneration for men and women workers for work of equal or comparable value’.

[207] The appropriate approach to the construction of s.134(1)(e) is to read the words of the definition into the substantive provision such that in giving effect to the modern awards objective the Commission must take into account the principle of ‘equal remuneration for men and women workers for work of equal or comparable value’.

...

[217] Section 134(1)(f) requires that we take into account ‘the likely impact of any exercise of modern award powers on business, including on productivity, employment costs and the regulatory burden’.

[218] We note at the outset that s.134(1)(f) is expressed in very broad terms. We are required to take into account the likely impact of any exercise of modern award powers ‘on business, including’ (but not confined to) the specific matters mentioned, that is, ‘productivity, employment costs and the regulatory burden’.

...

[221] ‘Productivity’ is not defined in the FW Act but given the context in which the word appears it is clear that it is used to signify an economic concept.

[222] The Productivity Commission defines productivity as:

‘... a measure of the rate at which outputs of goods and services are produced per unit of input (labour, capital, raw materials, etc). It is calculated as the ratio of the quantity of outputs produced to some measure of the quantity of inputs used’.

[223] Similarly, the Commonwealth Treasury also defines productivity by reference to volumes of inputs and output:

‘Productivity is a measure of the rate at which inputs, such as labour, capital and raw materials, are transformed into outputs. The level of productivity can be measured for firms, industries and economies. Productivity growth implies fewer inputs are used to produce a given output or, for a given set of inputs, more output is produced.’

[224] The conventional economic meaning of productivity is the number of units of output per unit of input. It is a measure of the volumes or quantities of inputs and outputs, not the cost of purchasing those inputs or the value of the outputs generated. As the Full Bench observed in the *Schweppes Australia Pty Ltd v United Voice – Victoria Branch*:

‘... we find that ‘productivity’ as used in s.275 of the Act, and more generally within the Act, is directed at the conventional economic concept of the quantity of output relative to the quantity of inputs. Considerations of the price of inputs, including the cost of labour, raise separate considerations which relate to business competitiveness and employment costs.

Financial gains achieved by having the same labour input – the number of hours worked – produce the same output at less cost because of a reduced wage per hour is not productivity in this conventional sense.’

[225] While the above observation is directed at the use of the word ‘productivity’ in s.275, it is apposite to our consideration of this issue in the context of s.134(1)(f).

...

[228] Section 134(1)(h) requires that we take into account ‘the likely impact of any exercise of modern award powers on employment growth, inflation and the sustainability, performance and competitiveness of the national economy’.

[229] We note that the requirement to take into account the likely impact of any exercise of modern award powers on ‘the sustainability, performance and competitiveness of *the national economy*’ (emphasis added) focuses on the aggregate (as opposed to sectorial) impact of an exercise of modern award powers.
...¹

9. Further, the employer parties in these proceedings do not bear any onus to demonstrate that the Unions’ claims will result in increased employment costs, reduced productivity or undermine flexible work practices as contemplated by s.134(1) of the Act. No adverse inference can or should be drawn from the absence of evidence called by employer parties or from the absence of evidence that establishes that a union claim will affect all or most employers covered by the Award.
10. The conduct of the Review differs from an inter-party dispute. Those responding to a claim do not bear an onus. Rather, it is for the proponents of a claim to establish that the variation proposed is necessary in order to ensure that an award is achieving the modern awards objective of providing a fair and relevant minimum safety net of terms and conditions. In determining whether a proponent has in fact established as much, the Commission will have regard to material before it that addresses the various elements of the modern awards objective, including those that go to employment costs, flexible work practices and productivity. These considerations are both microeconomic and macroeconomic; they require evaluation with respect to the practices of different types of businesses as well as industry at large.

¹ 4 yearly review of modern awards – Penalty Rates [2017] FWCFB 1001 at [165] – [229].

11. As the Full Bench stated in the Preliminary Jurisdictional Issues Decision:
(emphasis added)

The proponent of a variation to a modern award must demonstrate that if the modern award is varied in the manner proposed then it would only include terms to the extent necessary to achieve the modern awards objective (see s.138). What is 'necessary' in a particular case is a value judgment based on an assessment of the considerations in s.134(1)(a) to (h), having regard to the submissions and evidence directed to those considerations.²

12. It is therefore for the proponents to overcome the legislative threshold established by ss.138 and 134(1), which includes a consideration of the impact upon different types of businesses and industry at large.
13. As will become apparent from our submissions, the Unions claims are not necessary, having regard to ss. 134(1) and 138 of the FW Act and therefore, they should not be granted.

² 4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues [2014] FWCFB 1788 at [60].

3. THE COMMISSION'S GENERAL APPROACH TO THE REVIEW

3.1 The Preliminary Jurisdictional Issues Decision

14. At the commencement of the Review, a Full Bench dealt with various preliminary issues. The Commission's Preliminary Jurisdictional Issues Decision³ provides the framework within which the Review is to proceed.

15. The Full Bench emphasised the need for a party to mount a merit based case in support of its claim, accompanied by probative evidence (emphasis added):

[23] The Commission is obliged to ensure that modern awards, together with the NES, provide a fair and relevant minimum safety net taking into account, among other things, the need to ensure a 'stable' modern award system (s.134(1)(g)). The need for a 'stable' modern award system suggests that a party seeking to vary a modern award in the context of the Review must advance a merit argument in support of the proposed variation. The extent of such an argument will depend on the circumstances. We agree with ABI's submission that some proposed changes may be self evident and can be determined with little formality. However, where a significant change is proposed it must be supported by a submission which addresses the relevant legislative provisions and be accompanied by probative evidence properly directed to demonstrating the facts supporting the proposed variation.⁴

16. The Commission indicated that the Review will proceed on the basis that the relevant modern award achieved the modern awards objective at the time that it was made (emphasis added):

[24] In conducting the Review the Commission will also have regard to the historical context applicable to each modern award. Awards made as a result of the award modernisation process conducted by the former Australian Industrial Relations Commission (the AIRC) under Part 10A of the Workplace Relations Act 1996 (Cth) were deemed to be modern awards for the purposes of the FW Act (see Item 4 of Schedule 5 of the Transitional Act). Implicit in this is a legislative acceptance that at the time they were made the modern awards now being reviewed were consistent with the modern awards objective. The considerations specified in the legislative test applied by the AIRC in the Part 10A process is, in a number of important respects, identical or similar to the modern awards objective in s.134 of the FW Act. In the Review the Commission will proceed on the basis that prima facie the modern award being reviewed achieved the modern awards objective at the time that it was made.⁵

³ 4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues [2014] FWCFB 1788.

⁴ 4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues [2014] FWCFB 1788 at [23].

⁵ 4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues [2014] FWCFB 1788 at [24].

17. The decision confirms that the Commission should generally follow previous Full Bench decisions that are relevant to a contested issue unless there are cogent reasons for not doing so: (emphasis added)

[25] Although the Commission is not bound by principles of stare decisis it has generally followed previous Full Bench decisions. In another context three members of the High Court observed in *Nguyen v Nguyen*:

“When a court of appeal holds itself free to depart from an earlier decision it should do so cautiously and only when compelled to the conclusion that the earlier decision is wrong. The occasion upon which the departure from previous authority is warranted are infrequent and exceptional and pose no real threat to the doctrine of precedent and the predictability of the law: see *Queensland v The Commonwealth* (1977) 139 CLR 585 per Aickin J at 620 et seq.”

[26] While the Commission is not a court, the public interest considerations underlying these observations have been applied with similar, if not equal, force to appeal proceedings in the Commission. As a Full Bench of the Australian Industrial Relations Commission observed in *Cetin v Ripon Pty Ltd (T/as Parkview Hotel) (Cetin)*:

“Although the Commission is not, as a non-judicial body, bound by principles of stare decisis, as a matter of policy and sound administration it has generally followed previous Full Bench decisions relating to the issue to be determined, in the absence of cogent reasons for not doing so.”

[27] These policy considerations tell strongly against the proposition that the Review should proceed in isolation unencumbered by previous Commission decisions. In conducting the Review it is appropriate that the Commission take into account previous decisions relevant to any contested issue. The particular context in which those decisions were made will also need to be considered. Previous Full Bench decisions should generally be followed, in the absence of cogent reasons for not doing so.⁶

18. In addressing the modern awards objective, the Commission recognised that each of the matters identified at s.134(1)(a) – (h) are to be treated “as a matter of significance”⁷ and that “no particular primacy is attached to any of the s.134 considerations”⁸. The Commission identified its task as needing to “balance

⁶ 4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues [2014] FWCFB 1788 at [24] – [27].

⁷ 4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues [2014] FWCFB 1788 at [31].

⁸ 4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues [2014] FWCFB 1788 at [32].

the various s.134(1) considerations and ensure that modern awards provide a fair and relevant minimum safety net”⁹: (emphasis added)

[36] ... Relevantly, s.138 provides that such terms only be included in a modern award ‘to the extent necessary to achieve the modern awards objective’. To comply with s.138 the formulation of terms which must be included in modern award or terms which are permitted to be included in modern awards must be in terms ‘necessary to achieve the modern awards objective’. What is ‘necessary’ in a particular case is a value judgment based on an assessment of the considerations in s.134(1)(a) to (h), having regard to the submissions and evidence directed to those considerations. In the Review the proponent of a variation to a modern award must demonstrate that if the modern award is varied in the manner proposed then it would only include terms to the extent necessary to achieve the modern awards objective.¹⁰

19. The frequently cited passage from Justice Tracey’s decision in *Shop, Distributive and Allied Employees Association v National Retail Association (No 2)* was adopted by the Full Bench. It was thus accepted that:

... a distinction must be drawn between that which is necessary and that which is desirable. That which is necessary must be done. That which is desirable does not carry the same imperative for action.¹¹

20. Accordingly, the Preliminary Jurisdictional Issues Decision establishes the following key threshold principles:

- A proposal to significantly vary a modern award must be accompanied by submissions addressing the relevant statutory requirements and probative evidence demonstrating any factual propositions advanced in support of the claim;
- The Commission will proceed on the basis that a modern award achieved the modern awards objective at the time that it was made;
- An award must only include terms to the extent necessary to achieve the modern awards objective. A variation sought must not be one that is merely desirable; and

⁹ 4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues [2014] FWCFB 1788 at [33].

¹⁰ 4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues [2014] FWCFB 1788 at [36].

¹¹ *Shop, Distributive and Allied Employees Association v National Retail Association (No 2)* (2012) 205 FCR 227 at [46].

- Each of the matters identified under s.134(1) are to be treated as a matter of significance and no particular primacy is attached to any of the considerations arising from it.

21. In a subsequent decision considering multiple claims made to vary the *Security Services Industry Award 2010*, the Commission made the following comments, which we respectfully commend to the Full Bench (emphasis added):

[8] While this may be the first opportunity to seek significant changes to the terms of modern awards, a substantive case for change is nevertheless required. The more significant the change, in terms of impact or a lengthy history of particular award provisions, the more detailed the case must be. Variations to awards have rarely been made merely on the basis of bare requests or strongly contested submissions. In order to found a case for an award variation it is usually necessary to advance detailed evidence of the operation of the award, the impact of the current provisions on employers and employees covered by it and the likely impact of the proposed changes. Such evidence should be combined with sound and balanced reasoning supporting a change. Ultimately the Commission must assess the evidence and submissions against the statutory tests set out above, principally whether the award provides a fair and relevant minimum safety net of terms and conditions and whether the proposed variations are necessary to achieve the modern awards objective. These tests encompass many traditional merit considerations regarding proposed award variations.¹²

22. The Unions claims conflict with the principles in the Preliminary Jurisdictional Issues Decision. Further, the Unions have not discharged the evidentiary burden described in the above decision. Accordingly, the claims should be rejected.

3.2 Considerations Associated with Procedural Fairness

23. We are of course mindful of the nature of the Review and the Commission's repeated observation that it is not bound by the terms of a proponent's claim. Nevertheless, a respondent party at this stage of the proceedings can deal only with that which has been put before us. That is, these submissions only relate to the variations sought and the material filed by the Unions in support of them. It is not incumbent upon us to provide a response (or a hypothetical

¹² *Re Security Services Industry Award 2010* [2015] FWCFB 620 at [8].

response) to potential derivatives of the variations sought. Such an approach would render the task here before us virtually impossible to undertake.

24. Should the Unions or the Commission, during these proceedings, propose that the Award be varied in terms that differ to those which have been proposed as at the time of drafting these submissions, notions of fairness dictate that respondent parties such as Ai Group be afforded an opportunity to address the Full Bench in relation to whether such a course of action should be permitted or taken in the context of these proceedings. If such a course is to be adopted, there should also be a further opportunity to make submissions and/or call evidence in response to any such new proposal. Absent such a process, it may be argued that procedural fairness has not been afforded to those who oppose the claim because, for instance, such parties have not been granted a chance to be properly heard in relation to the variations ultimately sought to be made, which may well have implications that have not otherwise been put before the Full Bench.

4. THE UNION'S CLAIMS

25. In this section we summarise various claims advanced by the Unions that are being dealt with this second tranche of the proceedings.

4.1 Minimum Engagement Periods

26. The HSU is seeking the deletion of clause 10.4(c), which is in the following terms:

- (c) Casual employees will be paid the following minimum number of hours, at the appropriate rate, for each engagement:
 - (i) social and community services employees except when undertaking disability services work—3 hours;
 - (ii) home care employees—1 hour; or
 - (iii) all other employees—2 hours.

27. The HSU also seeks the insertion of a new clause 10.6:

10.6 The minimum engagement for employees under this award will be 3 hours.

28. The variations would have the effect of:

- (a) Increasing the minimum engagement period for casual employees performing home care, disability services work, crisis accommodation work and family day care employees to three hours.
- (b) Introducing a minimum engagement period for full-time and part-time employees of 3 hours.

4.2 Broken Shifts

The HSU Claims

29. The HSU is seeking the following changes to clause 25.6 of the Award:

25.6 Broken shifts

(a) This clause only applies to:

(i) social and community services employees when undertaking disability services work; and

(ii) home care employees.

(ab) For the purposes of this clause, a A **broken shift** means a shift worked by an a casual or part-time employee that includes no more than one or more breaks (other than a meal break) and where the span of hours is not more than 12 hours.

(c) A broken shift may only be worked where there is mutual agreement between the employer and employee.

(d) Where an employee works a broken shift, they shall be paid at the appropriate rate for the reasonable time of travel from the location of their last client before the break to their first client after the break, and such time shall be treated as time worked. The travel allowance in clause 20.5 also applies.

(e) The minimum period of engagement specified in clause 10.6 shall apply to each period of work in a broken shift.

(bf) In addition to the rates at 14.4(d) Payment for a broken shift will be at ordinary pay with penalty rates and shift allowances in accordance with clause 2920.2— Shiftwork and clause 19—Overtime apply, with shift allowances being determined by the finishing time of the broken shift.

(g) Shift allowances will be determined by the starting or finishing time of the broken shift, whichever allowance is higher. The allowance will apply across both parts of the shift.

(ch) All work performed beyond the maximum span of 12 hours for a broken shift will be paid at double time 200% of the minimum hourly rate.

(di) An employee must receive a minimum break of 10 hours between broken shifts rostered on successive days.

30. The variations proposed seek to significantly alter the current broken shift provisions. Specifically, they would have the following consequences:
- (a) Limit the application of the clause to part-time and casual employees. The clause would no longer apply to full-time employees.
 - (b) Redefine a 'broken shift' such that a shift could only be 'broken' into two parts on a given day.
 - (c) Require that the employer and employee must *agree* that the employee will work a broken shift in order for a broken shift to be worked.
 - (d) Introduce an express obligation to pay an employee for time spent travelling during the break in the shift and to treat such time as time worked.
 - (e) Require that each portion of the broken shift must be at least three hours in length.
 - (f) In some circumstances, increase an employee's entitlement to the relevant shift allowances during the performance of a broken shift.
31. In light of an extension of time granted to respondent parties on 11 July 2019, Ai Group intends to file its submissions in opposition to the proposed clause 25.6(d) along with material in opposition to other Unions' claims in relation to the issue of 'travel time'. The aforementioned element of the HSU's broken shifts claim is therefore not dealt with in this submission.

The United Voice Claims

32. United Voice is seeking the following changes to clause 25.6 of the Award:

25.6 Broken shifts

This clause only applies to social and community services employees when undertaking disability services work and home care employees.

- (a) A ~~broken shift~~ means a shift worked by an employee that includes one or more breaks (other than a meal break) and where the span of hours is not more than 12 hours. For the purposes of this award a broken shift is a shift where an employee works in two separate periods of duty on any day within a maximum spread of twelve (12) hours and where the break between periods exceeds one hour.
- (b) Payment for a broken shift will be at ordinary pay with penalty rates and shift allowances in accordance with clause 29—Shiftwork, with shift allowances being determined by the starting or finishing time of the broken shift, whichever is greater.
- (c) All work performed beyond the maximum span of 12 hours for a broken shift will be paid at double time.
- (d) An employee must receive a minimum break of 10 hours between broken shifts rostered on successive days.

33. The variations proposed seek to:

- (a) Redefine a broken shift such that:
 - i) A shift could only be 'broken' into two parts on a given day;
 - ii) The break during the shift exceeds one hour.
- (b) Potentially increase an employee's entitlement to the relevant shift allowances during the performance of a broken shift.

The ASU Claim

34. The ASU is seeking the insertion of a new clause 25.6(b)(i), in the terms set out below:

25.6 Broken shifts

This clause only applies to social and community services employees when undertaking disability services work and home care employees.

- (a) A **broken shift** means a shift worked by an employee that includes one or more breaks (other than a meal break) and where the span of hours is not more than 12 hours.
 - (b) An employee who works a broken shift will receive:
 - (i) Payment for a broken shift will be at ordinary pay plus a loading of 15% of their ordinary rate of pay for each hour from the commencement of the shift to the conclusion of the shift inclusive of all breaks; and
 - (ii) with penalty rates and shift allowances in accordance with clause 29—Shiftwork, with shift allowances being determined by the finishing time of the broken shift.
 - (c) All work performed beyond the maximum span of 12 hours for a broken shift will be paid at double time.
 - (d) An employee must receive a minimum break of 10 hours between broken shifts rostered on successive days.
35. The variation sought would see employees working a broken shift entitled to an additional 15% loading for the duration of the entire shift and any intervening breaks.

4.3 Overtime After 8 Hours of Work

36. The HSU is seeking the following amendment to clause 28.1(b)(ii):

28.1 Overtime rates

...

(b) Part-time employees and casual employees

...

- (ii) All time worked by part-time or casual employees which exceeds ~~40~~ 8 hours per day, will be paid at the rate of time and a half for the first two hours and double time thereafter, except on Sundays when overtime will be paid for at the rate of double time, and on public holidays at the rate of double time and a half.
- (iii) Time worked up to the hours prescribed in clause 28.1(b)(ii) will, subject to clause 28.1(b)(i), not be regarded as overtime and will be paid for at the ordinary rate of pay (including the casual loading in the case of casual employees).

...

37. The proposed variation would create an entitlement to overtime rates for part-time and casual employees for work performed in excess of 8 hours per day. Currently overtime rates are payable for work performed in excess of 10 hours per day.

4.4 Overtime for Part-Time Employees

38. The HSU is seeking the following amendment to clause 28.1(b)(iii):

28.1 Overtime rates

...

(b) Part-time employees and casual employees

- (i) All time worked by part-time or casual employees in excess of 38 hours per week or 76 hours per fortnight will be paid for at the rate of time and a half for the first two hours and double time thereafter, except that on Sundays such overtime will be paid for at the rate of double time and on public holidays at the rate of double time and a half.
- (ii) All time worked by part-time or casual employees which exceeds 10 hours per day, will be paid at the rate of time and a half for the first two hours and double time thereafter, except on Sundays when overtime will be paid for at the rate of double time, and on public holidays at the rate of double time and a half.
- (iii) All time worked by part-time employees which exceeds the hours agreed in clause 10.3(c) will be treated as overtime and paid at the rate of time and a half for the first two hours and double time thereafter, except on Sundays when overtime will be paid at the rate of double time and public holidays at the rate of double time and a half. Time worked up to the hours prescribed in clause 28.1(b)(ii) will, subject to clause 28.1(b)(i), not be regarded as overtime and will be paid for at the ordinary rate of pay (including the casual loading in the case of casual employees).

39. Clause 10.3(c) of the Award requires that an employer and part-time employee reach agreement before the employee commences employment about a regular pattern of work including the number of hours to be worked each week, and the days of the week the employee will work and the starting and finishing times each day.

40. The Award does not presently require payment at overtime rates to part-time employees where the employee works hours in addition to the hours they have agreed to work pursuant to clause 10.3(c) of the Award, unless the employee works more than 10 hours in a day or 38 hours in a week / 76 hours in a fortnight.

41. The HSU's claim would alter this position by requiring the payment of overtime rates to part-time employees wherever they work hours in addition to their 'agreed' hours.

4.5 Roster Changes

42. United Voice has proposed amendments to clause 25.5(d)(i) of the Award as follows:

25.5 Rosters

- (a) The ordinary hours of work for each employee will be displayed on a fortnightly roster in a place conveniently accessible to employees. The roster will be posted at least two weeks before the commencement of the roster period.
 - (b) Rostering arrangements and changes to rosters may be communicated by telephone, direct contact, mail, email, facsimile or any electronic means of communication.
 - (c) It is not obligatory for the employer to display any roster of the ordinary hours of work of casual or relieving staff.
 - (d) **Change in roster**
 - (i) Seven days' notice will be given of a change in a roster. Full time and part time employees will be entitled to the payment of overtime for roster changes where seven days' notice is not provided.
 - (ii) However, a roster may be altered at any time to enable the service of the organisation to be carried on where another employee is absent from duty on account of illness, or in an emergency.
 - (iii) This clause will not apply where the only change to the roster of a part-time employee is the mutually agreed addition of extra hours to be worked such that the part-time employee still has four rostered days off in that fortnight or eight rostered days off in a 28 day roster cycle, as the case may be.
 - (e) Where practicable, accrued days off (ADOs) will be displayed on the roster.
43. The proposed variation purports to introduce a new substantive entitlement to overtime rates where a full-time or part-time employee is afforded less than 7 days' notice of a change to the roster.

4.6 Recall to Work Overtime

44. The HSU is seeking the insertion of a new clause 28.4(b), as set out below:

28.4 Recall to work overtime

(a) An employee recalled to work overtime after leaving the employer's or client's premises will be paid for a minimum of two hours' work at the appropriate rate for each time so recalled. If the work required is completed in less than two hours the employee will be released from duty.

(b) Where an employee is required to perform work from home after leaving the employer's or client's premises, including:

(i) Responding to phone calls, message or emails;

(ii) Providing advice ("phone fixes")

(iii) Arranging call out/rosters of other employees; and

(iv) Remotely monitoring and/or addressing issues by remote telephone and/or computer access;

the employee will be paid for a minimum of one hours' work at the overtime rate for each time recalled.

45. The proposed new clause would require payment at overtime rates for at least one hour each time an employee is required to perform any work after leaving the employer or client's premises.

4.7 Sleepovers

46. The HSU is proposing the following amendments to clause 25.7(c) of the Award:

25.7 Sleepovers

- (a) A sleepover means when an employer requires an employee to sleep overnight at premises where the client for whom the employee is responsible is located (including respite care) and is not a 24 hour care shift pursuant to clause 25.8 or an excursion pursuant to clause 25.9.
- (b) The provisions of 25.5 apply for a sleepover. An employee may refuse a sleepover in the circumstances contemplated in 25.5(d)(i) but only with reasonable cause.
- (c) The span for a sleepover will be a continuous period of eight hours. Employees will be provided with:
 - (i) a separate and securely lockable room with a peephole or similar in the door, with a bed and a telephone connection in the room; and,
 - (ii) suitable sleeping requirements such as a lamp and clean linen; and
 - (iii) use of appropriate facilities (including staff facilities where these exist); and
 - (iv) free board and lodging for each night when the employee sleeps over.
- (d) The employee will be entitled to a sleepover allowance of 4.9% of the standard rate for each night on which they sleep over.
- (e) In the event of the employee on sleepover being required to perform work during the sleepover period, the employee will be paid for the time worked at the prescribed overtime rate with a minimum payment as for one hour worked. Where such work exceeds one hour, payment will be made at the prescribed overtime rate for the duration of the work.
- (f) An employer may roster an employee to perform work immediately before and/or immediately after the sleepover period, but must roster the employee or pay the employee for at least four hours' work for at least one of these periods of work. The payment prescribed by 25.7(d) will be in addition to the minimum payment prescribed by this subclause.
- (g) The dispute resolution procedure in clause 9 of this Award applies to the sleepover provisions.

47. The variations proposed require the provision of various additional amenities to an employee during a sleepover.

4.8 Uniforms

48. United Voice is seeking the insertion of a new clause 20.2(b), as set out below:

20.2 Clothing and equipment

- (a) Employees required by the employer to wear uniforms will be supplied with an adequate number of uniforms appropriate to the occupation free of cost to employees. Such items are to remain the property of the employer and be laundered and maintained by the employer free of cost to the employee.
- (b) An adequate number of uniforms should allow an employee to work their agreed hours of work in a clean uniform without having to launder work uniforms more than once a week.
- ~~(bc)~~ Instead of the provision of such uniforms, the employer may, by agreement with the employee, pay such employee a uniform allowance at the rate of \$1.23 per shift or part thereof on duty or \$6.24 per week, whichever is the lesser amount. Where such employee's uniforms are not laundered by or at the expense of the employer, the employee will be paid a laundry allowance of \$0.32 per shift or part thereof on duty or \$1.49 per week, whichever is the lesser amount.
- ~~(ed)~~ The uniform allowance, but not the laundry allowance, will be paid during all absences on paid leave, except absences on long service leave and absence on personal/carer's leave beyond 21 days. Where, prior to the taking of leave, an employee was paid a uniform allowance other than at the weekly rate, the rate to be paid during absence on leave will be the average of the allowance paid during the four weeks immediately preceding the taking of leave.
- ~~(de)~~ Where an employer requires an employee to wear rubber gloves, special clothing or where safety equipment is required for the work performed by an employee, the employer must reimburse the employee for the cost of purchasing such special clothing or safety equipment, except where such clothing or equipment is provided by the employer.
49. Currently, the Award requires that an employer must provide "an adequate number of uniforms appropriate to the occupation" of the employee where the employer requires the employee to wear a uniform. The Award does not purport to prescribe what the "adequate number of uniforms" will be. Rather, this is a matter to be determined by the employer, having regard to the employee's occupation and other relevant circumstances.

50. United Voice seeks the insertion of a new clause that describes or defines what constitutes “an adequate number of uniforms”.

4.9 Damaged Clothing

51. The HSU is seeking the insertion of a new clause 20.3, which is in the following terms:

20.3 Damaged clothing allowance

- (i) Where an employee, in the course of their employment suffers any damage to or soiling of clothing or other personal effects (excluding hosiery), upon provision of proof of the damage, employees shall be compensated at the reasonable replacement value of the damaged or soiled item of clothing.
 - (ii) This clause will not apply where the damage or soiling is caused by the negligence of the employee.
52. The proposed clause would entitle an employee to compensation “at the reasonable replacement value” of any damaged or soiled clothing or personal effects if they are so damaged or soiled during the course of their employment by virtue of any cause other than the negligence of the employee.

4.10 Telephone Allowance

The HSU Claim

53. Clause 20.6 of the Award provides as follows:

20.6 Telephone allowance

Where the employer requires an employee to install and/or maintain a telephone for the purpose of being on call, the employer will refund the installation costs and the subsequent rental charges on production of receipted accounts.

54. The HSU has proposed that the above clause be replaced with the following:

20.6 Telephone allowance

Where an employer requires an employee to use a mobile phone for any work related purpose, the employer will either:

- (a) provide a mobile phone fit for purpose and cover the cost of any subsequent charges; or
- (b) refund the cost of purchase and usage charges on production of receipts.

55. The proposed clause would apply wherever an employer requires an employee to use a mobile phone for any work related purpose. It would require the employer to provide the employee with a mobile phone and cover the cost of any usage charges (whether incurred for work purposes or otherwise) or reimburse the employee for the same.

The United Voice Claim

56. United Voice has proposed the following amendments to clause 20.6 of the Award:

20.6 Telephone allowance

Where the employer requires an employee to install and/or maintain a telephone or mobile phone for the purpose of being on call, for the performance of work duties or to access work related information, the employer will refund the installation costs and the subsequent rental charges on production of receipted accounts.

57. The variations proposed seek to extend the application of clause 20.6 to circumstances in which:
- (a) An employer requires an employee to “install and/or maintain ... a mobile phone”.
 - (b) An employer requires an employee to install and/or maintain a telephone for the performance of work duties or access work related information.

- (c) An employer requires an employee to install and/or maintain a mobile phone for the performance of work duties or access work related information.

5. THE NATIONAL DISABILITY INSURANCE SCHEME

58. The NDIS was established in 2013, by the *National Disability Insurance Scheme Act 2013* (Cth) (**NDIS Act**). The NDIS is managed by the National Disability Insurance Agency (**NDIA**), which is a statutory agency.
59. In addition to the NDIS Act, a number of rules¹³ (**NDIS Rules**) have been made by the relevant Federal minister. The NDIS Rules deal with a range of matters. In some cases, the rules apply only in certain states / territories, whilst in other instances, they have nationwide application.
60. The implementation of the NDIS brought with it significant changes to the way in which support and care for people with permanent and significant disability is provided and funded. Rather than the previous model of providing “block funding” to providers, the NDIS operates through individualised support packages for each participant in the scheme. At its core, the NDIS is directed towards enabling persons with a disability to exercise choice and control over the support and care that they receive. The model espoused by the NDIS is, in essence, a consumer-driven one. This has had and continues to have various implications for providers in the industry, which we later come to.

¹³ For example, the *National Disability Insurance Scheme (Becoming a Participant) Rules 2016*; *National Disability Insurance Scheme (Children) Rules 2013*; *National Disability Insurance Scheme (Code of Conduct) Rules 2018*; *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018*; *National Disability Insurance Scheme (Facilitating the Preparation of Participants' Plans—Australian Capital Territory) Rules 2014*; *National Disability Insurance Scheme (Facilitating the Preparation of Participants' Plans—New South Wales) Rules 2016*; *National Disability Insurance Scheme (Facilitating the Participation of Participants' Plans – Queensland) Rules 2016*; *National Disability Insurance Scheme (Facilitating the Preparation of Participants' Plans—South Australia) Rules 2013*; *National Disability Insurance Scheme (Facilitating the Preparation of Participants' Plans – South Australia) Rules 2014*; *National Disability Insurance Scheme (Facilitating the Preparation of Participants' Plans – Tasmania) Rules 2016*; *National Disability Insurance Scheme (Facilitating the Preparation of Participants' Plans—Victoria) Rules 2016*; *National Disability Insurance Scheme (Facilitating the Preparation of Participants' Plans—Western Australia) Rules 2014*; *National Disability Insurance Scheme (Facilitating the Preparation of Participants' Plans—Northern Territory) Rules 2016*.

61. The scope of the NDIS can be characterised by reference to the following defining features, noting that this is not an exhaustive list of the various eligibility criteria stipulated by the NDIS Act¹⁴ and NDIS Rules:

(a) The NDIS relates to the provision of care to persons with “permanent and significant disability”. The NDIS Act prescribes “disability requirements” that must be satisfied in order for a person to be eligible for funding under the NDIS. Those requirements are summarised at rule 5.1 of the *National Disability Insurance Scheme (Becoming a Participant) Rules 2016* in the following terms:

- The person has a disability that is attributable to one or more intellectual, cognitive, neurological, sensory or physical impairments, or to one or more impairments attributable to a psychiatric condition; and
- The person’s impairment or impairments are, or are likely to be, permanent; and
- The impairment or impairments result in substantially reduced functional capacity to undertake, or psychosocial functioning in undertaking, one or more of the following activities: communication, social interaction, learning, mobility, self-care, self-management; and
- The impairment(s) affect the person’s capacity for social and economic participation; and
- The person is likely to require support under the NDIS for the person’s lifetime.

¹⁴ See for example age and residence requirements at sections 22 and 23 of the NDIS Act.

The rules go on to prescribe further requirements in relation to certain aspects of the above overarching requirements.¹⁵

- (b) The NDIS funds “reasonable and necessary supports”, having regard to s.34 of the NDIS Act, which describes the type of supports that will or will not be provided.¹⁶

62. The rollout of the NDIS commenced on a ‘transitional’ basis in various states and territories. The chart¹⁷ below identifies the timeframes for the rollouts as agreed between the Commonwealth and State and Territory Governments in 2013:

Table 1 NDIS transition arrangements by jurisdiction

	Trial period			Transition to full scheme			Full scheme
	2013 14	2014 15	2015 16	2016 17	2017 18	2018 19	2019 20
NSW	Hunter area trial			Transition to full scheme (by region)		Full scheme	
		Early Transition in Nepean Blue Mountains area (children aged 0–17 years)					
Vic	Barwon area trial			Transition to full scheme (by region)			Full scheme
Qld				Transition to full scheme from July 2016 (by region). Early Transition from January 2016 in Townsville, Charters Towers and Palm Island			Full scheme
SA	Statewide trial (children aged 0–14 years)			Transition to full scheme (by age and region)		Full scheme	
Tas	Statewide trial (people aged 15–24 years)			Transition to full scheme (by age)			Full scheme
NT		Barkly region trial		Transition to full scheme (by region)			Full scheme
ACT ^a		Territorywide trial		Full scheme			
WA ^b	Perth Hills area trial			Transition to locally administered NDIS			
	MyWay trial						

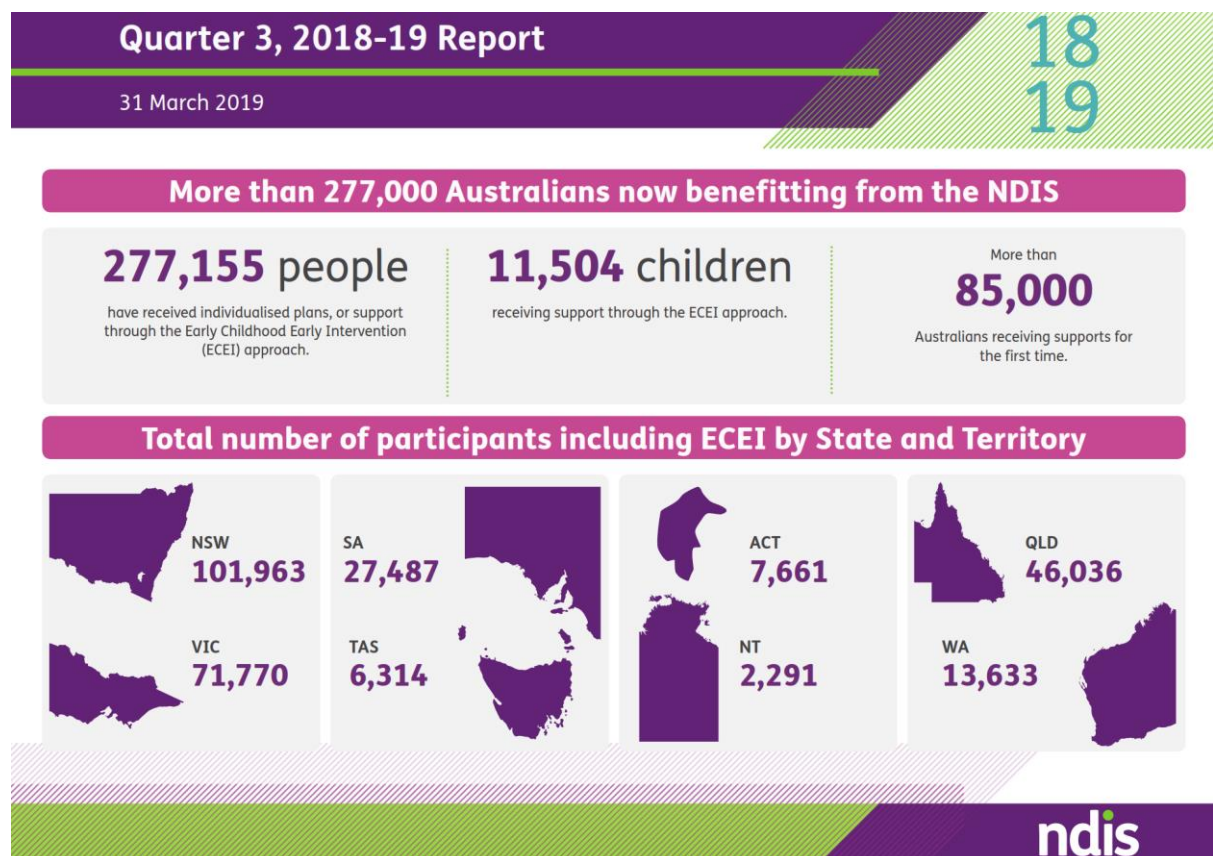
^a The Bilateral Agreement for the NDIS launch between the Australian Government and the ACT Government notes that from 2016-17 the ACT will be in ‘transition to full scheme’. This transition has been categorised as ‘full scheme’ because all residents who meet the eligibility criteria will have access to the scheme. ^b In February 2017, the Australian Government and Western Australian Government signed a Bilateral Agreement for a nationally consistent, but locally administered, NDIS.

¹⁵ *National Disability Insurance Scheme (Becoming a Participant) Rules 2016* at rules 5.4 – 5.8.

¹⁶ See also the *National Disability Insurance Scheme (Supports for Participants) Rules 2013*.

¹⁷ Productivity Commission, *National Disability Insurance Scheme (NDIS) Costs; Productivity Commission Study Report* (October 2017) at Table 1.

63. The rollout of the NDIS is continuing. In October 2017, the Productivity Commission (PC) observed that “the intake of participants with approved plans [had] already [fallen] behind the expected pace” and that if that trend continued, it would take “an additional year before all eligible participants are in the scheme”¹⁸.
64. Information published by the NDIA indicates that as at 31 March 2019, 277,155 persons were accessing the NDIS, as follows:

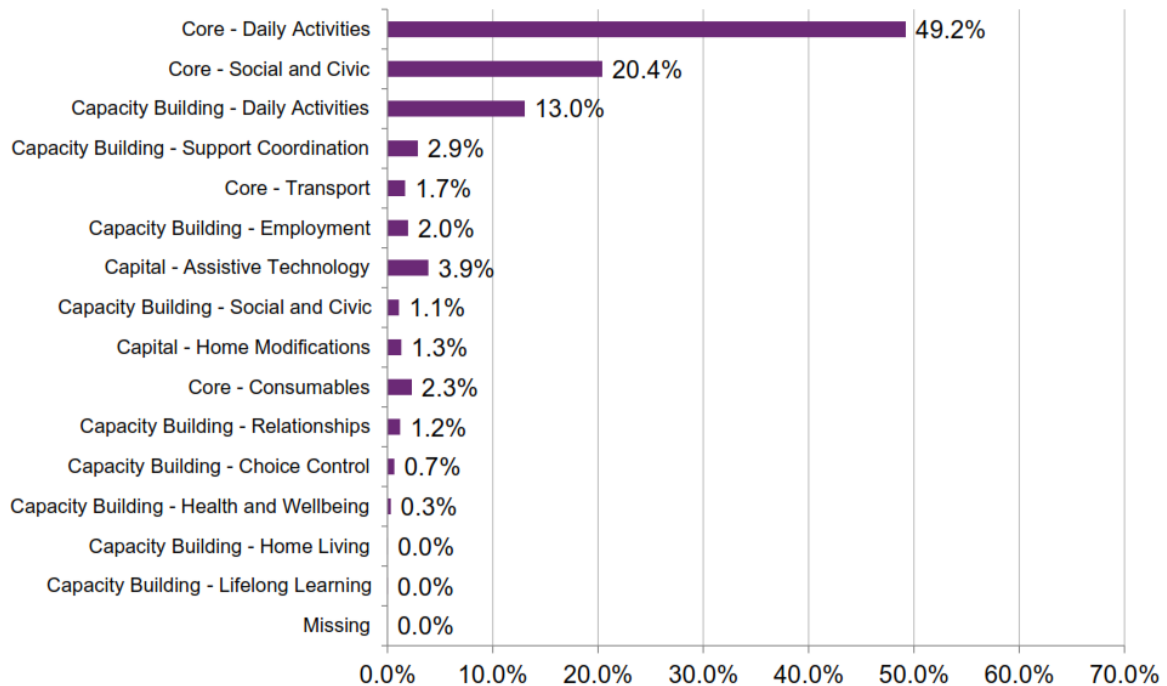


65. This represents an increase of 32,502 persons accessing the NDIS during the January – March 2019 quarter.

¹⁸ Productivity Commission, *National Disability Insurance Scheme (NDIS) Costs; Productivity Commission Study Report* (October 2017) at page 11.

66. As the chart below demonstrates¹⁹, as at 31 March 2019, close to 50% of the funding included in active plans related to core daily activities²⁰:

3.1 Total annualised committed support for active participants with an approved plan by support category (%)



67. It is anticipated that when the rollout is complete (previously scheduled for 2019 – 2020), some 475,000 participants would have access to the scheme.²¹

¹⁹ NDIA, *National Dashboard as at 31 March 2019*.

²⁰ For example, assistance with self-care activities during the day or evening.

²¹ Productivity Commission, *National Disability Insurance Scheme (NDIS) Costs; Productivity Commission Study Report* (October 2017) at page 3.

5.1 Participant Plans

68. As previously mentioned, participants under the NDIS have individualised support packages and plans. In broad terms, the process for developing and implementing a plan is as follows:

- (a) A person is required to provide various information about themselves and their disability to the NDIA. This is referred to as an 'access request'.²²
- (b) The relevant information is relied upon by the NDIA to assess whether the person is eligible for support under the NDIS. The NDIA's 'assess decision' is communicated to the person in writing, once determined.²³
- (c) The participant will then attend a 'planning meeting', to discuss the participant's current supports and goals for the purposes of developing a plan for the participant, including the specific types of support that the participant requires.
- (d) All plans must be submitted to the NDIA for approval.
- (e) Once approved, a participant's plan will indicate the funding that has been allocated to each support category. The NDIS' publications for participants in the scheme indicate that there are varying degrees of flexibility contemplated under participants' plans. For example:

²² Section 18 of the NDIS Act.

²³ Section 28 of the NDIS Act.

- i) A participant's "**Core Supports budget**" is "the most flexible, and in most cases, [the participant] can use [their] funding across any of the following four support categories:
- Assistance with daily life;
 - Consumables;
 - Assistance with social and community participation; and
 - Transport.²⁴

However, there are instances where [the participant does] not have flexibility in [their] funding, particularly transport funding".

- ii) A participant's "**Capacity Building Supports budget** ... cannot be moved from one support category to another. Funding can be used to purchase approved individual supports that fall within that Capacity Building category". The categories relevantly include:
- Increased social and community participation;
 - Improved relationships;
 - Improved health and wellbeing; and
 - Improved daily living.²⁵
- iii) A participant's plan may also include "**stated supports**". Such supports are not flexible. Funding is allocated for specific stated supports or services and that funding cannot be directed towards an alternate support or service.²⁶

²⁴ NDIS, *Using your NDIS plan* at page 6.

²⁵ NDIS, *Using your NDIS plan* at page 7.

²⁶ NDIS, *Using your NDIS plan* at page 8.

- (f) The participant can choose which provider provides the various supports for which funding has been approved by the NDIA. A participant's funding will be managed in one of three ways:
- i) Self-management (the NDIA provides the funding to the participant and the participant then pays the providers directly).
 - ii) Plan-management (a Plan Manager will pay providers on behalf of the participant).
 - iii) NDIA-Managed (The NDIA pays providers directly, on behalf of the participant).
- (g) Once a participant selects their providers, a service agreement must be entered into between the participant and the provider. The service agreement will identify, amongst other matters, the services to be provided and their respective prices.

69. The function served by participant plans and the strictures contained therein regarding the manner in which participants may use their funding are important features of the scheme for the purposes of these proceedings. We explain the reasons for this below.

5.2 The NDIS Pricing Guides

70. It is expected that, ultimately, supports funded by the NDIS will be provided to participants at prices set by the market, absent regulation by the NDIA. Currently, however, the NDIA has imposed price caps on a range of supports. This market intervention is intended to strike a balance between ensuring that participants are able to access the relevant supports at affordable prices whilst also incentivising providers to in fact offer the relevant services.²⁷

²⁷ Productivity Commission, *National Disability Insurance Scheme (NDIS) Costs; Productivity Commission Study Report* (October 2017) at page 33.

71. In practice, the pricing caps also limit a provider’s ability to recover additional, unfunded costs or to increase the margin between the costs incurred in providing the relevant supports and the price charged to participants in the scheme for those same supports.
72. A participant’s plan will identify the support category(ies) for which they are entitled to funding. The NDIS recognises numerous specific supports and services, which are referred to as “line items”. Providers claim payments by reference to those “line items”.
73. As at the time of drafting this submission, the most recent price guide published by the NDIS applies from 1 July 2019 (**Price Guide**). A copy of the Price Guide is **attached** to this submission at **Annexure A**. The Price Guide explains the framework of the NDIS funding arrangements. It also deals specifically with certain issues that are of direct relevance to the Unions’ claims, such as travel by employees between participants.
74. The Price Guide operates alongside a ‘Support Catalogue’, which also applied from 1 July 2019 (**Support Catalogue**). A copy of the Support Catalogue is **attached** to this submission at **Annexure B**. The Support Guide lists the various line items, identifies whether a price cap in relation to the relevant service applies and specifies the quantum of such price caps. In relation to most line items, the same price cap applies nationwide; however in respect of certain types of ‘supports’, a different price cap applies in the majority of the eastern states and territories (New South Wales, Queensland, the Australian Capital Territory and Victoria) as compared to the remaining states and territories (Western Australia, Northern Territory, South Australia and Tasmania). These price caps operate subject to other (higher) price caps applying to “remote” and “very remote” areas within the various states and territories.

75. On 30 March 2019, the Federal Government announced increases to price limits for therapy, attendant care and community participation²⁸, which commenced operation from 1 July 2019. The Support Catalogue reflects those price increases.
76. The increases are intended to absorb increases to the Award minimum wages as a result of the Commission's Annual Wage Review decision²⁹ and the operation of the Equal Remuneration Order³⁰. Updated information on the NDIS' website relevantly states as follows:
- 4.5% [increase] for supports listed under Assistance with Daily Activities and Social and Community Participation. This is in response to the Fair Work Commission annual wage review decision and the Equal Remuneration Order.³¹
77. Subject to some specific substantive changes made to the availability of funding in certain circumstances (detailed below), the information published by the NDIA to date does not suggest that the assumptions underpinning the pricing arrangements have been changed or that any additional funding has been released to address broader concerns previously expressed by employers about the inadequacy of the funding to cover the various costs associated with providing the relevant services, including labour costs. We return to these matters at section 5.3 of this submission.
78. As at the time of drafting this submission, limited information appears to be publicly available about the changes made to the NDIS. To the extent that additional relevant information become available to us, we may seek to make further submissions in this regard.

²⁸ Media release by Minister Fletcher and Minister Henderson, *NDIS price increases for a sustainable and vibrant disability services market* (30 March 2019).

²⁹ *Annual Wage Review 2018-19* [2019] FWCFB 3500.

³⁰ PR525485.

³¹ NDIS, *Price Guides and Information* (accessed 6 July 2019).

Substantive Changes to the Funding Arrangements

79. The following substantive changes have relevantly been made to the funding arrangements. These changes also commenced operation on 1 July 2019.
80. *First*, a ‘Temporary Transformation Payment’ (**TTP**) for attendant care and community support participation has been introduced: (our emphasis)

From 1 July 2019, providers of attendant care and community and centre based activities have access to a higher support price limit through a Temporary Transformation Payment (TTP). The TTP is a conditional loading to assist providers with any costs associated in transitioning to the NDIS.

In 2019–20, the TTP is set at 7.5 per cent on the relevant level 1 support item and will reduce by 1.5 per cent each year thereafter.

The TTP support item number is the support base number with the addition of the letter T. These support item numbers are outlined in the NDIS Support Catalogue 2019–20, effective 1 July 2019.

Providers will need to comply with the following requirements if they wish to claim the higher TTP price limits:

- publish their service prices
- list and keep up-to-date their business contact details in the Provider Finder
- participate annually in an Agency-approved market benchmarking survey.

The TTP is similar to the previously introduced Temporary Support of Overheads but is of a higher value and is in place for a longer period.

The TSO will be obsolete as of 1 July 2019 and providers are encouraged to adopt the higher valued TTP and conditions for claiming.³²

81. It must be noted that the TTP is a *temporary* payment, which is to be phased out by a 1.5% reduction each year. It substitutes the current Temporary Support for Overheads (**TSO**) of 2.5%, which was introduced from 1 July 2018 in light an Independent Pricing Review that was undertaken in 2017 – 2018 and a recommendation made by McKinsey and Company, who subsequently published a report regarding their review.

³² NDIS, *Annual Price Review* (accessed 1 July 2019).

82. The NDIA published the following explanation of the TSO and the reason for implementing it:³³

Recommendation	Recommendation detail	NDIA Approach
<p>Recommendation #14</p> <p>Temporary support overhead (TSO)</p>	<p>Implement temporary support for overheads in the form of a temporary increase in the price cap for standard intensity attendant care. Government should offer business planning support for large providers that would otherwise exit and create risk of supply shortages.</p>	<p>The IPR recognised the time and effort it takes for providers to establish efficient systems and process to support the roll out of the NDIS.</p> <p>The NDIA will now provide temporary financial relief for providers as they transition their business operations to accommodate the participant-led NDIS funding approach.</p> <p>In 2018/19 a new 2.5 per cent loading will support standard intensity attendant care supports. ‘Attendant care’ refers both to assistance with daily personal activities and assistance with community participation.</p> <p>The Temporary Support Overhead will remain partially in place, at 1.25 per cent, in 2019/20 rather than be removed after 12 months as originally recommended.</p> <p>While this TSO loading is in place, the NDIA will continue to work to deliver initiatives that will reduce provider administrative costs and deliver a better NDIS provider experience.</p> <p>Significant progress has been made, with the NDIA delivering provider portal enhancements, payments process improvements, and continuous development of helpful tools such as the provider finder.</p>

83. As the submissions that follow will highlight, documentary material relied upon in these proceedings by the HSU highlights providers’ concerns about the insufficient allowance previously made in the funding arrangements for corporate overheads. It remains unclear whether the new TTP will be sufficient to allay such concerns.

84. In this context, the implementation of the TTP cannot be relied upon to alleviate the potential impact of the Unions’ claims on employers. The temporary payment does not mitigate the concerns we have raised in this regard.

³³ NDIS, *Independent Price Review Implementation 2018/19* (accessed 2 May 2019).

85. *Second*, changes have been made to the circumstances in which providers can claim costs associated with travel by their employees between participants: (our emphasis)

If agreed by participants, providers can claim for travel up to 30 minutes between appointments within city areas (MMM 1–3) and up to 60 minutes in regional areas (MMM 4–5). This is an increase from 20 and 45 minutes, respectively.

Before providers can charge for travel, they must first discuss and get agreement on any changes with the participant. Once an agreement is reached, providers will need to update the relevant service bookings to reflect the changes agreed.³⁴

86. The Price Guide additionally provides the following qualification on a provider's ability to claim for travel costs: (our emphasis)

Providers can only claim travel costs from a participant in respect of the delivery of a support item if ... the provider is required to pay the worker delivering the support for the time they spent travelling as a result of the agreement under which the worker is employed; or the provider is a sole trader and is travelling from their usual place of work to or from the participant, or between participants.³⁵

87. We intend to deal with the implications of the above funding arrangements in the context of the relevant union 'travel time' claims when we file our response to those proposals.

5.3 The Assumptions Underpinning the NDIS Pricing Arrangements

88. The NDIS' pricing arrangements are based on a 'Reasonable Cost Model' (**RCM**). That model is underpinned by various assumptions.

89. The HSU seeks to rely on a report published by the University of NSW³⁶ in June 2017 titled '*Reasonable, necessary and valued: Pricing disability services for quality support and decent jobs*' (**UNSW Report**). The report considers the assumptions underpinning the RCM for disability support work.

³⁴ NDIS, *Annual Price Review* (accessed 1 July 2019).

³⁵ NDIS, *NDIS Price Guide 2019-20, Valid from 1 July 2019* (July 2019) at page 14.

³⁶ University of NSW; Cortis, N, Macdonald F, Davidson B and Bentham E, *Reasonable, necessary and valued: Pricing disability services for quality support and decent jobs* (June 2017).

90. We here summarise the key assumptions considered in the UNSW Report and the difficulties arising from them. For the reasons subsequently explained, in our submission the pricing arrangements are based on problematic assumptions and as a result, absent significant further adjustments to the NDIS, employers will be unable to recover any additional employment costs associated with enhancements to employee entitlements through these proceedings. The material before the Commission rather demonstrates that the grant of the Unions' claims would serve only to compound the significant existing difficulties experienced by employers under the NDIS.
91. *First*, The RCM assumes that disability support workers are employed at level 2.3 under the 'Social and Community Services' stream of the Award. The NDIA has described this as the "average" level at which such employees are engaged under the Award.³⁷ This of itself assumes that employees may be classified at a higher level under the Award.
92. The UNSW Report identifies the following problems with the first assumption:
- (a) The assumed classification level does not reflect the applicable classification level under the Award when regard is had to the type of work performed by disability support workers.³⁸ Employers have described Level 2, pay point 3 as the "entry level" classification.³⁹
 - (b) There is no allowance made for above award wages; for example, those provided under an enterprise agreement.⁴⁰
 - (c) It is resulting in an over-reliance on inexperienced members of staff, which undermines the quality of the service delivered to participants in the scheme.⁴¹

³⁷ UNSW Report at page 22.

³⁸ UNSW Report at page 29.

³⁹ UNSW Report at page 30.

⁴⁰ UNSW Report at page 29.

⁴¹ UNSW Report at page 29.

93. The authors conclude:

Based on a comparison with definitions in the [Award], and on employer and disability worker accounts, Level 2.3 is considered entry level, and under-classifies disability support workers. This component of the price is misaligned to the actual profile of the workforce, creating incentives to hire less qualified, competent and permanent staff. As expectations of the disability support workforce grow, and new skills demands arise from individualisation and quality and safeguarding measures (DSS, 2016), the assumption that workers will, on average, be employed at Level 2.3 provides a disincentive to support upskilling and career progression.⁴²

94. In addition, we note the following further concerns.

95. Clause 13.3(a) of the Award deals with progression through pay points under the Award:

13.3 Progression

(a) At the end of each 12 months' continuous employment, an employee will be eligible for progression from one pay point to the next within a level if the employee has demonstrated competency and satisfactory performance over a minimum period of 12 months at each level within the level and:

(i) the employee has acquired and satisfactorily used new or enhanced skills within the ambit of the classification, if required by the employer; or

(ii) where an employer has adopted a staff development and performance appraisal scheme and has determined that the employee has demonstrated satisfactory performance for the prior 12 months' employment.

96. In addition to the general application of the classification structure of the Award, clause 13.3(a) contemplates that an employee will progress through the pay scales set by the Award if the prescribed criteria are satisfied. On its face, it is apparent that the assumption made for the purposes of the RCM may not hold in the circumstances of a particular employee just 12 months after they are classified at Level 2, pay point 3.

97. Further, clause 30 of the Award ('Higher duties') requires payment at a higher rate than the rate applying to the classification in which the employee is

⁴² UNSW Report at pages 30 – 31.

ordinarily engaged in the prescribed circumstances. Its application again distorts the assumption made in the RCM.

98. *Second*, the RCM assumes that only 10% of a disability support worker's paid time will be spent on leave and that of their remaining 'on duty' time, only 5% will constitute time that is spent on duty but not with a participant or travelling between participants. This comes to just 3 minutes per hour.⁴³

99. The authors of the report make the following important observation regarding the assumptions underpinning the RCM in relation to employee utilisation: (our emphasis)

... There does not appear to be any publicly available data or detailed analysis about the extent to which these assumptions reflect the time demands on disability support workers arising from the range of essential tasks required of workers when they are not with participants, and whether administration, handover and communication between disability support workers, supervision, training, team meetings, breaks and other requirements are accounted for.⁴⁴

100. They then go on to say as follows: (our emphasis)

Evidence from disability workers and employers shows NDIS prices for disability support do not allow adequate time for quality support. For example, there is too little allowance made for legal requirements such as breaks for workers, and for essential tasks such as administration and coordination, or for the development of workers through training and time for supervision and peer support.

...

Analysis of the pricing model in the context of the [Award] shows prices do not adequately account for non-client facing time, including breaks. The pricing model assumes that just 3 minutes per hour of workers' time is not spent either with participants or travelling between them (Section 4.2). This allows for little more than the 10 minute paid tea break required every four hours under the [Award], leaving minimal time for other non-client facing activities.⁴⁵

⁴³ UNSW report at page 22.

⁴⁴ UNSW report at pages 22 – 23.

⁴⁵ UNSW Report at page 31.

101. The report criticises the NDIS pricing arrangements for not including, or adequately including, a consideration of other duties or activities undertaken by employees in the course of their employment, including:

- (a) Communication between employees for the purposes of handovers;⁴⁶
- (b) Attendance at staff / team meetings;⁴⁷
- (c) Completion of paperwork and other administrative duties, which have reportedly increased under the NDIS;⁴⁸
- (d) Training for new and existing employees;⁴⁹
- (e) Leave, noting that:
 - (i) The assumptions inadequately reflect annual leave entitlements to the extent that they do not taking into account the entitlement to an additional week of leave where an employee meets the definition of 'shiftworker' at clause 31.2 of the Award.⁵⁰
 - (ii) The assumptions inadequately reflect long service leave entitlements in certain states and territories, including portable long service leave schemes.⁵¹
 - (iii) Time spent by employees travelling between clients, which the report describes as a "vexed" issue.⁵²

102. In light of the above observations, the assumption made is clearly problematic and without proper foundation. To that end, the funding arrangements

⁴⁶ UNSW Report at page 34.

⁴⁷ UNSW Report at page 34.

⁴⁸ UNSW Report at page 35.

⁴⁹ UNSW Report at pages 40 – 43.

⁵⁰ UNSW Report at page 43.

⁵¹ UNSW Report at pages 43 – 44.

⁵² UNSW Report at 37.

inadequately account for time necessarily spent by employees taking breaks required by the Award and undertaking duties other than attending to clients.

103. *Third*, the RCM assumes that supervisors are employed at level 3.2 under the Award. The NDIA has described this as the “average” level at which employees who undertake program management and administration are engaged under the Award. It also assumes a ratio of one supervisor to 15 members of staff.⁵³
104. The authors of the UNSW Report have identified that the ratio “[does] not appear to be based on existing practice or any model of good practice, and [does] not recognise how disability support work is organised”⁵⁴.
105. An important link is also draw between this assumption and the first assumption articulated above: (our emphasis)

... If all workers were employed at SACS Level 2, as per the pricing level, the span would need to be much less than 1:15. However, as Level 2.3 is assumed to be the average for support workers (with some employed at higher levels and some lower), in order to make 1:15 acceptable, supervisors would need to be employed at SACS Level 4 or higher, rather than at Level 3.2 as assumed in the RCM. The [Award] stipulates that Level 3.2 staff ‘supervise a limited number of lower classified employees’. The assumed level of supervisors, at Level 3.2, is below the commencement level of a graduate with a three-year degree (Level 3.3). Under the [Award] a characteristic of Level 4, is that positions may involve a ‘substantial component of supervision’. This would more plausibly reflect supervision spans of 1:15, than the ‘limited number’ stipulated at Level 3. Further, larger supervisory spans (such as the 1:18 envisaged in future) require higher levels of responsibility and employment of supervisors at higher levels, and are poorly aligned with the description of responsibilities at Level 3.2.

Empirical data shows supervisory spans of 1:15 and 1:18 are much higher than is common practice. Data from the survey of disability workers shows that among disability workers with supervisory responsibilities, 2 in 3 were supervising 8 or fewer staff (66% of supervisors). Only 16.4% of supervisors reported supervising over 14 staff, although the figure was higher for those working under NDIS (20%) compared with those who were not (12%). ...⁵⁵

⁵³ UNSW Report at page 23.

⁵⁴ UNSW Report at page 44.

⁵⁵ UNSW Report at page 44.

106. The authors go on to observe as follows: (our emphasis)

These data underline how the pricing model has assumed a larger supervision span than accords with the [Award] classifications or than is common practice. Supervision of 15 staff as per the pricing model would entail significant (and unrealistic) change to the design of supervisory roles, and would intensify supervisory workloads for around 83% of supervisors in the survey.⁵⁶

107. Clearly, the supervisory ratios and classification levels upon which the pricing assumptions are made are unrealistic and do not reflect common practice. To the extent that employers cannot operate in accordance with those assumptions, the resulting additional employment costs are not provided for in the funding and accordingly, must be absorbed by employers.

108. *Fourth*, the authors state that it is “common practice” to include a loading of 25 – 30% for staff on-costs. They observe however that “it is not clear from public documents precisely how this element of the RCM was calculated and which other costs, if any, were included, making it difficult to assess its adequacy”⁵⁷. They go on to observe that in any event, “the actual amounts in the RCM ... are inevitably much less than what is necessary, because on-costs are a percentage mark-up on direct wage costs, which, as shown above, are significantly under-stated, based on the under-classification of workers and supervisors, and under-estimates of the time required to provide disability support ...”⁵⁸.

109. We again express doubt as to the reliability of this assumption.

110. *Fifth*, the UNSW Report also documents concerns about the allowance made in the pricing arrangements for corporate overheads and return on capital.⁵⁹ In particular, in respect of corporate overheads, the authors state:

Low allowance for overhead expenses in contracts with governments (or donors) is a problem for not-for-profit financing, as it feeds a cycle of under-investment (Lecy & Searing, 2015). Lecy and Searing (2015) identify how the excessive pursuit of

⁵⁶ UNSW Report at page 45.

⁵⁷ UNSW Report at page 23.

⁵⁸ UNSW Report at page 47.

⁵⁹ UNSW Report at pages 23 – 24 and 47 – 51.

administrative efficiency has caused a steady, self-perpetuating practice of cost-cutting in organisations, which in turn harms not-for-profits and their service users. Reductions in overheads can cause a myriad of behaviours which are detrimental to the long run productive capacity of not-for-profits, including cutting expenses relating to personnel development. Low overheads also place organisations at risk of financial shock, and have long term consequences by depleting organisational capacity, through starving organisations of funds to invest in skilled and efficient management, and training and development. Low overheads result in burned out staff, under-maintained capital, out of date programs, and other manifestations of poor quality.

It is difficult to assess the appropriateness of NDIS prices for corporate overheads, given the diversity of providers' operational models. Indeed, Lacey and Searing (2015) caution against a simple rule of thumb for all not-for-profits, and instead show that organisations have different levels of overheads depending on their size, subsector and stage of growth. However, it is pertinent that disability service providers report that NDIS pricing arrangements do not adequately cover overheads. One CEO explained, how under NDIS, there is:

Very little face to face time, eg for supervision, meetings and training and it is inadequate and we will have to reduce all 3. We will be cutting back on our regular 3 full training days a year. We will initially be putting people on casual now as we will be unable to determine ongoing employment. The pricing may cause viability issues for us and is a poor outcome for our staff. (CEO of medium sized metropolitan organisation)

...

As discussed in Section 5.2, workers also identified the loss of paid time for training as something that had occurred with the NDIS with negative impacts on workers' ability to their jobs, and negative impacts on job satisfaction as they observed declining capacity and service quality. Workers we interviewed had experienced their organisations significantly cutting back on support for induction and training of support workers, and for supervision and team meetings. ...

...

Some employers also pointed out how under NDIS, organisational overheads were higher, given both the need to spend time negotiating with service users, and the high costs of working with the NDIA:

NDIS requires both of our organisation and our staff to be more flexible in terms of meeting the more frequently changing needs and demands of clients. It will also increase our administrative cost because our staff members will spend more time in negotiating with clients before they use our services and after they discharge from our services. (Human Resource Manager in large metropolitan service)

At the moment, we still have great confusion among some of our clients and their plans. Even so, there are plans in place, they cannot always be accessed for the service we provide or the client has used up funds in one category but then has difficulties to access another part. To ring NDIA it takes often up to a hour on hold to get to talk to someone, who then in turn cannot always help with a solution. For a small organisation like us NDIS is nearly not worth the

hassle. We have to pay our staff, but have delays in getting paid. We have one admin staff, who cannot spent hours trying to solve all the issues. Fees do not cover cost of the professional provider and admin cost. We find NDIS very heavy on administrative cost, which is hard to manage for a small organisation like us. We hope with time this gap will significantly reduce and make servicing NDIS clients more viable for us. (CEO of small non-metropolitan organisation)⁶⁰

111. Earlier in this submission we have addressed the newly introduced TTP, which would appear to have been introduced in light of concerns such as those described above.

112. The price cap for relevant services may be increased by virtue of the following factors:

- (a) The geographical location of the service (higher price caps apply in regional parts of Australia);
- (b) The intensity or complexity of the participant's needs;
- (c) The time when the support is provided; and
- (d) The number of participants being supported.

113. In relation to the intensity or complexity of the participant's needs (paragraph (b) above), the UNSW Report states: (our emphasis)

... the evidence ... [shows] the loading for intensity is far too limited, as it fails to take account of the range and cost of strategies that are essential to assist participants with complex support needs, in particular the need for more senior workers and the frequent need for more than one worker to work with participants. The loading only takes (inadequate) account of additional non-client time required of workers, with a 5% reduction allowed from the proportion assumed in the base hourly rate. Under current arrangements, the higher rate of supports can be considered where assistance to manage challenging behaviour is required at least once per shift or where continual active support is required, but it is the case that some participants have more intermittent complex support needs. ...⁶¹

⁶⁰ UNSW Report at pages 47 – 50.

⁶¹ UNSW Report at page 51.

114. In relation to the time at which a support is provided (paragraph (c) above), the UNSW Report states:

NDIS prices for a number of service types requiring disability support workers vary by the time of day and/or the day when the service is provided. Depending on the particular service type, there are up to six periods for which prices may be set, namely (i) daytime (6am – 8pm) (ii) weekday evening (8pm – 12am) (iii) Saturday (iv) Sunday (v) public holiday (not used for group programs), and (vi) overnight. The reasons for differences in process between these periods are not completely apparent but they appear to reflect the shift loadings and penalty rates in the [Award] at the time the RCM was developed.⁶²

115. It appears that the assumptions have some regard to additional amounts payable under the Award for work performed on weekends and public holidays, however it is unclear whether the pricing arrangements account for the penalty rates payable under the Award in full. For example, it is not apparent whether the labour component of the hourly rate is doubled for the purposes of the prices applying to Sundays or whether providers are required to partially absorb the additional labour costs incurred on those days.

116. Importantly, we have not been able to identify any information that suggests that the following employee entitlements under the Award are accounted for or form part of the NDIA's calculations when setting the price caps for the relevant range of services:

- (a) Overtime rates, including where they are payable:
- (i) For work performed outside an employee's ordinary hours in accordance with clause 28.1 of the Award;
 - (ii) For work performed outside the hours stipulated by clause 25.9(a)(i) of the Award on Monday – Friday excursions;⁶³ and

⁶² UNSW Report at page 26.

⁶³ Clause 25.9(a) of the Award.

- (iii) For a minimum of two hours because an employee has been recalled to work overtime after leaving an employer's or client's premises.
- (b) Payment at double time for work performed outside the maximum 12 hour span of a broken shift.⁶⁴
- (c) Payment at double time where an employee is instructed to resume or continue work without having had 10 consecutive hours off duty as required by clause 28.3(a).⁶⁵
- (d) Shift allowances payable except between 8pm and midnight.⁶⁶
- (e) Any monetary allowances⁶⁷ including the:
 - (i) Clothing and equipment allowance;
 - (ii) Meal allowance;
 - (iii) First aid allowance;
 - (iv) Travelling, transport and fares allowance;
 - (v) Telephone allowance;
 - (vi) Heat allowance;
 - (vii) Boarding and lodging allowance; or
 - (viii) On call allowance.

⁶⁴ Clause 25.6(c) of the Award.

⁶⁵ Clause 28.3(b) of the Award.

⁶⁶ Clause 29 of the Award.

⁶⁷ Clause 20 of the Award.

- (f) Penalty rates payable where an employee is required to work during a meal break.⁶⁸
117. The pricing arrangements do not enable employers to recover the full employment costs incurred for the services provided to participants in the NDIS.
118. The UNSW Report reveals that there are major problems with the RCM and as a result, the pricing arrangements of the NDIS. The evidence cited in the report demonstrates that “[o]verwhelmingly, ... NDIS prices are not covering the full costs of disability service provision or supporting quality services”.
119. Importantly for the purposes of these proceedings:
- Overall, the data shows how provider organisations are finding it difficult to be ‘good employers’ and to meet their industrial obligations and cover required pay rates and conditions. Many are reconsidering whether they are likely to be able to provide services in viable ways in the future. ...⁶⁹
120. We shortly return to the relevance of the fundamental issues posed by the pricing model to the proceedings here before the Commission.

5.4 Critique of the NDIS

121. The NDIS has been the subject of various reviews and reports since its implementation, including:
- (a) The UNSW Report (published in June 2017).
- (b) The PC’s report titled ‘*National Disability Insurance Scheme (NDIS) Costs; Productivity Commission Study Report*’ (published in October 2017) (**PC Report**).

⁶⁸ Clause 27.1(b) of the Award.

⁶⁹ UNSW Report at page 54.

(c) McKinsey and Company published a report⁷⁰ (**McKinsey Report**) following an Independent Pricing Review (**IPR**) of the NDIS in February 2018.

122. The aforementioned publications highlight the various complexities, difficulties and deficiencies that have emerged since the operation of the NDIS. We here summarise the salient points made in those reports that support the case advanced by Ai Group in opposition to the Unions' claims.

The UNSW Report

123. We have earlier summarised the UNSW Report's treatment of the problematic assumptions underpinning the NDIS pricing arrangements in relation to disability support work.

124. The UNSW Report draws, in part, on a survey on CEOs from 398 not-for-profit community service providers in NSW, conducted in February 2017.⁷¹

125. The survey results are set out at section 2.2 of the UNSW Report. They reveal that:

(a) Two-thirds of CEO's disagreed with the proposition that "NDIS prices enable us to meet our industrial obligations". Only 14% agreed. The rest were neutral or unsure.⁷²

(b) Two-thirds of CEO's disagreed with the proposition that "NDIS prices allow us to pay rates necessary to attract and retain quality support workers". Only 10.9% agreed. The rest were neutral or unsure.⁷³

⁷⁰ McKinsey & Company, *Independent Pricing Review, National Disability Insurance Agency, Final Report* (February 2018).

⁷¹ UNSW Report at page 9.

⁷² UNSW Report at page 15.

⁷³ UNSW Report at page 15.

126. The UNSW Report identifies that it has been argued on behalf of employers in the disability services sector that the prices set by the NDIA “are too low to cover providers’ overheads and the margin necessary to cover future costs, and, as such, the pricing mechanism precludes existing service providers from developing the additional service capacity required to meet demand”.⁷⁴
127. The following responses received to the open-ended part of the survey are also telling:
- (a) “Covering travel cost is a major concern as most of the clients we support live in rural remote areas. Without adequate funding to cover travel, our service may not be able to continue to provide support to clients in these areas. There are no other services in some of the areas we provide support in.” (CEO of medium sized non-metropolitan organisation)⁷⁵
 - (b) “The hourly rate is unsustainable and does not allow funds for training or CPD or staff meetings and supervision. This all is covered by the org as a commitment to maintaining quality. Hours cannot be guaranteed so we look to a casual workforce in regional areas, we cannot meet demand with staffing and are constantly short staffed. Travel is a nightmare in regional areas with agencies needing to pay mileage as well as travel time.” (CEO of medium sized non-metropolitan based)⁷⁶
 - (c) “The lack of alignment between how NDIS is funded and employers obligations under the Modern award (particularly in NSW with higher rates under transitional arrangements) make it incredibly difficult to attract and retain quality staff and operate at a level of efficiency and

⁷⁴ UNSW Report at page 14.

⁷⁵ UNSW Report at page 16.

⁷⁶ UNSW Report at pages 16 – 17.

quality that is sustainable". (Human resource manager in very large multi-state organisation)⁷⁷

128. The survey results demonstrate that the current NDIS funding is placing employers under immense financial pressure. The funding appears inadequate to cover the costs associated with providing disability services. Indeed, the majority of CEOs surveyed considered that the funding arrangements are deficient to such an extent that they do not enable an employer to meet their "industrial obligations".
129. The survey results, coupled with the analysis presented by the authors of the report, lay bare the serious inadequacies of the NDIS and the very inherent limitation they place on employers to meet their legal obligations and ensure the quality and continuance of their services to persons with a disability.

The PC Report

130. In 2017, the PC undertook a review of the NDIS, for the purposes of informing the final design of the full scheme.⁷⁸
131. The PC highlighted the need for the number of employers and employees in the industry to grow rapidly in order to keep pace with funding increases and demand for services.⁷⁹
132. The PC Report documents the detrimental impact of the NDIS' pricing arrangements on providers and in turn, the market:

The Commission heard from many stakeholders that the NDIA's pricing methodology has, in some cases, led to perverse incentives, poor participant outcomes and hindered market development – especially for supports required by participants with complex needs. ...⁸⁰

⁷⁷ UNSW Report at page 17.

⁷⁸ PC Report at page 5.

⁷⁹ PC Report at page 12.

⁸⁰ PC Report at page 33.

133. It made the following finding in this respect:

FINDING 8.1

The National Disability Insurance Agency's approach to setting price caps to date has hindered market development by discouraging the provision of some disability supports. In some cases, it has led to poor participant outcomes, especially for those with complex needs. The benefits of the National Disability Insurance Scheme will not be fully realised if the Agency continues with its current pricing approach.⁸¹

134. The submissions and evidence that were put before the PC are consistent with the UNSW Report in various respects, including supporting the following propositions:

- (a) Price caps imposed in relation to services provided to participants with complex needs are inadequate and as a result, people with such needs are "struggling to find providers willing and able to provide services to them".⁸²
- (b) Many providers presented anecdotal evidence of price caps for attendant care being too low.⁸³

135. A survey presented to the PC by National Disability Services (a body representing disability service organisations) showed that only 55% of disability support organisations reported making a profit in 2015 – 2016 and 40% of respondents budgeted to make a profit in 2016 – 2017.⁸⁴

136. The PC observed that the uncertainty and low confidence amongst providers in the sector was not conducive to building the capacity of the market. It expressed a concern that there is "a serious risk that both existing and potential disability support providers will choose to provide their services elsewhere".⁸⁵

⁸¹ PC Report at page 304.

⁸² PC Report at pages 297 – 298.

⁸³ PC Report at page 300.

⁸⁴ PC Report at page 303.

⁸⁵ PC Report at page 304.

137. The PC Report demonstrates that a multitude of consequences have flowed from deficiencies in the NDIS and the implications they have for providers. Importantly, the PC Report highlights the extent to which providers are struggling to profit under the scheme and the long-term implications of this for the market.
138. It is trite to observe that the imposition of additional employment costs in such circumstances will only serve to exacerbate the thin markets referred to by the PC, which have resulted from providers failing to invest in their organisation to build its capacity and from providers opting to not provide the relevant services at all.

The McKinsey Report

139. In June 2017, the Board of the NDIA commissioned McKinsey & Company to undertake the IPR and investigate the appropriateness of the NDIA's pricing.⁸⁶ The review included "extensive consultation" with stakeholders such as providers and peak bodies.⁸⁷ The process of the IPR is set out at pages 11 – 12 of the McKinsey Report.
140. The following issues of relevance were raised by stakeholders during the consultation process:
- (a) Current loadings for complex participants do not fully reflect the additional costs of serving these participants, such as higher wages for a more skilled workforce, additional time required for training and reporting, and higher supervision ratios.⁸⁸

⁸⁶ McKinsey Report at page 3.

⁸⁷ McKinsey Report at page 4.

⁸⁸ McKinsey Report at page 4.

- (b) Current travel allowances do not adequately cover the costs of provider travel and participant transport in regional areas and isolated communities.⁸⁹
- (c) The assumptions underpinning the pricing model are flawed, for reasons similar to those identified in the UNSW Report.⁹⁰

141. The following important key findings were made:

- (a) There are certain markets for which undersupply is a risk in the future.⁹¹

Providers raised issues about price levels inhibiting the growth and development of a skilled workforce. Some providers believe there is a risk of supply shortage as demand increases towards Full Scheme, and there are anecdotal reports that some providers are choosing to reduce their services or not grow beyond their existing service levels due to pricing constraints. Some providers believe there is also potential that new participants and participants with complex needs could have difficulty finding a service provider if the market is not growing at the necessary rate to meet demand. ...⁹²

- (b) A “substantial number” of providers were unable to operate profitably at the applicable pricing caps.⁹³ The following extract from the McKinsey Report is particularly relevant:

The financial sustainability of providers in the NDIS is critical to ensuring ongoing supply of supports to participants. While providers may be able to absorb losses for a period, operating in the NDIS needs to be attractive in the long term for enough providers to meet the growth in demand.⁹⁴

142. The McKinsey Report demonstrates that the NDIS has placed a substantial number of employers in an unsustainable position. Those who are unable to profit under the scheme are in turn unable to increase their capacity to provide their services and may ultimately choose not to continue to provide those services at all. The grant of the Unions claims, in circumstances where no

⁸⁹ McKinsey Report at page 4.

⁹⁰ McKinsey Report at pages 14 – 15.

⁹¹ McKinsey Report at page 5.

⁹² McKinsey Report at page 17.

⁹³ McKinsey Report at pages 5 and 27.

⁹⁴ McKinsey Report at page 24.

funding has been made available by the NDIS to cover the additional employment costs, would serve only to compound the difficulties currently faced by employers.

5.4 The Relevance of the NDIS to these Proceedings

143. The inherent connection between the Award and government funding has long been accepted by the Commission.

144. For example, in the context of proceedings concerning the ERO, the Full Bench stated as follows: (our emphasis)

[270] There is considerable evidence in this matter and widespread acceptance by the parties that a major reason for the actual wage rates in the SACS industry is the level of funding provided by governments. This situation appears to be similar across the industry, even in parts which are less female dominated than others such as community legal work. ...

[271] We deal now with funding so far as it relates to the possible effects on the industry if the application is granted in whole or in part. Opponents of the claim and supporters alike all agreed that if remuneration is increased in the SACS industry as a result of these proceedings, employment levels and services will be affected unless the additional costs are fully met by government. It was also suggested that there is a significant part of the industry which is not dependent on government funding at the moment and the effect on employers in that part should also be taken into account. We were also told that a number of employers fund their operations through a combination of government funding and reserves, as well as income from philanthropy.

[272] We accept that there is widespread reliance on government funding and that because of the pervasive influence of funding models any significant increase in remuneration which is not met by increased funding would cause serious difficulties for employers, with potential negative effects on employment and service provision.⁹⁵

⁹⁵ *Equal Remuneration Case* [2011] FWA FB 2700 at [270] – [272].

145. When the tribunal ultimately decided to make the ERO, the Commonwealth Government's commitment to increase funding to meet the additional employments costs that would flow from the order was a central consideration that led the majority to conclude that the order jointly proposed by the relevant parties and the Commonwealth should be made: (our emphasis)

[4] We made provision for further submissions and encouraged the parties to hold discussions. ... On 17 November 2011, the applicants and the Commonwealth lodged a Joint Submission setting out a number of agreed matters. In particular, the submission contained an agreed outcome, subject to some matters of detail.

...

[14] The Commonwealth drew our attention to the Prime Minister's announcement on 10 November 2011 that the Australian Government would provide over \$2 billion during the six-year implementation period. It is committed to fund its share of the programs which it funds directly and also in proportion its share of the joint state/federal funding through specific purpose payments and national partnership payments. While the way in which those funding commitments will be applied will be the subject of discussions between relevant parties, it was made clear in submissions that the Australian Government is committed to meeting its share of the burden that will flow from any decision that is given in this case and there is no suggestion of a limit at the figure of \$2 billion.

...

[65] The Commonwealth has given a commitment to fund its share of the increased costs arising from the proposals. While some state governments are opposed, no government has indicated it will be unable to fund its share. On the other hand there are significant risks which need to be considered. For example, there will be an impact on employers in relation to programmes and activities which are not government funded. As a number of opponents of the proposals pointed out, any order we make has the potential to affect employment levels and service provision where costs cannot be recovered. We are also concerned about the effect on the finances of a number of the states. We have decided that in the circumstances these risks can be satisfactorily addressed by an extension to the length of the implementation period.⁹⁶

146. Whilst the funding model that now applies in the sector is different to that which applied at the time that the ERO was made, the tribunal's observations regarding the reliance of the sector on government funding and the adverse implications that would flow for employers if it were to increase employee entitlements in the absence of funding increases, remain apposite.

⁹⁶ *Equal Remuneration Order* [2012] FWA 1000 at [4], [14] and [65].

147. In 2017, a Full Bench of the Commission made findings about the operation of the NDIS in the context of a claim made by ABI and the NSW Business Chamber to vary the part-time provisions of the Award. Relevantly, the Commission found that:

[630] ... In pricing items, the NDIA has been aggressive in trying to set the absolute minimal cost so as to control the cost to government of the NDIS as a whole. ...⁹⁷

148. Whilst the Commission dismissed the claim, its reasoning involved a detailed consideration of the evidence before it regarding the NDIS.⁹⁸ The relevance of the NDIS was affirmed in the Commission's concluding paragraph in relation to the proposal:

[643] The ABI's application is therefore rejected. However we emphasise that the conclusions we have reached about it are made at a time when the NDIS is still a long way from full implementation and are therefore necessarily speculative to a degree. The issues raised by the ABI's application may require further review if, after the NDIS has been fully implemented, a different picture emerges.⁹⁹

149. Consistent with the approach previously taken by the Commission and its predecessor when determining claims to enhance terms and conditions in the Award, in our submission, the Commission should in these proceedings have regard to the funding arrangements applying to employers covered by the Award. This is because the funding arrangements under the NDIS currently impose limitations on the price that can be charged by providers to their clients for their services. This places an inherent limitation on the capacity of employers to recover any additional costs flowing from variations to the Award. Additionally, it appears that the terms of approved participant plans place further limitations on the extent to which employers are able to claim additional amounts (for example, because plans limit the purpose or "support" for which certain funding can be used).

⁹⁷ *4 yearly review of modern awards – Casual employment and Part-time employment* [2017] FWCFB 3541 at [630].

⁹⁸ *4 yearly review of modern awards – Casual employment and Part-time employment* [2017] FWCFB 3541 at [636] – [642].

⁹⁹ *4 yearly review of modern awards – Casual employment and Part-time employment* [2017] FWCFB 3541 at [643].

150. Furthermore, the material relied upon by the Unions in these proceedings demonstrates that:
- (a) The current funding levels are insufficient to cover the costs associated with providing disability services. The analysis contained in the UNSW Report and the feedback received from surveyed CEOs further demonstrates that the funding model does not take adequate account of the terms and conditions currently stipulated in the Award and that employers, as a result, consider that the funding is insufficient to cover the relevant costs.
 - (b) A substantial number of employers are unable to make a profit under the current funding arrangements.
 - (c) The limited funding is having adverse consequences for the extent and quality of services provided by employers. This in turn has consequences for employment opportunities.
 - (d) The limited funding is having adverse consequences for the extent to which employers are able to provide career progression and training to their employees. This again has consequences for service delivery.
151. Whilst increases to the NDIS funding have recently been implemented, the information available about those increases does not suggest that they are of a sufficient magnitude to address employers' existing difficulties with operating under the scheme. There is nothing to suggest that the fundamental problems identified in the UNSW Report with the RCM will be alleviated by the funding increases. Further and in any event, the increases are certainly not sufficient to cover the additional costs that would flow from the grant of the Unions' claims; nor is there any indication that such funding would necessarily be released by the NDIA if the claims were nonetheless granted.
152. In our submission, the grant of the Unions' claims will serve only to exacerbate the existing concerns voiced by employers about their viability under the scheme and their ability to continue to provide services to persons with a

disability. If the Award were varied as sought by the Unions, employers will be faced with substantial additional costs for which there is no funding and no scope to recover from those who need and access their services.

153. The operation of the NDIS and the constraints it places on employers covered by the Award should, in our respectful submission, form the cornerstone of the Commission's consideration of the impact of the Unions claims on employers. Such a consideration necessarily leads to the inevitable conclusion that employers cannot and should not be saddled with the with the additional employee entitlements sought by the Unions in these proceedings.

6. MINIMUM ENGAGEMENT PERIODS

154. The HSU is seeking the deletion of clause 10.4(c), which is in the following terms:

- (c) Casual employees will be paid the following minimum number of hours, at the appropriate rate, for each engagement:
 - (i) social and community services employees except when undertaking disability services work—3 hours;
 - (ii) home care employees—1 hour; or
 - (iii) all other employees—2 hours.

155. The HSU also seeks the insertion of a new clause 10.6:

10.6 The minimum engagement for employees under this award will be 3 hours.

156. The variations would have the effect of:

- (a) Increasing the minimum engagement period for casual employees performing home care, disability services work, crisis accommodation work and family day care, to three hours.
- (b) Introducing a minimum engagement period for full-time and part-time employees of 3 hours. At present, the Award does not stipulate a minimum engagement period for such employees.

The HSU's Case

157. The HSU has advanced its case on the basis of the following propositions:

- (a) It might reasonably be concluded that the expense and inconvenience associated with each shift is greatest in respect of home care and disability support work. Despite this, casual home care and disability services workers are guaranteed the shortest minimum engagement periods.

- (b) Changes to the industry (marketisation of service delivery, “proliferation” of part-time employment and “employment on decreased hours”) warrant a review of the current minimum engagement periods.
- (c) The Award requirement for an employer and part-time employee to reach agreement at the time of engagement is not complied with, is ineffectual and/or does not apply due to the operation of enterprise agreements.
- (d) The nature of the work performed by disability support workers and home care employees, which involves travelling between different locations, warrants particular consideration of minimum engagement periods in the Award.
- (e) It is commonplace for employees to be rostered to perform “very short shifts ... interspersed with unpaid breaks”, during which employees travel between clients.

158. We note at the outset that the propositions summarised at paragraphs (a), (d) and (e) above are inherently connected with the ‘travel time’ claims advanced by the Unions and the material filed in support of those claims, including the proposed clause 25.6(d) by the HSU. We therefore intend to deal with them when we file our submissions in respect of the travel time claims.

Prior Consideration Given to the Relevant Issues

The Part 10A Award Modernisation Process

159. When the Award was made, the AIRC made the following comments about the casual minimum engagement period: (our emphasis)

[80] We have decided to make a modern award based on the terms of the exposure draft but with a number of alterations some of which we deal with below.

...

[82] We mention some of the significant changes from the terms of the exposure draft. ...

[83] The minimum period of engagement for casuals has been altered to take into account the different sectors of this industry. ...¹⁰⁰

160. As a consequence, the Award stipulated (and continues to stipulates) differentiating casual minimum engagement periods for different groups of employees by reference to the nature of the work they perform.

161. It is clear that the AIRC gave express consideration to the appropriate minimum engagement period that should apply to casual employees, having regard to the relevant pre-modern awards that operated in the different sectors of the industry. The HSU's case has not proffered any cogent reasons for departing from this decision.

¹⁰⁰ *Re Award Modernisation* [2009] AIRCFB 945 at [80] – [83].

The Transitional Review

162. During the transitional or two-year award review, the ASU sought to vary the Award to introduce a requirement that a part-time employee be paid for a minimum of three hours for each engagement.¹⁰¹ This proposal was accompanied by a claim to introduce a new clause that required an employer and part-time employee to reach agreement at the time of engagement as to the employee's hours of work:

[16] The proposed clause 10.3(d) seeks the introduction of a requirement to agree on part-time engagement details, and to record them in writing, before commencing employment as follows:

"(d) Before commencing employment, the employer and the employee will agree in writing on a regular pattern of work including the number of hours to be worked each week, the days of the week the employee will work and the starting and finishing times each day. Any agreed variation to the regular pattern of work will be recorded in writing."¹⁰²

163. Whilst the Commission granted the latter union claim, the proposed introduction of a minimum payment for part-time employees was refused:

[19] It is clear that in common with many other awards, the AIRC deliberately did not insert a minimum engagement period for part-timers in this award. It was obviously influenced by the variable position under predecessor awards. In my view the introduction of a minimum engagement period for part-time employees as part of this review would require a strong case that evaluated the impacts on employees and employers across the various sectors covered by the award. The application fails to meet this standard.

[20] That part of the application seeking a requirement that part-time arrangements be agreed in writing prior to commencing employment is a common award provision. It requires employees to be given clear information as to the basis of their employment when they are engaged. I consider that the case for such a clause is strong, especially when there is no award minimum engagement period. In my view the concerns of the employers can be allayed by standard procedures that comply with the clause, such as those that have been developed for employers covered by similar provisions in other awards. I will make this change prospective to allow employers to prepare for the change. If significant practical problems emerge an appropriate variation can be sought. I will insert the clause sought by the ASU with effect from 1 August 2013.¹⁰³

¹⁰¹ *Re Australian Municipal, Administrative, Clerical and Services Union* [2013] FWC 4141 at [15].

¹⁰² *Re Australian Municipal, Administrative, Clerical and Services Union* [2013] FWC 4141 at [16].

¹⁰³ *Re Australian Municipal, Administrative, Clerical and Services Union* [2013] FWC 4141 at [19] – [20].

164. Relevantly, the decision:

- (a) Observes that the absence of a part-time minimum engagement period in the Award was clearly the product of a deliberate decision made by the AIRC when the Award was made. It was not the result of any inadvertence or a failure to consider the issue during that process.
- (b) Resulted in the Commission introducing a requirement that agreement be reached as to a part-time employee's hours at the time of engagement (now found at clause 10.3(c) of the Award). This evidently influenced the Commission's decision to not introduce a minimum engagement period for part-time employees. The Commission observed that the introduction of the requirement for agreement as to the employee's hours further negated the justification for a minimum engagement period.

165. The second matter is particularly relevant in these proceedings and as we shortly come to, a more recent Commission decision dealing with minimum engagement periods for part-time employees reached a similar conclusion about the justification for part-time minimum engagement periods where an award requires that agreement be reached about the employee's hours of work.

166. For completeness we note that whilst an appeal¹⁰⁴ of the aforementioned decision was filed by the ASU, the grounds of appeal did not relate to the Commission's decision concerning the aforementioned issues.

¹⁰⁴ *Re Australian Municipal, Administrative, Clerical and Services Union* [2014] FWCFB 379.

The Casual and Part-time Common Issues Proceedings

167. Earlier in the current award review, the ACTU advanced a claim to introduce four hour minimum engagement periods for casual and part-time employees in the vast majority of awards, including the Award. The claim, if it had been successful, would have resulted in:

- (a) An increase to the casual minimum engagement periods at clause 10.4(c) of the Award such that all such employees would have been entitled to a four hour minimum engagement; and
- (b) The introduction of a minimum engagement period for part-time employees of four hours.

168. In dealing with the ACTU's claim, the Commission considered the rationale underpinning minimum engagement periods in the awards system: (our emphasis)

[399] Minimum engagement periods in awards have developed in an ad hoc fashion rather than having any clear founding in a set of general principles. However their fundamental rationale has essentially been to ensure that the employee receives a sufficient amount of work, and income, for each attendance at the workplace to justify the expense and inconvenience associated with that attendance by way of transport time and cost, work clothing expenses, childcare expenses and the like. An employment arrangement may become exploitative if the income provided for the employee's labour is, because of very short engagement periods, rendered negligible by the time and cost required to attend the employment. Minimum engagement periods are also important in respect of the incentives for persons to enter the labour market to take advantage of casual and part-time employment opportunities (and thus engage the consideration in paragraph (c) of the modern awards objective in s.134).

...

[403] These decisions confirm the fundamental rationale for minimum engagement periods which we have earlier identified. The *Victorian Employers' Chamber of Commerce and Industry* decision also adds that, in respect of casual employees, particular prejudice may arise where a shift is ended after a short period with little or no notice or where the casual employee agrees to perform unfairly short shifts in order to ensure that the employer continues to allocate work to them in the future. However the decisions also identify that, in establishing award minimum engagement requirements, there are a number of important countervailing considerations that need to be taken into account:

- longer minimum engagement periods may prejudice those persons who wish to and can only work for short periods of time because of family, study or other commitments, or because they have a disability;
- the need for and length of a minimum engagement period may vary from industry to industry, having regard to differences such as in rostering practices and whether there are broken shifts;
- an excessive minimum engagement period may cause employers to determine that it is not commercially viable to offer casual engagements or part-time work, which may prejudice those who desire or need such work; and
- a minimum daily engagement period for part-time employees might not need to be as long as for casual employees, because part-time employees are likely to enjoy the greater security of a guaranteed number of weekly hours of work.

[404] Modern awards contain a range of different minimum daily engagement periods for casual and part-time employees, and some contain no minimum at all, such as the VMRSR Award. These provisions generally derive from provisions in pre-reform awards which were in most cases likely formulated by the agreement of the award parties. It can be presumed that in doing so the parties took into account the circumstances of the industries in which they operated that prevailed at the time, but beyond this it is not possible to generalise about the basis upon which such provisions were struck. In particular modern awards, it is clear that that the minimum engagement periods were intended to meet the peculiar circumstances of special types of work or workers. For example, in clause 10.5(d) of the Bus Award, the minimum engagement period for casuals is 3 hours, but for school bus drivers it is 2 hours per engagement; and in clause 12.2 of the Higher Education Award the minimum engagement period for casuals is 3 hours, except that for undergraduate students who are attending the university as a student on the day they work, or for employees with a primary occupation elsewhere, it is one hour.¹⁰⁵

169. As highlighted by the Full Bench in the above extract, the purpose of a minimum engagement period is not directed only to the interests of the relevant group of employees. Rather, minimum engagement periods must strike a balance between the relevant group of employees and the operational and rostering conditions that prevail in a particular industry. Put simply, the nature of the work may be such that a minimum engagement period of a certain duration may be entirely impracticable by virtue of the simple fact that there may be insufficient work required to be undertaken to engage an employee for the stipulated minimum period of time, or the work may be such

¹⁰⁵ *4 yearly review of modern awards – Casual employment and Part-time employment* [2017] FWCFB 3541 at [399] and [403] – [404].

that it necessarily needs to be undertaken over several shorter segments of time and cannot be performed over a longer consecutive shift.

170. Ai Group respectfully relies upon the various “countervailing considerations” identified by the Full Bench and submits that they are particularly relevant in the context of the HSU’s claim. As is borne out in the evidence filed by the Unions, employees are often required to perform work which, by its very nature, must be completed over a limited period of time. For example:

(a) Heather Waddell, a part-time community care worker, says:

4. As a Community Care worker, my role involves assisting clients with all their daily activities of living, including socialisation and personal care and home maintenance. This includes showering, dressing, administering medication from Webster packs, house cleaning and cooking shopping and caring for their pets, leisure activities and community engagement.

...

21. The minimum client visit at Hammond Care is half an hour. Often we are rostered on back to back, one client to the next, because each client visit is short.¹⁰⁶

(b) Thelma Thames, a part-time support worker, says: (our emphasis)

12. In the past, I have had some half hour shifts. I haven’t had one in a while, but some employees do get these. Usually these are at the end of a day to help a client with meal preparation or their medications.¹⁰⁷

171. Much of the work performed by employees providing home care and disability services work involves assisting clients with specific tasks such as showering, preparing and/or consuming a meal, taking medication, cleaning and so on. These are tasks which, in many instances, necessarily only require a limited period of time to complete. In the context of the NDIS, the question is not simply whether the employer can allocate or roster work differently so as to enable an employee to work a longer shift. The duration of the employee’s engagement is determined entirely by the wishes of the client; including both

¹⁰⁶ Statement of Heather Waddell dated 15 February 2019 at paragraphs 4 and 21.

¹⁰⁷ Statement of Thelma Thames dated 15 February 2019 at paragraph 12.

the nature of the assistance they request and the timing of the delivery of that assistance (that is, a client may request two types of assistance be provided on a particular day, but they be provided in two separate instances – once in the morning and another in the afternoon).

172. These difficulties are further compounded by the extent to which multiple clients of an employer may request assistance simultaneously (for example, we understand there to be a particularly high demand for employers' services in the morning when clients typically need assistance with showering, having breakfast etc). An employer can satisfy such service demands only by engaging a larger number of employees, each of whom are rostered to work concurrently. This may result in a situation where those employees are each requested to work shorter engagements rather than arranging the work such that it can be performed by a smaller number of employees as a series of consecutive 'jobs' or 'supports'. As a result, an employer's ability to arrange work in a way that would enable the performance of work over a consecutive 3 hour period is seriously diluted.
173. In this context, "an excessive minimum engagement period may cause employers to determine that it is not commercially viable to offer casual engagements or part-time work, which may prejudice those who desire or need such work"¹⁰⁸. It would also prejudice those who wish to work shorter engagements due to their personal circumstances or commitments. In either case, the grant of the claim "might have the counter-productive result of reducing workforce participation and social inclusion and ... it may inhibit flexible modern work practices and the efficient and productive performance of work"¹⁰⁹.

¹⁰⁸ *4 yearly review of modern awards – Casual employment and Part-time employment* [2017] FWCFB 3541 at [403].

¹⁰⁹ *4 yearly review of modern awards – Casual employment and Part-time employment* [2017] FWCFB 3541 at [407].

174. The observation made in the decision about part-time employment is also apposite and resonates with the comments of the Commission during the two year review, when the ASU's claim to introduce a two hour minimum engagement was refused.
175. Part-time employees covered by the Award have the security of a guaranteed number of weekly hours of work by virtue of clause 10.3(c) of the Award. This of itself creates an important distinction between casual and part-time employment in the context of determining the necessity of a minimum engagement period.
176. The HSU submits that the Award requirement for an employer and part-time employee to reach agreement at the time of engagement is not complied with, is ineffectual and/or does not apply due to the operation of enterprise agreements. Each of these contentions are untenable:
- (a) There is no persuasive evidence before the Commission that establishes that there is widespread non-compliance with clause 10.3(c) of the Award.
 - (b) To the extent that there is any non-compliance, it is trite to observe that there already exist avenues for addressing this. An employee could file a dispute pursuant to the dispute settlement procedure under the Award or seek to prosecute the employer by instituting proceedings in a Court of competent jurisdiction.
 - (c) The imposition of minimum engagement periods will not address the consequences for a part-time employee of any alleged non-compliance with the relevant requirement. That is, the introduction of a minimum engagement period will not of itself provide a part-time employee with the certainty that clause 10.3(c) is designed to provide.

- (d) To the extent that enterprise agreements applying to employees covered by the Award do not contain a requirement that is comparable to clause 10.3(c) (noting that the prevalence of such enterprise agreements has not been established by the HSU), this is not a justification for granting the union's claim. An enterprise agreement represents a deal or a bargain that is struck between an employer and its employees, often with the involvement of the relevant union(s) as bargaining representatives for the employees. The process of negotiation preceding the making of an enterprise agreement generally involves the 'trading' of terms and conditions in a manner that is reflective of the significance of the relevant matters to the employer and employees. The outcome of bargaining between an employer and its employees in respect of the application of a particular clause of the Award is not a proper justification for introducing separate and additional entitlements.
- (e) It is unclear how (if at all) the introduction of a minimum engagement period will overcome the union's concern about bargained outcomes in any event.

177. During proceedings concerning the casual and part-time common issues earlier in this award review, ABI and the NSW Business Chamber advanced a claim in which it proposed greater flexibility concerning the engagement of part-time employees under the Award. Whilst the claim was not granted, the Full Bench observed that the absence of a requirement for a minimum number of weekly or daily hours for part-time employees undermined the alleged necessity of the amendment to the part-time provisions pursued by ABI: (our emphasis)

[559] ABI's proposed variation, in its final iteration, was only directed at those aspects of disability service provision which were said to be subject to client control and thus where the employer had least control over the hours required to be worked. In respect of part-time employees in that area, its variation proposed an employment model whereby actual working hours were not determined by agreement at the outset of the employment and were thereafter only alterable by agreement, but rather that the employer would have the ability to roster those hours in accordance with clause 25.5 subject to it providing an agreed guaranteed number of weekly hours and such

working hours being rostered at periods when the employee was agreed to be available to work.

...

[638] Most importantly, the SCHCDSI Award does not contain any requirement for a minimum number of hours' work per week, nor (unlike the current provisions in the Hospitality Awards) does it provide for any minimum hours per day. This latter aspect of the award was emphasised by Vice President Watson in his 2013 decision which added the current clause 10.3(c), in the passage we have earlier set out. That means that the agreed pattern of hours for a part-time employee can encompass short periods of service, which a number of the employer witnesses envisaged would be an increasingly common feature of the NDIS service model. In this respect, part-time employment is more flexible than casual employment under the SCHCDSI Award, since clause 10.4(c) provides, in effect, that disability services workers are to be paid a one hour minimum when performing home care work and a 2 hour minimum for other types of work.¹¹⁰

178. The interrelationship between the various Award provisions and the need to ensure that the requisite flexibility to engage employees to work shorter shifts due to the NDIS service model is reflected in the above passage. Indeed we consider that the introduction of a minimum engagement period for part-time employees may call into question the need for other Award variations that improve an employer's ability to engage part-time employees with sufficient flexibility to satisfy their clients' needs.

¹¹⁰ 4 yearly review of modern awards – Casual employment and Part-time employment [2017] FWCFB 3541 at [559] and [638].

Other Modern Awards

179. We note that the absence of a part-time minimum engagement period in modern awards is not uncommon. Some 46 modern awards¹¹¹ do not impose a part-time minimum engagement or payment period for part-time employees. The relevant awards apply in a broad range of industries however we observe that, relevantly, they include other awards applying in the health and personal care industries such as the *Health Professionals and Support Services Award 2010* and the *Nurses Award 2010*.
180. As the Full Bench observed in the context of the casual and part-time common issues proceedings, there is a broad range of casual minimum engagement / payment periods required by modern awards. We also note that a minimum engagement regime that contemplates differing minimum engagement / payment periods for different categories of employees is not novel. The *Cleaning Services Award 2010* imposes minimum engagement periods in respect of casual employees, ranging from 1 – 4 hours, with reference to the total cleaning area of the location at which they are engaged to work:

¹¹¹ The *Airport Employees Award 2010*, *Animal Care and Veterinary Services Award 2010*, *Architects Award 2010*, *Airport Employees Award 2010*, *Animal Care and Veterinary Services Award 2010*, *Architects Award 2010*, *Asphalt Industry Award 2010*, *Banking, Finance and Insurance Award 2010*, *Black Coal Mining Industry Award 2010*, *Building and Construction General On-site Award 2010*, *Business Equipment Award 2010*, *Cemetery Industry Award 2010*, *Coal Export Terminals Award 2010*, *Concrete Products Award 2010*, *Cotton Ginning Award 2010*, *Dredging Industry Award 2010*, *Educational Services (Schools) General Staff Award 2010*, *Educational Services (Teachers) Award 2010*, *Electrical Power Industry Award 2010*, *Electrical, Electronic and Communications Contracting Award 2010*, *Gardening and Landscaping Services Award 2010*, *Health Professionals and Support Services Award 2010*, *Higher Education Industry-Academic Staff-Award 2010*, *Higher Education Industry—General Staff—Award 2010*, *Horse and Greyhound Training Award 2010*, *Horticulture Award 2010*, *Hydrocarbons Field Geologists Award 2010*, *Hydrocarbons Industry (Upstream) Award 2010*, *Labour Market Assistance Industry Award 2010*, *Marine Towing Award 2010*, *Medical Practitioners Award 2010*, *Mining Industry Award 2010*, *Miscellaneous Award 2010*, *Nurses Award 2010*, *Oil Refining and Manufacturing Award 2010*, *Plumbing and Fire Sprinklers Award 2010*, *Port Authorities Award 2010*, *Professional Employees Award 2010*, *Rail Industry Award 2010*, *Real Estate Industry Award 2010*, *Salt Industry Award 2010*, *Telecommunications Services Award 2010*, *Transport (Cash in Transit) Award 2010*, *Vehicle Manufacturing, Repair, Services and Retail Award 2010*, *Wine Industry Award 2010* and *Wool Storage, Sampling and Testing Award 2010*.

- (c) Where only one employee is engaged at a small stand alone location with a total cleaning area (as defined) of 300 square metres or less, and where it is not practicable for a longer shift to be worked across two or more locations, the minimum engagement will be for one hour.
- (d) Where employees are engaged at a location with a total cleaning area (as defined) of up to 2000 square metres the minimum engagement will be for two hours.
- (e) Where employees are engaged at a location with a total cleaning area (as defined) of between 2000 and 5000 square metres the minimum engagement will be for three hours.
- (f) Where employees are engaged at a location with a total cleaning area (as defined) of more than 5000 square metres the minimum engagement will be for four hours.¹¹²

181. As is clear from the above, the current position as to casual and part-time minimum engagement periods in the Award is not out of step with other modern awards.

Section 138 and the Modern Awards Objective

182. The Commission cannot be satisfied that the proposed clause is necessary to ensure that the Award achieves the modern awards objective. The union's claim must therefore fail.

A Fair Minimum Safety Net

183. The proposed clause is unfair to employers.

184. We have earlier explained the operation of the NDIS and the implications that this has for an employer's service delivery to its clients. The need for flexibility in this context is obvious. It would be unfair to require an employer to pay an employee for time that the employee is not working in circumstances where the scheduling of work, the nature and duration of the work to be performed and the location at which it is to be performed are beyond the employer's control. This is particularly so where the employer does not benefit from any productivity gains (because the employee is not in fact performing any work)

¹¹² Clause 24.2(c) – (f) of the *Cleaning Services Award 2010*.

and the employer is unable to recover the employment costs (because no claim for such time can be made to the NDIA).

185. To the extent that the resulting additional employment costs and reduced flexibilities render it impracticable for an employer to provide certain services, this may ultimately impact not only the employer but also persons with a disability seeking its services.

A Relevant Safety Net

186. As the Full Bench observed in the Penalty Rates Decision, in the context of s.134(1), the word 'relevant' is intended to convey that a modern award should be suited to contemporary circumstances.¹¹³ In this context, the relevant contemporary circumstances include the operation of the NDIS and the need for flexibility in light of the client-focussed nature of the scheme. The grant of the union's claim would therefore be inconsistent with the maintenance of a relevant safety net.

Section 134(1)(a) – Relative living standards and needs of the low paid

187. There is no evidence dealing with the impact of the claim on the relative living standards and needs of the low paid.
188. In the circumstances, we consider that s.134(1)(a) does not advance the union's case. The Commission cannot properly conclude that the relative living standards and needs of the low paid will be enhanced or improved if the claim is granted.

Section 134(1)(b) – The need to encourage collective bargaining

189. The grant of the claim may have an adverse impact on the need to encourage collective bargaining.

¹¹³ 4 yearly review of modern awards – Penalty Rates [2017] FWCFB 1001 at [120].

190. The union's pursuit of the claim here advanced demonstrates that the issue is one of importance to the union and by extension, it is one that may motivate it to engage in collective bargaining. Any such motivation would necessarily be extinguished by the grant of the claim.

191. Further, an improvement to the minimum floor and the imposition of additional employment costs may disincentivise employers from engaging in collective bargaining.

Section 134(1)(c) – The need to promote social inclusion through increased workforce participation

192. There is no evidence that might enable the Commission to conclude that the grant of the claim will improve social inclusion through increased workforce participation. To the extent that the imposition of the minimum engagement periods sought precludes employees from being engaged to work because they wish to work shorter engagements or because an employer is unable to facilitate the arrangement of work so as to provide for at least three hours of work, this would instead undermine workforce participation.

193. We consider that s.134(1)(c) does not advance the union's case.

Section 134(1)(d) – The need to promote flexible modern work practices and the efficient and productive performance of work

194. The grant of the claim would clearly be inconsistent with the need to promote flexible modern work practices and the efficient and productive performance of work. An employer would no longer have the ability to roster work for periods shorter than three hours at a time without an obligation to pay the employee for at least three hours.

195. The decisions cited earlier in this submission make clear that a minimum engagement period is intended to strike a balance between the interests of employers and employees; having regard to the rostering practices and operational realities of employers covered by the Award. The grant of the claim

would tip the balance entirely in favour of employees' interests in a manner directly contrary to the promotion of flexible work practices.

Section 134(1)(da) - The need to provide additional remuneration for employees working overtime; unsocial, irregular or unpredictable hours; on weekends or public holidays or shifts.

196. This consideration is not engaged by the union's claim.

Section 134(1)(e) – The principle of equal remuneration for work of equal or comparable value

197. This consideration is not engaged by the union's claim.

Section 134(1)(f) – The impact of any exercise of modern award powers on business, including on productivity, employment costs and the regulatory burden

198. It is axiomatic that the grant of the claim would substantially increase employment costs and undermine productivity. As for the latter, we note that in the Penalty Rates Decision, the Commission confirmed that 'productivity' for the purposes of s.134(1)(f) "is directed at the conventional economic concept of the quantity of output relative to the quantity of inputs"¹¹⁴. An excessive minimum engagement period during which an employer is required to pay an employee whilst an employee is not performing work is perhaps the very definition of unproductivity. It reflects a situation in which there is simply no output.

199. Further, as we have previously submitted, large portions of the industry covered by the Award are dependent on NDIS funding to cover their employment costs. The NDIS does not provide funding for the additional employment costs contemplated by the proposed clause. The impact on employers is compounded in these circumstances. Employers are unable to

¹¹⁴ 4 yearly review of modern awards – Penalty Rates [2017] FWCFB 1001 at [224] – [225].

recover the additional costs from participants in the scheme because of the pricing caps imposed by the NDIS.

200. The claim, if granted, would therefore have a serious and significant adverse impact on business.

Section 134(1)(g) - the need to ensure a simple, easy to understand, stable and sustainable modern award system

201. The need to ensure a stable system tells against the grant of the claim; particularly given that the claim lacks any proper foundation.

7. BROKEN SHIFTS

202. Three unions have proposed different claims to vary the provisions of the Award relating to broken shifts.
203. Before turning to the respective claims, we first address the current broken shift provisions, which are contained at clause 25.6:

25.6 Broken shifts

This clause only applies to social and community services employees when undertaking disability services work and home care employees.

- (a) A **broken shift** means a shift worked by an employee that includes one or more breaks (other than a meal break) and where the span of hours is not more than 12 hours.
 - (b) Payment for a broken shift will be at ordinary pay with penalty rates and shift allowances in accordance with clause 29—Shiftwork, with shift allowances being determined by the finishing time of the broken shift.
 - (c) All work performed beyond the maximum span of 12 hours for a broken shift will be paid at double time.
 - (d) An employee must receive a minimum break of 10 hours between broken shifts rostered on successive days.
204. The clause is presently limited in its application. It only applies to social and community services employees when undertaking disability services work and home care employees. However, it does apply to all types of employees; that is, it applies to casual, part-time and full-time employees.
205. The clause expressly recognises that a shift may include one or more breaks (other than a meal break).¹¹⁵ It also serves to regulate the manner in which shift allowances payable under clause 29 are calculated in the context of a broken shift.¹¹⁶

¹¹⁵ Clause 25.6(a) of the Award.

¹¹⁶ Clause 25.6(b) of the Award.

206. The current clause provides safeguards relating to the use of broken shifts. Double time rates are payable for work performed beyond the maximum 12 hours span and there is a requirement that there be a 10 hour break between broken shifts rostered on successive days.
207. For context, we observe that the Award does not contain a general obligation that ordinary hours of work undertaken during day work be performed on a continuous basis. As such, the broken shift provisions are essentially beneficial to employees as they provide additional safeguards and benefits where ordinary hours are not worked continuously during day work.

The Need for Broken Shifts and the Potential Impact of Restricting Access to such Arrangements

208. The Award terms reflect the flexibility required in working arrangements covered by the Award. It appears to be common ground between the parties that the broken shift provisions are widely utilised. That is, there does not seem to be any dispute that employees are engaged to perform work under arrangements that include one or more breaks.
209. More significantly, it appears to be uncontentionous that it is common for employees to be rostered to have multiple breaks in their shift. Such a trend is accepted by the Unions.¹¹⁷
210. The need for broken shifts, including shifts encompassing multiple breaks, is a reflection of the unique nature and requirements of the sectors covered by the Award. The capacity to utilise such arrangements is particularly important in the context of the home care and the disability sectors.
211. The evidence advanced by the Unions identifies multiple circumstances in which employees undertake short periods of work. Although it is undoubtedly led for the purposes of portraying the impact of broken shifts on employees, it also provides an insight into the reasons or indeed necessity for such shifts.

¹¹⁷ HSU submission dated 15 February 2019 at paragraph 37.

212. Given the evidence is yet to be tendered or subject to cross-examination we do not seek to here address it in detail. Nonetheless, we point, by way of example, to the evidence of Thelma Thames, a support worker employed by Uniting, which is an aged care provider. Ms Thames provides a useful articulation of the kinds of services that are provided to clients. This includes personal care, meal preparation, medication assistance, transportation to appointments or other activities, domestic assistance (cleaning related tasks) and various forms of social support.¹¹⁸
213. Importantly, the witness attests to the fact that the service is based on what the client's package allows for in the care plan.¹¹⁹ She also provides evidence of having worked shifts as short as half an hour for the purposes of helping a client with meal preparation or their medicines¹²⁰.
214. When regard is had to the type of work undertaken by employees such as the witness, it is not difficult to appreciate the necessity for gaps between periods of work during the course of a day; that is, for broken shifts.
215. Moreover, this form of flexibility has become increasingly essential as a product of the implementation of the NDIS. The scheme has had a profound impact on the way work is undertaken. This is a product of the extent to which services are now both allocated and funded on an individual client basis in a market environment (albeit one which is currently still regulated).
216. Underpinning the NDIS is the proposition that participants should have greater control over the manner in which they obtain care and they are free to select their care or service providers. They also have much greater capacity to control or influence issues such as the time or location at which the relevant service is provided, or even the individual worker that provides the assistance. This requires organisations to operate in a responsive manner.

¹¹⁸ Statement of Thelma Thames dated 15 February 2019 at paragraph 5.

¹¹⁹ Statement of Thelma Thames dated 15 February 2019 at paragraphs 5 – 7.

¹²⁰ Statement of Thelma Thames dated 15 February 2019 at paragraph 12.

217. The proposition that in many instances employers operating under the NDIS now have far less control over the manner in which work is structured when compared to that which they did under predecessor funding models, such as arrangements under which services were block funded or work was allocated by relevant governments or agencies, should not be contentious.

7.1 The ASU's Claim

218. The ASU seeks that employees working broken shifts receive additional pay. The proposal is the inclusion of the following provision in the clause dealing with broken shifts:

An employee who works a broken shift will receive:

(i) Payment for a broken shift will be at ordinary pay plus a loading of 15% of their ordinary rate of pay for each hour from the commencement of the shift to the conclusion of the shift inclusive of all breaks; and

219. The manner in which the proposed clause would operate is arguably ambiguous.
220. At the very least, there appears to be a disconnect between the limited description of the ASU's proposal in its submissions and the wording of the clause. In this regard we note that the submission provides:

18. The ASU is seeking a variation to clause 25.6 of the SCHDS Award to provide for a 15% loading to be paid to employees who work broken shifts. ...

...

20. The ASU proposes to vary clause 25.6 by deleting clause 25.6 (b) and inserting a new subclause providing for a 15 per cent loading to be paid on the employees ordinary rates of pay...¹²¹

221. These extracts suggest that all that is being proposed is an additional loading. However, this is not consistent with the wording of the proposed clause. The clause appears to require the payment of "ordinary pay" as well as a loading of 15% of the "ordinary rate of pay" for the entire relevant time period referred

¹²¹ Submission dated 18 February 2019 at paragraphs 18 and 20.

to in the clause. That is, an employee would be entitled to ordinary pay plus the loading for each hour from the commencement of the shift to the conclusion of the shift, inclusive of breaks.

222. If what is being proposed is that employees be paid for the 'breaks' between active parts of their shift, it would be a very significant change to the manner in which the Award currently operates and is entirely unjustifiable.
223. A further difficulty with the proposal is the absence of a definition as to what constitutes the "ordinary rate of pay" in either the proposed amendment or the supporting submissions. Nor is there any definition of the phrase "ordinary pay". Consequently, it is unclear whether the reference to the "ordinary rate of pay" refers to:
- (a) All amounts that an employee is ordinarily or routinely paid;
 - (b) All amounts that an employee is paid in respect of an employee's ordinary hours of work;
 - (c) Amounts that are payable under the Award for the relevant hours of work (including relevant penalty rates);
 - (d) Amounts that include over-award payments; or
 - (e) The employee's minimum rate of pay under the Award or the employee's "ordinary hourly rate of pay" as contemplated in the context of exposure drafts that are being developed for the purpose of the current award review.
224. It is also unclear whether the phrase "ordinary rate of pay" is intended to mean something different to the phrase "ordinary pay". There is no apparent rationale for the different terminology within the clause.

225. Given the above observations, the ASU's proposal is not consistent with a consideration of the need to ensure that the award system is simple and easy to understand.¹²²
226. Of course, the Commission is not restricted to varying an award in the terms sought. However, the deficiencies in the drafting of the provision and the absence of a clear explanation by the ASU as to the manner in which the provision is intended to operate renders it impossible to accurately assess the potential impact of the claim.
227. Given the deficiencies in the case advanced, it is appropriate for the Commission to decline to make the proposed variation.

The Alleged Disutility of Working Broken Shifts

228. One of the themes underpinning the union's arguments rests on the assertion that there is a disutility associated with the working of broken shifts.
229. We accept that breaks between active parts of work will not suit or be a preferred work arrangement for some employees. However, it might also reasonably be expected that such arrangements do suit some employees. The ASU does not advance evidence that can be said to be representative of the views or experiences of the workforce covered by the Award relating to the use of broken shifts and as such no firm conclusions can be reached in relation to such matter.
230. The disutility associated with working broken shifts must also be weighed against the evidence that many employees want to work additional hours. The availability of a flexible pattern of working undoubtedly enables some employers to offer individual employees additional hours to that which would be possible if the all hours on a day had to be rostered consecutively.

¹²² Section 134(1)(g) of the Act.

231. A requirement to pay an additional loading in circumstances where an employee works a broken shift would instead create an incentive for employers to seek to offer or allocate the separate active parts of what would be a broken shift for a single employee to separate workers in order to minimise costs.

Continuous Work or Broken Shifts in Other Awards

232. The ASU asserts that the disutility of working broken shifts is recognised by the award system generally. In support of that contention, they argue that generally ordinary hours must be worked continuously and that only 18 modern awards permit employers to engage employees on ‘broken’ or ‘split shifts’. The weight that can be afforded to such a submission is undermined by the following considerations.
233. *Firstly*, it appears that the ASU’s submission may be based purely on the existence or otherwise of a provision within awards expressly dealing with broken or split shifts. This does not provide a complete picture of the extent to which other awards may permit ordinary hours to be worked on a single day in a non-continuous manner. For example, the *Road Transport (Long Distance Operations) Award 2010* does not contain a broken shift provision, however there is no requirement under that instrument for hours of work to be performed continuously.
234. *Secondly*, the union’s analysis reveals that broken shift provisions are by no means rare or novel. Eighteen is not an insignificant number of awards.
235. *Thirdly*, the broken shift provisions currently contained in modern awards are diverse. They vary in the extent to which they regulate matters such as the number or duration of breaks between active performance of work and in the extent to which they provide for any additional payment to employees working under such arrangements.

236. *Fourthly*, the mere fact that there are awards that deal with matters associated with broken shift arrangements does not, of itself, establish that “the disutility of working broken shifts is recognised by the modern award system generally.”¹²³ It simply establishes that there is a level of award regulation of such matters. The ASU has not identified any arbitral consideration of such provisions. It might just as easily be put that the existence of such provisions demonstrates the need for such arrangements and the legitimacy of such arrangements in the context of the safety net.
237. Notwithstanding the above arguments, we acknowledge that the Award does provide the parties covered by it with a high degree of flexibility in relation to the manner in which ordinary hours of work are performed, compared with that applicable under many other awards. However, it cannot be assumed that such a comparative analysis demonstrates any unfairness in the current provisions. In the context of this Review, the Commission will approach the matter on the basis that the terms and conditions were fair and relevant at the time the award was made.¹²⁴ Further, there can be multiple permutations and combinations of award terms that may constitute a fair and relevant safety net.¹²⁵ Consideration needs to be given to the characteristics and circumstances of employers covered by the particular awards.
238. Ai Group contends that the current provisions are appropriate in the context of the diverse and atypical sectors to which they apply. Simply identifying that the Award provisions differ from the approach adopted in some other awards does not establish that the current provisions should be amended.

¹²³ ASU submission dated 18 February 2010 at paragraph 31.

¹²⁴ *4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues* [2014] FWCFB 1788 at [24].

¹²⁵ *4 Yearly Review of Modern Awards: Preliminary Jurisdictional Issues* [2014] FWCFB 1788 at [34].

The Quantum of the Proposed Loading

239. The ASU has not identified any reasoning or logic underpinning the adoption of 15% as the proposed quantum of the loading, much less why this particular amount would be *necessary* to ensure that the Award meets modern awards objective.
240. The union contends that the lay evidence upon which it intends to rely shows that low pay and irregular working hours have caused the relevant proposed witnesses to consider leaving the disability services industry. Without seeking to deal with such material comprehensively at this point, we observe that the evidentiary case advanced does not establish that these are concerns that are at play across the industry as a whole; nor does it establish that the proposed new entitlement would resolve such matters.
241. Ultimately, concerns about the sufficiency of pay rates contained within awards is a matter best dealt with in the context of the Annual Wage Review.
242. The union has not provided any explanation as to the extent to which such costs can be met under NDIS funding arrangements. It appears to us that the costs would not be recoverable or have not been taken into account under such funding arrangements. This weighs heavily against granting the claim.
243. In contrast to the alternate variations to the broken shift provisions proposed by the other unions, the ASU does not, as their primary position, seek to impose any limitation on the use of broken shift arrangements. Instead, they seek to require that an additional amount is paid to employees when they perform work on a broken shift.

244. The union’s proposal appears to reflect both an express desire to enhance the compensation that their members receive for working broken shifts as well as a level of implicit recognition of the need for such flexibility and of the disruption to employers that would flow from limiting the availability of such working arrangements: (emphasis added)

The ASU’s variation would ensure that employees are properly compensated for the disability associated with working a broken shift under clause 25.6 without further limiting any flexibility for the employer. This preserves the employer’s business models, but will also increase the incentive to work in the disability services.¹²⁶

245. In relation to the union’s objective of “increasing the incentive to work in disability services”, the submission appears to have been put on the basis that the Award’s terms should serve as an incentive to attract employees from other sectors or industries. In our submission, attracting employees to a particular type of work or sector is not necessarily relevant to the Full Bench’s consideration of what constitutes a fair and relevant safety net of minimum terms and conditions to the extent that.

Section 138 and the Modern Awards Objective

246. The ASU has not advanced any argument referencing the modern awards objective. It acknowledges s.134 and the Commission’s task in the context of this Review¹²⁷, however they take the matter no further. They do not, for example, identify any considerations that would weigh in favour of granting the claim.
247. Moreover, the ASU does not assert that the variation is necessary in order to ensure that the Award achieves the modern awards objective. In this regard they have failed to mount an appropriate case for the proposed variation.

¹²⁶ ASU submission dated 18 February 2019 at paragraph 33.

¹²⁷ ASU submission dated 18 February 2019 at paragraph 7.

Section 134(1)(a) – The relative living standards and the needs of the low paid

248. There is no basis for concluding that employers would continue to engage employees on broken shifts if the union's claim was granted. Accordingly, the Commission cannot be satisfied that a consideration of the relevant living standards and needs of the low paid would support the claim.

Section 134(1)(b) – The need to encourage collective bargaining

249. This is not a factor weighing in favour the claim.

Section 134(1)(c) – The need to promote social inclusion through increased workforce participation

250. A consideration of this matter does not support the granting of the claim. Indeed, it is foreseeable that the cost impost that the proposed new entitlement would impose upon employers in the sector may cause such employers to elect not to service clients in circumstances where such work can only viably be performed through the use of a broken shift. To the extent that this resulted in decreased employment opportunities with employers covered by the Award, it would undermine workforce participation.

Section 134(1)(d) – The need to promote flexible modern work practices and the efficient and productive performance of work

251. The granting of the claim may run contrary to such considerations if the financial impact of the proposal would distort employer decisions about the allocation of work.

252. For example, in circumstances where a client in the disability sector may require assistance at different times of the day, the clause would incentivise an employer to allocate different employees to perform such separate tasks in order to avoid the application of the relevant loading.

Section 134(1)(da) – The need to provide additional remuneration for employees working overtime; unsociable, irregular or unpredictable hours; weekends or public holidays; or shifts

253. A central tenant of the ASU's case appears to be an argument that the working hours in the industry are irregular. A consideration of s.134(1)(da) in the context of such an assertion does not weigh in favour of granting the claim. The extent to which the hours of work of employees covered by the Award may be irregular, unsociable or unpredictable is not inherently a consequence of there being a capacity for broken shifts. It is, instead, a consequence of the flexibility afforded more broadly under the Award in relation to the rostering of work. The mere fact that there are breaks between periods of work does not enliven the application of considerations specified in s.134(1)(da).
254. Separate provisions of the Award deal with the issue of remuneration for working overtime, shifts, weekends or public holidays.

Section 134(e) – The principal of equal remuneration for work of equal or comparable value

255. This consideration is not relevant to this claim.

Section 134(1)(f) – The likely impact of the claim on business, including on productivity, employment costs and the regulatory burden

256. It is axiomatic that the claim will increase employment costs and have an associated adverse effect on business. Moreover, it will have a particularly unfair adverse impact on employers operating in the context of the NDIS as they will have no capacity to recover such costs.
257. To the extent that the claim may render the use of broken shifts no longer viable, it will also adversely impact business by reducing the flexibility available to them in the context of rostering arrangements. This may also have a negative impact on productivity.

258. The change will also adversely impact employers in the sector that utilise broken shifts by undermining their ability to take on certain work viably.

Section 134(1)(g) – The need to ensure a simple, easy to understand, stable and sustainable modern award system

259. Given the drafting deficiencies we have earlier identified, the proposal is clearly inconsistent with this consideration.

Section 134(1)(h) – The likely impact of any exercise of modern award powers on employment growth, inflation and the sustainability, performance and competitiveness of the national economy.

260. This factor does not support the granting the claim.

7.2 The HSU and United Voice Claims

261. The HSU and United Voice have also filed claims seeking to amend the Award provisions dealing with ‘broken shifts’. These claims differ from the ASU proposal in that they seek, in various ways, to limit the use of broken shifts.

262. The HSU proposes the following changes to clause 25.6:

25.6 Broken shifts

(a) This clause only applies to:

(i) social and community services employees when undertaking disability services work; and

(ii) home care employees.

(ab) For the purposes of this clause, a **broken shift** means a shift worked by an a casual or part-time employee that includes no more than one ~~or more~~ breaks (other than a meal break) and where the span of hours is not more than 12 hours.

(c) A broken shift may only be worked where there is mutual agreement between the employer and employee.

(d) Where an employee works a broken shift, they shall be paid at the appropriate rate for the reasonable time of travel from the location of their last client before the break to their first client after the break, and such time shall be treated as time worked. The travel allowance in clause 20.5 also applies.

- ~~(e)~~ The minimum period of engagement specified in clause 10.6 shall apply to each period of work in a broken shift.
- ~~(bf)~~ In addition to the rates at 14.4(d) Payment for a broken shift will be at ordinary pay with penalty rates and shift allowances in accordance with clause 2920.2—Shiftwork and clause 19—Overtime apply, with shift allowances being determined by the finishing time of the broken shift.
- ~~(g)~~ Shift allowances will be determined by the starting or finishing time of the broken shift, whichever allowance is higher. The allowance will apply across both parts of the shift.
- ~~(eh)~~ All work performed beyond the maximum span of 12 hours for a broken shift will be paid at ~~double time~~ 200% of the minimum hourly rate.
- ~~(di)~~ An employee must receive a minimum break of 10 hours between broken shifts rostered on successive days.
- ~~(g)~~ Shift allowances will be determined by the starting or finishing time of the broken shift, whichever allowance is higher. The allowance will apply across both parts of the shift.

263. United Voice has proposed the following amendment to clause 25.6(b):

- ~~(b)~~ Payment for a broken shift will be at ordinary pay with penalty rates and shift allowances in accordance with clause 29—Shiftwork, with shift allowances being determined by the starting or finishing time of the broken shift, whichever is the greater.

264. The draft determination filed by United Voice is also seeking a new definition of 'broken shift' in the following terms:

- ~~(a)~~ For the purposes of this award a broken shift is a shift where an employee works in two separate period of duty on any day within a maximum spread of twelve (12) hors and where the break between periods exceeds one hour.

265. There is a substantial degree of overlap between the HSU and United Voice claims. We accordingly deal with them both in this section of our submission.

266. The unions' cases seek to justify the claim based on the negative perspective of some employees engaged on broken shifts. In particular, they point to the disruption that such arrangements can have on the lives of employees and the negative consequences that can flow from having their work spread out over long periods of the day. The unions seek to portray the use of broken

shifts as potentially exploitative and on this basis, seek restrictions on the use of such provisions.¹²⁸

267. The material fails to grapple with the necessity for such arrangements in order to accommodate the circumstances of the sector and the constraints imposed upon employers operating under funding arrangements (particularly the NDIS).
268. The case advanced by the unions assumes that employers are implementing broken shift arrangements in a deliberate and improper attempt to reduce their costs. Moreover, it rests on the startlingly simplistic and erroneous assumption that employers in this sector will have the capacity to, and will as a matter of fact, offer hours of work on a continuous basis if access to broken shifts is limited and that they will respond to the proposed changes by restructuring the engagement of their employees in such a manner.
269. It is not open to the Commission to adopt a similarly optimistic approach.

Restricting Access to Broken Shifts

270. Ultimately, any assessment of the impact of implementing the kind of radical alteration to the arrangement of hours in this sector proposed under the HSU and United Voice proposals will necessarily be speculative. However, it is logically and reasonably foreseeable that restricting the use of broken shifts would potentially result in consequences such as:
- (a) Employers electing not to provide a service to some NDIS participants.
 - (b) Employers electing to not offer employees multiple engagements on the same day, thus resulting in underutilisation/employment of such staff.
 - (c) Employers being subject to additional and unrecoverable labour costs for time between active periods of engagement of an employee.

¹²⁸ United Voice submission dated 4 February 2019 at paragraph 136 and HSU submission dated 15 February 2019 at 36 – 39.

- (d) An impact on the viability of organisations that currently rely upon such arrangements.
- (e) Intensification of problems flowing from current and anticipated labour shortages given the inefficient allocation and utilisation of labour that would be a product of such award regulation.

Limiting the Number of Breaks per Shift

271. A particularly problematic element of the claims is the proposal to prevent employers from ‘breaking’ a shift more than once. The Award presently defines a broken shift as one that includes “one or more breaks”.
272. Ai Group has received very strong feedback from industry that the removal of this flexibility would have a devastating impact on their operations and ability to viably meet the needs of the clients they service. This is particularly so in the context of the disability and home care sectors.
273. The proposed variations would represent a significant departure from the current Award provisions (which have been in force for almost a decade), and indeed from a long-standing approach to the regulation of such matters in many of the sectors now covered by the Award. A review of various predecessor instruments¹²⁹ to the Award also reveals that the availability of broken shift arrangements permitting more than one break is by no means a new element of the industrial regulation of such sectors.
274. The entrenched nature of the availability of broken shifts within at least some sectors covered by the Award adds further weight to the argument that removing this flexibility would be unfair to employers.

¹²⁹ *Crisis Assistance, Supported Housing (South Australia) Award 2000, Disability Services (Northern Territory) Award 2002, Social and Community Services Industry - Community Services Workers - Northern Territory Award 2002, Miscellaneous Workers Home Care Industry (State) Award, Disabilities Services Award, Health Services Employees Award and Social & Community Services Award.*

Limiting the Clause to Casual and Part-time Employees

275. The HSU has proposed to limit the application of the broken shift clause to casual and part-time employees. It has not however advanced any submissions in support of the proposal.
276. It appears to be the unions' intent to prohibit full-time employees from working on broken shifts (as opposed to exempting full-time employees from the application of the clause).
277. There is no apparent reason why full-time employees should be prevented from being utilised to work broken shifts. This is not in the interests of full-time employees who may be happy to work such arrangements. Moreover, there can be no guarantee that those employers who engage full-time employees on broken shifts could continue to offer such employment if the availability of this arrangement was removed.
278. The proposal is also likely to result in part-time and casual employees being utilised in preference for full-time employees. There is no apparent reason why the union is seeking to promote such an outcome, or why it could be said to be consistent with the modern awards objective.
279. Given the above considerations, and the unions' failure to even attempt to advance an argument as to why such a variation is necessary in the sense contemplated by s.138 of the Act, the variation should be rejected.

The Applicable Shift Allowance

280. Both the HSU and United Voice are proposing that regard be had to the starting time of an employee in assessing the shift allowance that may be payable.

281. Under the current terms of the Award, the finishing time is the reference point for assessing the applicable allowance. Clause 25.6(b) of the award currently states:
- (b) Payment for a broken shift will be at ordinary pay with penalty rates and shift allowances in accordance with clause 29 – Shift work, with shift allowances being determined by the finishing time of the broken shift.
282. In short, the unions seek that the starting time or the finishing time be utilised depending upon which time would result in the more beneficial outcome for employees.
283. The most obvious difficulty with the unions’ claim is that the proposed clauses cannot sensibly be applied given that the definitions for an afternoon or night shift under the Award operate by reference to the finishing time for the shift. They do not contemplate the starting point. Indeed a night shift or afternoon shift may, in context of a particular enterprise, have the same starting time.
284. Another difficulty is that if the Award were amended to reflect the intent of the unions, it would operate unfairly and unjustifiably to the benefit of an employee in all instances. There is no inherent rationale for such an approach in the context of a safety net that must be fair to both employers and employees.
285. Ultimately, a case for varying the current arrangements has not been made out. The industrial merit of the proposal is undoubtedly contentious and the evidence does not establish that there is some malicious or widespread practice of employers utilising broken shifts for the purpose of avoiding shift penalties so as to justify an alternate approach.
286. The material advanced by the unions does not enable any detailed assessment of the impact of the claim. Altering the circumstances where shift allowances are payable is a significant change. It could have significant cost implications for employers and ought not be made in an evidentiary vacuum.

287. Curiously, in support of their claim, United Voice point to what they characterise as an anomaly in the manner in which the provision operates in that an employee who commenced a broken shift at 5am and worked until 3pm would not receive a shift loading. In response we observe that there is nothing anomalous about such an outcome. There is no ‘early morning’ shift allowance payable under the Award and a shift that ends at 3pm would never attract an additional loading as it would not constitute either an afternoon or night shift under the Award.
288. In response to United Voice’s contention that the Award is inconsistent with the modern awards objective in that it does not provide “adequate additional remuneration for employees working shifts”, we observe that there is no statutory imperative to provide additional remuneration to employees working shifts.

The Requirement for Mutual Agreement

289. The HSU has proposed that broken shifts be worked only by agreement between the employer and employee but has not advanced any submissions in support of this variation. For this reason alone, the claim should fail.
290. The proposal has the potential to significantly disrupt current employment practices in the sector. It would significantly undermine the utility of the broken shift provisions. Accordingly, for all of the reasons that we previously indicated that broken shifts are an important flexibility given the circumstances of the industry, the variation should be rejected.
291. In relation to the specific variation proposed, we also observe that it is unclear whether the provision would require agreement to be reached in relation to each broken shift or whether it would be sufficient for an employer to obtain such agreement once and to then roster the employee on broken shift arrangements on an ongoing basis. Given such a lack of clarity, the proposal would not be consistent with the need to ensure a simple and easy to understand award system, as contemplated by s.134(1)(g) of the Act.

292. More significantly, requiring an employer to reach agreement on each occasion that an employer requires a broken shift to be performed, if this is what the proposal would require, would be extremely burdensome and would be contrary to considerations arising under ss.134(1)(d) and 134(1)(f).
293. If an employee could at any time simply elect to either perform or not perform a particular broken shift, it would also undoubtedly complicate rostering or arrangements and potentially undermine their capacity to align with an employer's operational needs. This would be a particularly problematic development in the context of the participant driven dynamics of the NDIS.
294. It is entirely unclear how, from a practical perspective, such a clause could be fairly imposed in the context of currently engaged employees. If an employee has been engaged on the condition that they work broken shifts (or in circumstances where any agreement as to their hours of work reflect the availability of broken shifts), it would be patently unfair to invalidate such arrangements and it is foreseeable that in some instances the change would jeopardise the ongoing viability of the individual's employment.

Section 138 and the Modern Awards Objective

295. In this section we address the extent to which the various matters identified under s.134(1) would weigh either in favour or against the HSU and United Voice claims to limit the use of broken shifts.

A Fair and Relevant Minimum Safety Net

296. To the extent that the proposals restrict the use of broken shifts or render them more expensive, this would be unfair to employers and inconsistent with the maintenance of a relevant safety net.
297. As we have already submitted, many employers covered by the Award require the ability to utilise their workforce in a flexible and agile manner so as to meet the variable needs of clients. For reasons already articulated, this is a flexibility

that is of paramount importance under the NDIS. The proposed changes are entirely out of step with the contemporary circumstances.

298. The unfairness to employers also flows from the extent to which the costs that would potentially be imposed upon employers by virtue of the claim could not be recovered by funding arrangements. This would include, in particular, instances where an employer may need to pay an employee for unproductive time between undertaking work for clients in circumstances which would presently constitute 'breaks' under the current Award.
299. To the extent that the changes may be a catalyst for employers simply refusing to provide services that they might otherwise have undertaken or reducing the hours of work of an employee who would otherwise be engaged on broken shifts, they would also operate unfairly to those employees that would prefer to undertake such employment in preference to receiving less work.
300. In considering whether the proposed terms form part or a relevant safety net, the potential for the changes to undermine the effective operation of the NDIS, as well as the availability of services for many of the most vulnerable people must also be seriously considered.

Section 134(1)(a) – The relative living standards and needs of the low paid

301. A consideration of s.134(1)(a) does not advance the unions claims. The Commission cannot properly conclude that the relative living standards and needs of the low paid will be enhanced or improved if the claim is granted.
302. United Voice contend that the proposed limitation of the number of breaks in a broken shift would improve the living standards of the low paid because "employers would have to properly roster shifts so that there would only be one break (excluding meal and rest breaks)".¹³⁰ They boldly assert that this would reduce the ability of employers to avoid paying travel time and that it

¹³⁰ United Voice submission dated 4 February 2019 at paragraph 141.

would “likely reduce the need for employers to seek secondary employment”¹³¹. There are a number of difficulties with such submissions.

303. *Firstly*, the position rests on an implicit assumption that the variation will cause employers to pay employees more. The difficulty with this contention is that there can be no guarantee that a particular employer will either continue to undertake the relevant work or simply engage employees to work a greater number of hours on a continuous basis. There is no evidentiary or indeed logical basis for such an assumption.
304. *Secondly*, the contention unfairly impugns the actions of employers. The evidence does not establish that employers are rostering employees on broken shifts in circumstances where an alternate approach would be feasible.
305. *Thirdly*, to the extent that they argue the claim will assist by reducing the need for unpaid travel time, we note that there are separate union claims dealing with this issue and we will address such matters in the context of our response to those claims.
306. *Finally*, we note that there is no probative evidence to support United Voice’s contention that secondary employment will be reduced because “more regular steady work will be available” if the variation is granted ¹³². Moreover, the union has not explained why the avoidance of secondary employment would be relevant to considerations arising under s.134(1)(a).
307. Contrary to the outcomes envisaged by the unions, it is likely that some low paid employees will be disadvantaged by the variations.

Section 134(1)(b) – The need to encourage collective bargaining

308. The grant of the claim may have an adverse impact on the need to encourage collective bargaining.

¹³¹ United Voice submission dated 4 February 2019 at paragraph 141.

¹³² United Voice submission dated 4 February 2019 at paragraph 141.

309. The unions' pursuit of the claims here advanced demonstrates that the issue is one of importance to the unions and by extension, it is one that may motivate them to engage in collective bargaining. Any such motivation would necessarily be extinguished by the grant of the claim.
310. Further, an improvement to the minimum floor and the imposition of additional employment costs may disincentivise employers from engaging in collective bargaining.
311. The extent to which employers may be prepared to bargain over the broken shift arrangements will likely vary. The Award covers organisations undertaking a diverse range of services. It is foreseeable that some may be able to structure the work of their employees in a continuous manner, or at least without making significant use of the flexibility afforded under the Award in relation to broken shifts. Others will not. Given this context, combined with the various problems that limiting access to broken shifts would create in the context of some organisations, it is a matter that is best dealt with context of bargaining.

Section 134(1)(c) – The need to promote social inclusion through increased workforce participation

312. United Voice asserts that their claim to limit broken shifts to containing one break will improve conditions under the Award and that it would encourage employees to stay in the sector.
313. In response it must firstly be observed that s.134(1)(c) does not suggest any imperative to improve conditions of employees as an outcome in and of itself. Indeed, such matters are not relevant to a consideration of the matters referred on s.134(1)(c). As the Full Bench observed in the Penalty Rates Decision: (our emphasis)

[179] Section 134(1)(c) requires that we take into account 'the need to promote social inclusion through increased workforce participation'. The use of the conjunctive 'through' makes it clear that in the context of s.134(1)(c), social inclusion is a concept

to be promoted exclusively '*through* increased workforce participation', that is obtaining employment is the focus of s.134(1)(c).¹³³

314. The material before the Commission does not enable it to conclude that the proposed variation to the broken shift provisions would have a positive effect on employment. There can be no guarantee that the variation will result in increased workforce participation in the form of additional hours being worked by currently engaged employees.
315. As we have identified, the claim may result in employers declining to undertake work for clients that could not be performed sustainably from a cost perspective or it may result in fewer hours being allocated to an individual employee and to the employer instead seeking to use different employees or independent contractors to perform part of the work that might otherwise have been allocated to a single employee through a broken shift.
316. In the circumstances, we consider that s.134(1)(c) does not advance the union's case.

Section 134(1)(d) – The need to promote flexible modern work practices and the efficient and productive performance of work

317. The grant of claims limiting an employer's capacity to utilise broken shifts or to limit the number of breaks would be inconsistent with the need to promote flexible modern work practices and the efficient and productive performance of work. The most obvious reason for this is that it would limit an employer's ability to allocate labour in a manner that accords with the needs of clients.
318. For example, it might prevent an employer from allocating the same worker to assist the same client at different parts of the day because it would necessitate the individual being paid for intervening periods between their performance of activities. There are a range of inefficiencies that would flow from such arrangements depending on the circumstances. Obvious examples would include the need for communication between the employees about the

¹³³ 4 yearly review of modern awards – Penalty Rates [2017] FWCFB 1001 at [179].

provision of services to the client or the extent to which multiple persons would need to develop an understanding of the discrete needs of a particular client, given the nature of the work undertaken by employees covered by the Award.

319. In the Penalty Rates Decision, the Full Bench addressed what was required as a product of the reference to productivity in s.134(1)(f):

[224] The conventional economic meaning of productivity is the number of units of output per unit of input. It is a measure of the volumes or quantities of inputs and outputs, not the cost of purchasing those inputs or the value of the outputs generated. As the Full Bench observed in the *Schweppes Australia Pty Ltd v United Voice – Victoria Branch*:

‘... we find that ‘productivity’ as used in s.275 of the Act, and more generally within the Act, is directed at the conventional economic concept of the quantity of output relative to the quantity of inputs. Considerations of the price of inputs, including the cost of labour, raise separate considerations which relate to business competitiveness and employment costs.

Financial gains achieved by having the same labour input – the number of hours worked – produce the same output at less cost because of a reduced wage per hour is not productivity in this conventional sense.’

[225] While the above observation is directed at the use of the word ‘productivity’ in s.275, it is apposite to our consideration of this issue in the context of s.134(1)(f).¹³⁴

320. The observations are also relevant to the consideration of the “productive performance of work” pursuant to s.134(1)(d).

321. To extent that the claim has the effect of requiring an employer to engage a worker for a period of time when they are not genuinely required to undertake duties on behalf of their employer, it would be contrary to the need to promote the efficient and productive performance of work. It would mean that, in order to achieve the same output (i.e. the provision of a service to a client), additional hours of work would potentially need to be undertaken in order to achieve award compliance.

¹³⁴ 4 yearly review of modern awards – Penalty Rates [2017] FWCFB 1001 at [224] – [225].

Section 134(1)(da) – The need to provide additional remuneration for employees working overtime; unsocial, irregular or unpredictable hours; on weekends or public holidays or shifts

322. This issue is not relevant to a consideration of the claims to restrict the use of broken shifts. To the extent that it is contended to be relevant to proposed changes to the manner in which shift allowances are calculated, we have addressed such matters earlier in our submission.

Section 134(1)(e) – The principle of equal remuneration for work of equal or comparable value

323. This consideration is not relevant to the matter.

Section 134(1)(f) – The impact of any exercise of modern award powers on business, including on productivity, employment costs and the regulatory burden

324. The granting of claims restricting the use of broken shifts would substantially increase employment costs. The claims, if granted, would therefore have a significant adverse impact on business.

325. Further, the significant portions of industry that are dependent on NDIS funding to cover their employment costs would be unable to recover the additional costs that may flow from the need to pay employees for unproductive time between active work that is currently undertaken through the use of broken shifts, if the various restrictions on the use of broken shifts are implemented. Given the operation of pricing caps under the NDIS, this renders the proposed variations particularly unfair to such employers.

326. It is also axiomatic that the claim will have an adverse impact on business by greatly curtailing the level of flexibility that is available to them in relation to the manner in which they engage employees.

327. To the extent that the additional employment costs would result in inefficient work practices, this may also undermine productivity. We have addressed this issue in the context of our consideration of s.134(1)(d).

Section 134(1)(g) – The need to ensure a simple, easy to understand, stable and sustainable modern award system

328. The need to ensure a stable system tells against the granting any of the claims pertaining to broken shifts. The changes would not be sustainable given their incompatibility with the needs of the sector.

Section 134(1)(h) – the likely impact of any exercise of modern award powers on employment growth, inflation and the sustainability, performance and competitiveness of the national economy

329. A consideration of matters identified under s.134(1)(h) does not weigh in favour of the proposed claims.

8. OVERTIME AFTER 8 HOURS OF WORK

330. Clauses 28.1(b)(ii) and 28.1(b)(iii) of the Award currently require that time worked by a part-time or casual employee in excess of 10 hours in a day will be treated as overtime and paid at overtime rates.
331. The HSU seeks to alter this position. The union has proposed that the Award be varied such that it requires that time worked by a part-time or casual employee in excess of *eight* hours in a day be treated as overtime and paid at overtime rates.
332. Ai Group opposes the claim and submits that the changes proposed should not be made.

The HSU's Case

333. The HSU has made the following submission in support of its claim: (footnotes omitted)
47. Overtime for casual and part-time workers should be paid for shifts longer than 8 hours rather than 10. Work performed by carers in private homes and in the community providing personal or domestic assistance for elderly clients or clients with a disability is both physically and mentally taxing, which is compounded by the (often unrecognised and unpaid) travel involved in the performance of work. During long shifts there may be little opportunity, or appropriate facility to take proper breaks and rest.¹³⁵

¹³⁵ HSU Submission dated 15 February 2019 at paragraph 47.

334. The HSU seeks to rely on the evidence of just two individual employees¹³⁶ in support of its claim. Leaving to one side the evidence that relates to travelling between engagements or different portions of a broken shift, the evidence goes no further than establishing that:
- (a) One support worker employed by an aged care provider “find[s] domestic assistance to be more physically demanding, wearing on the body and tiring than personal care”¹³⁷.
 - (b) Another disability support worker considers that “it can be difficult working one on one with someone with a disability for 7 hours or more”¹³⁸.
335. We note that although clause 28.1(b) applies to part-time and casual employees classified under all streams of the Award, the union has not led any evidence or provided any basis for enhancing the entitlement to overtime rates in other sectors covered by the Award.
336. Self-evidently, the evidence led by the HSU is not persuasive and does not provide a proper foundation for the imposition of the proposed additional employment cost.

¹³⁶ Statement of Thelma Thames dated 15 February 2019 at paragraphs [6] – [7] and [13] – [17] and statement of Bernie Lobert date 15 February 2019 at paragraph [21]; cited by the HSU at paragraph 47 of its submissions.

¹³⁷ Statement of Thelma Thames dated 15 February 2019 at paragraph [6].

¹³⁸ Statement of Bernie Lobert date 15 February 2019 at paragraph [21].

Section 138 and the Modern Awards Objective

337. There is no evidence or material that might justify the proposition that the clause proposed by the HSU is *necessary* to ensure that the Award achieves the modern awards objective for the reasons articulated above.
338. Further, the HSU's submissions do not address s.138 or s134(1) of the FW Act. We nonetheless make the following observations about various factors listed under s.134(1):
- (a) Section 134(1)(a): there is no evidence dealing with the impact of the claim on the relative living standards and needs of the low paid. In the circumstances, we consider that s.134(1)(a) does not advance the union's case. The Commission cannot properly conclude that the relative living standards and needs of the low paid will be enhanced or improved if the claim is granted.
 - (b) Section 134(1)(b): increasing the minimum entitlement of part-time and casual employees may have an adverse impact on the need to encourage collective bargaining.
 - (c) Section 134(1)(c): there is no evidence that might enable the Commission to conclude that the grant of the claim will improve social inclusion through increased workforce participation. In the circumstances, we consider that s.134(1)(c) does not advance the union's case.
 - (d) Section 134(1)(d): the proposed variation undermines the need to promote flexible modern work practices and the efficient and productive performance of work by requiring the payment of a premium where an employee is required to work in excess of eight hours. This is particularly so to the extent that it causes employers to alter their rostering arrangements in a way that results in inefficiencies or undermines productivity.

- (e) Section 134(1)(da): this is a neutral consideration. We refer to and rely on the relevant observations of the Full Bench in the Penalty Rates Decision¹³⁹ regarding this provision of the Act, as cited earlier in this submission. The Award already provides additional remuneration for the performance of overtime. The evidence does not establish that there is any disutility associated with working more than eight hours in a day that would warrant the introduction of a higher rate of pay in respect of such hours of work. Further, there is no material to suggest that work performed after eight hours is “unsocial” in the sense contemplated by s.134(1)(da)(ii).
- (f) Section 134(1)(e): the principle of equal remuneration for work of equal or comparable value is not relevant to this matter.
- (g) Section 134(1)(f): it is axiomatic that an expansion of the circumstances in which overtime rates are payable will increase employment costs. The claim, if granted, would therefore have an adverse impact on business, which would be exacerbated by the absence of any NDIS funding for the additional Award obligation.
- (h) Section 134(1)(g): the need to ensure a stable system tells against the grant of the claim.

339. There is no proper foundation for the HSU’s claim. Ai Group submits that it should be dismissed.

¹³⁹ 4 yearly review of modern awards – Penalty Rates [2017] FWCFB 1001 at [184] – [202].

9. OVERTIME FOR PART-TIME EMPLOYEES

340. Clause 10.3(c) of the Award requires that an employer and part-time employee must reach agreement before the employee commences employment about a regular pattern of work including the number of hours to be worked each week, and the days of the week the employee will work and the starting and finishing times each day.
341. The Award does not presently require payment at overtime rates to part-time employees where the employee works hours in addition to the hours they have agreed to work pursuant to clause 10.3(c) of the Award, unless the employee works more than 10 hours in a day or 38 hours in a week / 76 hours in a fortnight.
342. The HSU seeks the following variation to clause 28.1(b)(iii) in this regard:

28.1 Overtime rates

...

(b) Part-time employees and casual employees

- (i) All time worked by part-time or casual employees in excess of 38 hours per week or 76 hours per fortnight will be paid for at the rate of time and a half for the first two hours and double time thereafter, except that on Sundays such overtime will be paid for at the rate of double time and on public holidays at the rate of double time and a half.
- (ii) All time worked by part-time or casual employees which exceeds 10 hours per day, will be paid at the rate of time and a half for the first two hours and double time thereafter, except on Sundays when overtime will be paid for at the rate of double time, and on public holidays at the rate of double time and a half.
- (iii) All time worked by part-time employees which exceeds the hours agreed in clause 10.3(c) will be treated as overtime and paid at the rate of time and a half for the first two hours and double time thereafter, except on Sundays when overtime will be paid at the rate of double time and public holidays at the rate of double time and a half. Time worked up to the hours prescribed in clause 28.1(b)(ii) will, subject to clause 28.1(b)(i), not be regarded as overtime and will be paid for at the ordinary rate of pay (including the casual loading in the case of casual employees).

343. The HSU's claim would create a requirement to pay overtime rates to part-time employees wherever they work hours in addition to their 'agreed' hours. The claim is opposed by Ai Group.

The HSU's Case

344. The HSU has made only the following submissions in support of its claim: (our emphasis)
45. The way in which overtime functions under the Award for part-time employees does not meet the Modern Awards Objective, which recognises (at s.134(da)), the need to provide additional remuneration for employees working overtime; or employees working irregular or unpredictable hours.
46. Part-time employees only receive payment of the overtime rate for hours which exceed 10 in any shift, 38 in a week or 76 in a fortnight. Part-time employees should be entitled to overtime for work beyond their rostered hours. The absence of any penalty associated with the performance of such work creates a structural incentive to underestimate the hours of work required of a part-time employee at the time of engagement and/or rostering, and to utilise part-time workers like a pool of casual employees. The evidence above suggests the increasing tendency towards engagement of part-time employees in both home care and disability support work, with such employees working less hours.¹⁴⁰

Section 134(1)(da) of the Act

345. The HSU submits that "the way in which overtime functions under the Award for part-time employees does not meet the Modern Awards Objective".¹⁴¹ This submission misunderstands the operation of ss.138 and 134(1) of the Act.
346. By virtue of s.138, an award can include only terms that are necessary to ensure that the *award* provides a fair and relevant minimum safety net, taking into account the matters listed at s.134(1) of the Act. The question is not whether *the entitlement to overtime for part-time employees* of itself meets the modern awards objective, as contemplated by the HSU. Section 138 requires a wholistic assessment of the instrument, taking into account the minimum safety net that it provides.

¹⁴⁰ HSU Submission dated 15 February 2019 at paragraph 45 – 46.

¹⁴¹ HSU Submission dated 15 February 2019 at paragraph 45.

347. Moreover, the HSU submits that the modern awards objective “recognises ... the need to provide additional remuneration for employees working overtime; or employees working irregular or unpredictable hours”.
348. When determining whether the Award provides a fair and relevant minimum safety net, one of the matters that the Commission is to take into account is the need to provide additional remuneration for employees working overtime¹⁴² and employees working unsocial, irregular or unpredictable hours¹⁴³.
349. Notwithstanding the HSU’s submission to the contrary, s.134(1)(da)(i) of the Act is not relevant to the Commission’s consideration of the claim. This is because hours worked by part-time employees in addition to their “agreed” hours are not overtime, except where they exceed 10 hours in a day, 38 in a week or 76 in a fortnight. This is made clear by clause 28.1(b)(iii) of the Award: (our emphasis)
- (iii) Time worked up to the hours prescribed in clause 28.1(b)(ii) will, subject to clause 28.1(b)(i), not be regarded as overtime and will be paid for at the ordinary rate of pay (including the casual loading in the case of casual employees).
350. Our submission in this regard is consistent with the Commission’s conclusions about similar submissions made in the context of proceedings regarding the part-time provisions of the *Fast Food Industry Award 2010*:
- [40] Finally, RAFFWU’s submissions regarding the modern awards objective are unpersuasive. The consideration at s134(1)(da)(i) (‘employees working overtime’) is not apposite in these circumstances as hours worked pursuant to an agreed variation to an employees’ regular pattern of work are not ‘overtime’ hours.¹⁴⁴
351. As for s.134(1)(da)(ii), the hours worked by a part-time employee in addition to their ‘agreed’ hours will not necessarily be unpredictable, by virtue of the Award’s rostering provisions, which require that an employee’s ordinary hours must be displayed on a fortnightly roster that is published at least a fortnight

¹⁴² Section 134(1)(da)(i) of the Act.

¹⁴³ Section 134(1)(da)(ii) of the Act.

¹⁴⁴ *4 yearly review of modern awards—Fast Food Industry Award 2010* [2019] FWCFB 4679 at [40].

prior to the commencement of the roster period. Once published, subject to limited exceptions¹⁴⁵, the roster can be changed with seven days' notice. Accordingly, save for where the relevant exceptions apply, a part-time employee will have at least 7 – 14 days' notice of the ordinary hours that they are rostered to work, including hours in addition to their 'agreed hours' and to this extent, their hours cannot properly be characterised as necessarily being unpredictable.

352. It is also relevant that one of the aforementioned exceptions to providing at least 7 days' notice of a roster change applies specifically to part-time employees:

(iii) This clause will not apply where the only change to the roster of a part-time employee is the mutually agreed addition of extra hours to be worked such that the part-time employee still has four rostered days off in that fortnight or eight rostered days off in a 28 day roster cycle, as the case may be.¹⁴⁶

353. Clause 25.5(d)(iii) places a limitation on an employer's ability to roster a part-time employee to work additional hours unless the hours are mutually agreed and the employee will have the minimum number of days off over the relevant fortnight or 28 day roster cycle. There is little justification for requiring an employer to pay an employee at overtime rates for such work where this is not already required by clause 28.1 of the Award.

354. To the extent that part-time employees work additional hours that are 'irregular', this serves only to highlight the purpose and utility of the flexibility afforded by the current clause 28.1(b)(iii); a matter to which we return later in this submission.

355. In any event, s.134(1)(da) does not mandate that an Award prescribe a higher rate of pay for the performance of work in the circumstances described at s.134(1)(da). Such a construction of the relevant provisions is directly

¹⁴⁵ See clauses 25.5(d)(ii), 25.5(d)(iii) and 25.5(f) of the Award.

¹⁴⁶ See clause 25.5(d)(iii) of the Award.

inconsistent with the Penalty Rates Decision, in which the Full Bench observed as follows: (emphasis added)

[189] First, s.134(1)(da) speaks of the ‘need to provide additional remuneration’ for employees performing work in the circumstances mentioned in s.134(1)(da)(i), (ii), (iii) and (iv).

[190] An assessment of ‘the need to provide additional remuneration’ to employees working in the circumstances identified in paragraphs 134(1)(da)(i) to (iv) requires a consideration of a range of matters, including:

(i) the impact of working at such times or on such days on the employees concerned (i.e. the extent of the disutility);

(ii) the terms of the relevant modern award, in particular whether it already compensates employees for working at such times or on such days (e.g. through ‘loaded’ minimum rates or the payment of an industry allowance which is intended to compensate employees for the requirement to work at such times or on such days); and

(iii) the extent to which working at such times or on such days is a feature of the industry regulated by the particular modern award.

[191] Assessing the extent of the disutility of working at such times or on such days (issue (i) above) includes an assessment of the impact of such work on employee health and work-life balance, taking into account the preferences of the employees for working at those times.

[192] The expression ‘additional remuneration’ in the context of s.134(1)(da) means remuneration in addition to what employees would receive for working what are normally characterised as ‘ordinary hours’, that is reasonably predictable hours worked Monday to Friday within the ‘spread of hours’ prescribed in the relevant modern award. Such ‘additional remuneration’ could be provided by means of a penalty rate or loading paid in respect of, for example, work performed on weekends or public holidays. Alternatively, additional remuneration could be provided by other means such as a ‘loaded hourly rate’.

[193] As mentioned, s.134(1)(da) speaks of the ‘need’ to provide additional remuneration. We note that the minority in *Re Restaurant and Catering Association of Victoria* (the *Restaurants 2014 Penalty Rates decision*) made the following observation about s.134(1)(da):

‘This factor must be considered against the profile of the restaurant industry workforce and the other circumstances of the industry. It is relevant to note that the peak trading time for the restaurant industry is weekends and that employees in the industry frequently work in this industry because they have other educational or family commitments. These circumstances distinguish industries and employees who expect to operate and work principally on a 9am-5pm Monday to Friday basis. Nevertheless the objective requires additional remuneration for working on weekends. As the current provisions do so, they meet this element of the objective.’ (emphasis added)

[194] To the extent that the above passage suggests that s.134(1)(da) 'requires additional remuneration for working on weekends', we respectfully disagree. We acknowledge that the provision speaks of 'the *need* for additional remuneration' and that such language suggests that additional remuneration is required for employees working in the circumstances identified in paragraphs 134(1)(da)(i) to (iv). But the expression 'the need for additional remuneration' must be construed in context, and the context tells against the proposition that s.134(1)(da) requires additional remuneration be provided for working in the identified circumstances.

[195] Section s.134(1)(da) is a relevant consideration, it is *not* a statutory directive that additional remuneration must be paid to employees working in the circumstances mentioned in paragraphs 134(1)(da)(i), (ii), (iii) or (iv). Section 134(1)(da) is a consideration which we are required to take into account. To take a matter into account means that the matter is a 'relevant consideration' in the *Peko-Wallsend* sense of matters which the decision maker is bound to take into account. As Wilcox J said in *Nestle Australia Ltd v Federal Commissioner of Taxation*:

'To take a matter into account means to evaluate it and give it due weight, having regard to all other relevant factors. A matter is not taken into account by being noticed and erroneously disregarded as irrelevant'.

[196] Importantly, the requirement to take a matter into account does not mean that the matter is necessarily a determinative consideration. This is particularly so in the context of s.134 because s.134(1)(da) is one of a number of considerations which we are required to take into account. No particular primacy is attached to any of the s.134 considerations. The Commission's task is to take into account the various considerations and ensure that the modern award provides a 'fair and relevant minimum safety net'.

[197] A further contextual consideration is that 'overtime rates' and 'penalty rates' (including penalty rates for employees working on weekends or public holidays) are terms that *may* be included in a modern award (s.139(1)(d) and (e)); they are not terms that *must* be included in a modern award. As the Full Bench observed in the *4 yearly review of modern awards – Common issue – Award Flexibility* decision:

'... s.134(1)(da) does not amount to a statutory directive that modern awards must provide additional remuneration for employees working overtime and may be distinguished from the terms in Subdivision C of Division 3 of Part 2-3 which *must* be included in modern awards...'

...

[199] Third, s.134(da) does not prescribe or mandate a fixed relationship between the remuneration of those employees who, for example, work on weekends or public holidays, and those who do not. The additional remuneration paid to the employees whose working arrangements fall within the scope of the descriptors in s.134(1)(da)(i)–(v) will depend on, among other things, the circumstances and context pertaining to work under the particular modern award.

...

[202] Fifth, s.134(1)(da) identifies a number of circumstances in which we are required to take into account the need to provide additional remuneration (i.e. those in paragraphs 134(1)(da)(i) to (iv)). Working 'unsocial ... hours' is one such circumstance (s.134(1)(da)(i)) and working 'on weekends or public holidays' (s.134(1)(da)(iii)) is another. The inclusion of these two, separate, circumstances leads us to conclude that it is not necessary to establish that the hours worked on weekends or public holidays are 'unsocial ... hours'. Rather, we are required to take into account the need to provide additional remuneration for working on weekends or public holidays, irrespective of whether working at such times can be characterised as working 'unsocial ... hours'. Ultimately, however, the issue is whether an award which prescribes a particular penalty rate provides 'a fair and relevant minimum safety net.' A central consideration in this regard is whether a particular penalty rate provides employees with 'fair and relevant' compensation for the disutility associated with working at the particular time(s) to which the penalty attaches.¹⁴⁷

356. Section 134(1)(da) is but one of a number of considerations that are to be taken into account. Accordingly, even if the Commission were to find that it lends support to the HSU's claim, it must be weighed against the various other competing considerations identified at s.134(1) of the Act.
357. Further, in relation to the considerations listed at paragraph [190] of the extract above:
- (a) There is no probative evidence in support of the proposition that there is a disutility associated with working hours in addition to a part-time employee's agreed hours such that payment at a higher rate for such work is warranted.
 - (b) The Award does not appear to afford an employer the unilateral right to require a part-time employee to work additional hours; nor does the Award contain an obligation on a part-time employee to work such hours. This is, in our submission, an important contextual consideration that further undermines the proposition that there is any disutility associated with the performance of additional hours of work that might justify the payment of overtime rates.
 - (c) Further, a part-time employee is entitled to overtime rates for work performed in excess of 10 ordinary hours in a day (noting that the HSU

¹⁴⁷ 4 yearly review of modern awards – Penalty Rates [2017] FWCFB 1001 at [189] – [202].

has also advanced a claim in these proceedings to reduce this to 8 hours) and in excess of 38 hours in a week or 76 in a fortnight. Similarly, part-time employees are entitled to any relevant penalty rates or loadings associated with additional hours worked on weekends, public holidays or on shifts. To the extent that part-time employees suffer any disutility associated with working additional hours in those circumstances, they are entitled to payment at the relevant higher rate for such work.

- (d) The Award does not characterise hours worked in excess of a part-time employee's 'agreed hours' as overtime (subject to the maximum daily and weekly hours). That is, in addition to enabling an employer to engage a part-time employee to work additional hours absent an obligation to pay the employee at overtime rates, it also maintains the characterisation of such hours as ordinary hours. As a result, employees continue to accrue the relevant leave entitlements during such time and their wages would generally constitute ordinary time earnings for the purposes of an employer's superannuation obligations.
- (e) To the extent that the relevant Award provisions are utilised such that part-time employees work additional hours, this is reflective the inherent features of the industry regulated by the Award. The client-focussed nature of the work, the variability in the days and times at which clients request the employer's services and the consequential need for flexibility in respect of an employee's hours of work are well-known features of the work performed by employees covered by the Award.

The Perceived Structural Incentive

358. The HSU submits that the "absence of any penalty associated with the performance of such work creates a structural incentive to underestimate the hours of work required of a part-time employee at the time of engagement

and/or rostering, and to utilise part-time workers like a pool of casual employees”¹⁴⁸.

359. There is no probative evidence before the Commission that might establish that employers are utilising the flexibility afforded by the Award in the way that is suggested by the HSU. That is, there is no evidence that employers are systematically, unjustifiably or deliberately engaging part-time employees on the basis of unreasonably few hours in light of the flexibility currently afforded by clause 28.1(b)(iii) of the Award. In fact Belinda Sinclair, a part-time home care worker’s evidence demonstrates that her employer goes to great lengths to avoid rostering part-time employees to work additional hours:

22. My roster can change without notice when another employee falls ill or is unable to work. I understand that Wesley Mission North at Macquarie Park uses a large number of external staff to meet the workload. If the external company can’t meet the services, it is called a “push back” and my roster might change. If Wesley Mission cannot find a casual then they change the roster so that the client will not miss out on service by adding the service onto a permanent employee’s roster.¹⁴⁹

360. The Commission should not, in the circumstances, be moved to vary the Award as sought by the HSU on the basis of the union’s perception that the Award creates the alleged “structural incentive”.

361. Further, a part-time employee’s hours are required by the Award to be *agreed* prior to the employee’s engagement. To the extent that agreement is reached at the time of engagement to work a certain number of hours in order to accommodate the employee’s availability and preferences, but the employee nonetheless subsequently works additional hours (for example, because there is a change to the employee’s availability or preferences; or because the employee is incentivised to agree to fewer hours in anticipation of receiving additional hours of work payable at overtime rates), it would be unfair to require an employer to pay for such work at overtime rates.

¹⁴⁸ HSU Submission dated 15 February 2019 at paragraph 46.

¹⁴⁹ Statement of Belinda Sinclair dated 16 January 2019 at paragraph 22.

362. We also note that the hours of work agreed prior to engagement can be altered subsequently only by written agreement between the employer and employee. A requirement to pay for additional hours at overtime rates would indeed create a structural incentive for employees to *not* agree to an expansion of the scope of their hours of work. To do so would result in a diminution of entitlements for such employees.

Section 138 and the Modern Awards Objective

363. The material before the Commission does not establish that the proposed provision is *necessary* to ensure that the Award achieves the modern awards objective. Indeed, the HSU's submissions do not so much as attempt to argue that this would be so.

364. In our submission, the proposed clause is not necessary in the relevant sense. The union's claim should therefore be dismissed.

A Fair Minimum Safety Net

365. The proposed clause is unfair to employers. In order for an employer to meet client needs, access to a flexible and agile workforce that can be deployed to work variable hours is essential. As we have previously submitted, under the NDIS, clients have a significant degree of control over what support or services they receive and when they receive them. In order to meet their client's needs, flexible work practices that enable an employer to arrange the performance of work of its employees to meet clients demands, are essential. It is not fair that employers be required to pay a penalty to part-time employees when they perform additional hours of work in those circumstances.

366. The imposition of a requirement to pay overtime rates is particularly unfair given that there is no Award-derived employer right to direct part-time employees to work additional hours or Award-derived employee obligation to work such hours.

367. The absence of any scope to recover the additional employment costs that would be imposed by the grant of the claim due to the NDIS' funding arrangements furthers the unfairness to employers. In essence, this is not a cost that an employer can simply 'pass on'.
368. To the extent that the resulting additional employment costs and reduced flexibilities render it impracticable for an employer to provide certain services, this may ultimately impact not only the employer but also persons with a disability seeking its services.

A Relevant Safety Net

369. As the Full Bench observed in the Penalty Rates Decision, in the context of s.134(1), the word 'relevant' is intended to convey that a modern award should be suited to contemporary circumstances.¹⁵⁰ In this context, the relevant contemporary circumstances include the operation of the NDIS and the need for flexibility in light of the client-focussed nature of the scheme. The grant of the union's claim would therefore be inconsistent with the maintenance of a relevant safety net.

Section 134(1)(a) – Relative living standards and needs of the low paid

370. There is no evidence dealing with the impact of the claim on the relative living standards and needs of the low paid.
371. In the circumstances, we consider that s.134(1)(a) does not advance the union's case. The Commission cannot properly conclude that the relative living standards and needs of the low paid will be enhanced or improved if the claim is granted.

¹⁵⁰ 4 yearly review of modern awards – Penalty Rates [2017] FWCFB 1001 at [120].

Section 134(1)(b) – The need to encourage collective bargaining

372. The grant of the claim may have an adverse impact on the need to encourage collective bargaining.
373. The union’s pursuit of the claim here advanced demonstrates that the issue is one of importance to the union and by extension, it is one that may motivate it to engage in collective bargaining. Any such motivation would necessarily be extinguished by the grant of the claim.
374. Further, a further improvement to the minimum floor and the imposition of additional employment costs may disincentivise employers from engaging in collective bargaining.

Section 134(1)(c) – The need to promote social inclusion through increased workforce participation

375. There is no evidence that might enable the Commission to conclude that the grant of the claim will improve social inclusion through increased workforce participation.
376. In the circumstances, we consider that s.134(1)(c) does not advance the union’s case.

Section 134(1)(d) – The need to promote flexible modern work practices and the efficient and productive performance of work

377. The grant of the claim would be inconsistent with the need to promote flexible modern work practices and the efficient and productive performance of work.
378. The Award presently enables a part-time employee to work additional hours without the imposition of a higher rate of pay. This enables an employer to respond to client demands for its services on specific days and at specific times, often at short notice. Short of refusing to provide the service, the employer has little if any control over the scheduling of such work. The clause

also enables an employer to respond to short-term needs for labour, such as relief for employees who are on leave.

379. For example, Belinda Sinclair, a part-time home care worker, gives the following evidence:

My roster can change without notice when another employee falls ill or is unable to work.¹⁵¹

380. The importance of the flexibility afforded by the current clauses is self-evident.

381. Furthermore, an employer will not always enjoy certainty as to the demand for its services or the rate at which that demand will grow. As a result, the employer may be unable to agree to engaging a part-time employee on the basis of a greater number of weekly hours. Put simply, the demand for labour may be unpredictable as it is entirely contingent upon the desires of its clients.

382. During proceedings concerning the casual and part-time common issues earlier in this award review, ABI and the NSW Business Chamber advanced a claim in which it proposed greater flexibility concerning the engagement of part-time employees under the Award. Whilst the claim was not granted, the Full Bench observed that clause 28.1(b)(iii) afforded employers an important flexibility which, in its view, undermined the alleged necessity of the amendment to the part-time provisions pursued by ABI: (our emphasis)

[559] ABI's proposed variation, in its final iteration, was only directed at those aspects of disability service provision which were said to be subject to client control and thus where the employer had least control over the hours required to be worked. In respect of part-time employees in that area, its variation proposed an employment model whereby actual working hours were not determined by agreement at the outset of the employment and were thereafter only alterable by agreement, but rather that the employer would have the ability to roster those hours in accordance with clause 25.5 subject to it providing an agreed guaranteed number of weekly hours and such working hours being rostered at periods when the employee was agreed to be available to work.

...

[637] Second, we consider that the current provision as it is applied in practice is reasonably flexible. Although the pattern of hours of work must be fixed in a written

¹⁵¹ Statement of Belinda Sinclair dated 16 January 2019 at paragraph 22.

agreement established at the commencement of the employment, they may thereafter be changed by agreement to meet either temporary exigencies or permanent changes in service demand. The evidence before us did not disclose any significant difficulty in obtaining the agreement of employees to alter their hours to meet changing circumstances, although we accept that the need for the agreement to be obtained and then recorded in writing does impose an administrative burden to some extent. Further, clause 28.2(b)(iii) allows for part-time workers to work additional hours up to 10 in a day or 38 in a week or 76 in a fortnight without the payment of any overtime penalty rate, so that there is a considerable capacity to assign additional hours that may arise at short notice to employees without the cost exceeding what the NDIA price structure will allow. The evidence showed that employees are generally willing to work such additional hours if it does not interfere with fixed private commitments; for example, in the case of a person with a disability attending a social event which ran over time, the employee involved readily agreed to stay on for the additional time until it ended.¹⁵²

383. The grant of the union's claim could give rise to the need to reassess whether the flexibility of the nature sought by ABI is necessary.

384. The HSU submits that its evidence "points to a level of underemployment in the industry" amongst part-time employees.¹⁵³ The material before the Commission does not suggest that part-time employees seeking additional hours of work will in fact be afforded such hours if the claim is granted; and to the extent that employers are unable to absorb the additional employment costs associated with the performance overtime, it is likely that employers will in fact look to avoid having part-time employees work such overtime. This could conceivably result in a greater reliance on casual employment in order to ensure that employers have access to the necessary flexibility.

Section 134(1)(da) - The need to provide additional remuneration for employees working overtime; unsocial, irregular or unpredictable hours; on weekends or public holidays or shifts.

385. We have dealt with s.134(1)(da) earlier in our submission.

¹⁵² 4 yearly review of modern awards – *Casual employment and Part-time employment* [2017] FWCFB 3541 at [559] and [637].

¹⁵³ HSU submission dated 15 February 2019 at paragraph 27.

Section 134(1)(e) – The principle of equal remuneration for work of equal or comparable value

386. This consideration is not relevant to the matter.

Section 134(1)(f) – The impact of any exercise of modern award powers on business, including on productivity, employment costs and the regulatory burden

387. It is axiomatic that the grant of the claim would substantially increase employment costs. The claim, if granted, would therefore have a significant adverse impact on business.

388. Further, as we have previously submitted, significant portions of the industry covered by the Award are dependent on NDIS funding to cover their employment costs. The NDIS does not provide funding for the additional employment costs contemplated by the proposed clause. The impact on employers is compounded in these circumstances.

389. To the extent that the additional employment costs result in efficient work practices, this may also undermine productivity.

Section 134(1)(g) - The need to ensure a simple, easy to understand, stable and sustainable modern award system

390. The concept of a part-time employee working additional hours without the payment of overtime rates is not new. As was highlighted by a number of submissions made by interested parties during the Part 10A Award Modernisation Process¹⁵⁴, the current regime is reflective of the prevailing standard that applied in respect of at least some sectors in New South Wales¹⁵⁵ and potentially other states / territories prior to the making of the modern award.

¹⁵⁴ See for example AFEL submission dated 24 July 2008, CCIWA submission dated 24 July 2008 and a draft award filed by Jobs Australia on 24 July 2008.

¹⁵⁵ See for example the *Social and Community Services Employees (State) Award* (AN120505).

391. The need to ensure a stable system tells against the grant of the claim; particularly given that the claim lacks any proper foundation.

10. ROSTER CHANGES

392. United Voice seeks the following amendment to clause 25.5 of the Award:

25.5 Rosters

- (a) The ordinary hours of work for each employee will be displayed on a fortnightly roster in a place conveniently accessible to employees. The roster will be posted at least two weeks before the commencement of the roster period.
- (b) Rostering arrangements and changes to rosters may be communicated by telephone, direct contact, mail, email, facsimile or any electronic means of communication.
- (c) It is not obligatory for the employer to display any roster of the ordinary hours of work of casual or relieving staff.
- (d) **Change in roster**
 - (i) Seven days' notice will be given of a change in a roster. Full time and part time employees will be entitled to the payment of overtime for roster changes where seven days' notice is not provided.
 - (ii) However, a roster may be altered at any time to enable the service of the organisation to be carried on where another employee is absent from duty on account of illness, or in an emergency.
 - (iii) This clause will not apply where the only change to the roster of a part-time employee is the mutually agreed addition of extra hours to be worked such that the part-time employee still has four rostered days off in that fortnight or eight rostered days off in a 28 day roster cycle, as the case may be.
- (e) Where practicable, accrued days off (ADOs) will be displayed on the roster.

393. Ai Group opposes the variation and submits the claim should be dismissed.

United Voice's Case

394. United Voice's case for varying clause 25.5(d)(i) can be summarised as follows:

- (a) Clause 25.5(d)(i) currently permits changes to rosters to be made with seven days' notice;
- (b) Rosters can be changed with less than seven days' notice if one of two exceptions apply;
- (c) Clause 25.5(d)(i) does not expressly state what consequence flows from a change in the roster that is made with less than 7 days' notice, in circumstances where one of the two exceptions do not apply;
- (d) It is logical that overtime must be paid in these circumstances; and
- (e) Therefore, the clause ought to expressly state that overtime rates will apply.

395. Ai Group's overarching response to the case advanced by United Voice is that the variation is not necessary having regard to matters including the following considerations:

- (a) It is not necessary (in the sense contemplated by s.138 of the Act) or appropriate to provide for the payment of overtime penalties by reference to circumstances which constitute a breach of an award clause;
- (b) The Award already appropriately and comprehensively regulates the manner in which overtime should be paid;
- (c) The proposal would introduce inconsistencies between award clauses and give rise to various problems, including uncertainty as to whether the rostering provisions can be breached if a relevant payment is made; and

- (d) The evidentiary case advanced does not establish the various factual assertions relied upon in support of the variation.

The Interaction between the Rostering and Overtime Provisions of the Award

396. Clause 25.5 of the Award contains a number of rules that govern rostering in the industry. They dictate how rosters can be communicated, the classes of employees for whom a roster must be prepared, and how rosters can be changed.
397. The manner in which the hours of work may be rostered and arranged under the Award is regulated in a relatively detailed way, compared to the approach adopted under most awards. This appears intended to reflect the needs of the sectors covered by the Award. It also, in various respects, reflects elements of the relevant predecessor awards. United Voice have not advanced a case that warrants a departure from such arrangements.
398. Under the Award, rosters may not be changed except as expressly contemplated by clause 25.5. Where a roster is changed in other circumstances, it would be a breach of the Award and expose an employer to a relevant penalty for such a breach. It cannot be considered necessary, in the sense contemplated by s.138, for an award to regulate the amount that should be payable to an employee in the event that the provisions of the award are breached.
399. Further, the Award already contemplates the circumstances where an employee is entitled to be paid overtime rates. This is dealt with under clause 28.1. It is unnecessary and indeed potentially both confusing and problematic for the Award provisions dealing with rostering to be amended to include an additional and contradictory provision establishing a separate basis upon which such rates would be payable.

400. We acknowledge that the Award differs in its approach to the regulation of overtime entitlements based on an employee's type of employment; that is, whether they are engaged as a full-time, casual or part-time employee as defined under the instrument.
401. For a full-time employee, hours worked outside of their rostered hours will constitute overtime and will attract relevant penalty rates, pursuant to clause 28.1(a): (emphasis added)
- (a) A full-time employee will be paid the following payments for all work done in addition to their rostered ordinary hours on any day:
402. Given this clause, the provision proposed by United Voice would have no work to do in the context of full-time employment, as it appears intended to merely deliver the same outcome as is already provided for under the current terms of the Award.
403. For part-time or casual employees, the situation is different. Clause 28.1(b) of the Award provides as follows:
- (i) All time worked by part-time or casual employees in excess of 38 hours per week or 76 hours per fortnight will be paid for at the rate of time and a half for the first two hours and double time thereafter, except that on Sundays such overtime will be paid for at the rate of double time and on public holidays at the rate of double time and a half.
- (ii) All time worked by part-time or casual employees which exceeds 10 hours per day, will be paid at the rate of time and a half for the first two hours and double time thereafter, except on Sundays when overtime will be paid for at the rate of double time, and on public holidays at the rate of double time and a half.
- (iii) Time worked up to the hours prescribed in clause 28.1(b)(ii) will, subject to clause 28.1(b)(i), not be regarded as overtime and will be paid for at the ordinary rate of pay (including the casual loading in the case of casual employees).
- (iv) Overtime rates payable under this clause will be in substitution for and not cumulative upon:
- (A) the shift premiums prescribed in clause 29—Shiftwork; and
- (B) the casual loading prescribed in clause 10.4(b),
- and are not applicable to ordinary hours worked on a Saturday or a Sunday.

404. On our construction, the Award simply does not permit a part-time employee's roster to be changed with less than seven days' notice unless one of the exceptions under the Award applies. In such circumstances there is no apparent necessity for regulating what rate of pay should attach to such an outcome.
405. Moreover, under clause 10.3 of the Award (which defines and deals specially with part-time employment) there are a raft of additional protections or limitations that restrict the extent to which a part-time employee's hours of work may be altered. Relevantly, there is no Award-derived right to require an employee to work outside of the hours set in accordance with these provisions. This reinforces our contention that there is no necessity to grant the claim.
406. It is also apparent, on the face of the Award, that the flexibility afforded to employers and part-time employees to work hours in addition to their 'agreed' hours without attracting overtime rates has been provided for quite deliberately. There is no 'gap' that might justify the granting of the claim.
407. Contrary to United Voice's submissions, there is no ambiguity about what might be payable if an employee's roster is varied in breach of the Award.

The Consequences of United Voice's Claim

408. If the Commission were to grant the proposed variation, it will lead to ambiguity and inconsistencies within the Award and would purport to create an additional substantive entitlement for part-time employees.
409. If the Award were to provide a payment that applies in circumstances where the roster is changed without providing the requisite notice, it might be interpreted by employers and employees as suggesting that this is permissible, if the relevant payment is made. Ironically, the clause might consequently be a catalyst for greater irregularity in working hours.
410. The proposed change may also lead to increased costs, which are not funded by the NDIS and are not factored into the funding model.

411. Ai Group also submits that the drafting of United Voice’s proposed wording is problematic in the following significant respects.
412. *Firstly*, we submit that an employee being “entitled to the payment of overtime for roster changes” is inherently ambiguous. If an employee is entitled to the “payment of overtime”, it is unclear whether those hours are actually overtime, or ordinary hours subject to a penalty equivalent to overtime. Whichever it is, it has significant implications; for example:
- (a) In respect to the accrual of various kinds of paid leave, such as annual leave;
 - (b) Whether the payment is considered ordinary time earnings for superannuation purposes;
 - (c) It may have implications on how provisions of the National Employment Standards, such as those in s.62 of the FW Act would apply.
413. *Secondly*, it is unclear how United Voice’s proposed clause 25.5(d)(i) would interact with the exceptions found at clauses 25.5(d)(ii) and (iii) (which are not sought to be varied). On one construction, even though clauses 25.5(d)(ii) and (iii) are currently considered ‘exceptions’, they would no longer operate as exceptions under the proposed clause. While the roster may be changed in those circumstances, it does not necessarily follow that overtime would not still be payable. Rather than provide clarity, (as United Voice submits their clause is intended to achieve), the variation will likely cause confusion and the incorrect application of the Award.
414. Given the proposed variation would in various respects be inconsistent with existing Award provisions regarding payment for overtime and the prohibition on altering rosters without the provision of the requisite notice, and the other deficiencies in its drafting identified above, it cannot be considered consistent with the need to ensure a simple and easy to understand award system, as contemplated by s.134(1)(g).

415. In our submission, there are serious doubts as to the utility and necessity of a variation to the clause.
416. United Voice offers two contradictory factual assertions in respect to the operation of clause 25.5(d). On one hand, United Voice submits that it is the “stand industrially generally” for overtime to be paid in circumstances where seven days’ notice is not provided.¹⁵⁶ At the same time, United Voice posits that “many employers do not heed this”.¹⁵⁷ United Voice has not provided any evidence to support either of these factual contentions.
417. Although United Voice submits that “many employers do not heed to this”, they have not provided any examples of cases where this matter has been considered either by the Commission or a Court. It is difficult to reconcile United Voice’s submission that the Award is so frequently breached, with the glaring absence of any evidence that they have ever disputed its application in a Court or tribunal.

United Voice’s Evidentiary Case

418. United Voice relies on three witness statements in support of its claim. It appears to rely principally on the evidence of Ms Belinda Sinclair¹⁵⁸, a part-time home care worker with Wesley Mission. Ai Group submits that Ms Sinclair’s evidence does not provide a basis for varying the Award as proposed by the union.

¹⁵⁶ United Voice submissions at paragraph 68.

¹⁵⁷ United Voice submissions at paragraph 69.

¹⁵⁸ Statement of Belinda Sinclair dated 16 January 2019 at paragraphs 22 – 26.

419. It is Ms Sinclair’s evidence that her roster can change without notice when another employee falls ill.¹⁵⁹ This is an uncontroversial statement and generally accords with clause 25.5(d)(ii) of the Award. Her evidence is that her employer, Wesley Mission, will undertake the following steps to cover such absences:
- (a) Firstly, Wesley Mission will try to engage one of a large number of “external” employees;
 - (b) Where the absence cannot be covered by external staff, Wesley Mission will try to engage a casual employee to cover the absence;
 - (c) As a last resort, it may change Ms Sinclair’s roster to accommodate the absence.¹⁶⁰
420. Ms Sinclair’s evidence illustrates that it is not the case that her rosters are changed ‘on a whim’, but rather as a final resort.
421. United Voice also relies on the evidence of Mr Deon Fleming. Mr Fleming’s description of when his roster can change¹⁶¹ is entirely consistent with clauses 25.5(d)(ii) and 25.5(f) of the Award. Mr Fleming’s evidence provides no support for United Voice’s submission that clause 25.5(d)(i) should be varied in the way it seeks.
422. Finally, United Voice relies on the evidence of Ms Trish Stewart, a part-time employee of LiveBetter Support Services Limited. In summary, Ms Stewart’s evidence is that her roster can change frequently due to a colleague being absent due to illness, or alternatively because she is offered, and accepts, additional shifts.¹⁶² These roster changes are contemplated and permitted by

¹⁵⁹ Statement of Belinda Sinclair dated 16 January 2019 at paragraph 22.

¹⁶⁰ Statement of Belinda Sinclair dated 16 January 2019 at paragraph 22.

¹⁶¹ Witness statement of Deon Fleming dated 16 January 2019.

¹⁶² Witness statement of Trish Stewart dated 17 January 2019 at paragraph [10]-[11].

the current clause 25.5(d). The evidence provides no support for the variation sought by United Voice.

423. Self-evidently, the evidence led by United Voice does not justify a variation to clause 25.5(d).

Section 138 and the Modern Awards Objective

424. United Voice's only reference to the modern awards objective in seeking to justify the proposed variation is to s.134(1)(da)(ii). In this regard it merely asserts that "there should be proper compensation for employees who are required to work unpredictable hours as a result of late roster changes."
425. In response, we firstly note that s.134(1)(da)(ii) does not constitute a legislative imperative to provide additional remuneration in the relevant circumstances.¹⁶³
426. We also note that the extent to which the Award heavily regulates the manner in which hours must be rostered, this weighs against the need for additional compensation. This is reinforced by our observation that the evidentiary case advanced does not establish that employers are breaching the award provisions pertaining to rosters.

¹⁶³ 4 yearly review of modern awards – Penalty Rates [2017] FWCFB 1001 at [195].

11. RECALL TO WORK OVERTIME

427. The HSU has proposed a new clause that would create an obligation to provide certain payments to an employee performing work from home after leaving the employer or client's premises.

428. In this section we address the reasons why the Full Bench should reject the union's claim. In our submission, a case for the proposed changes has not been made out. Further, there are a range of deficiencies or problems with the proposed clause that would in any event weigh against granting the variation.

429. The HSU seeks the following changes to clause 28.4:

28.4 Recall to work overtime

(a) An employee recalled to work overtime after leaving the employer's or client's premises will be paid for a minimum of two hours' work at the appropriate rate for each time so recalled. If the work required is completed in less than two hours the employee will be released from duty.

(b) Where an employee is required to perform work from home after leaving the employer's or client's premises, including:

(i) Responding to phone calls, message or emails;

(ii) Providing advice ("phone fixes")

(iii) Arranging call out/rosters of other employees; and

(iv) Remotely monitoring and/or addressing issues by remote telephone and/or computer access;

the employee will be paid for a minimum of one hours' work at the overtime rate for each time recalled.

430. Before addressing the merits of the HSU's proposal, we note that a variation to the Award directed at 'remote response work' was an element of the consent variations that was previously agreed between several, but not all parties to the proceedings. The provision was cast in the following terms:

17.2(e) Remote response

- (i) In this award, unless the contrary intention appears, remote response duties include:
 - (a) responding to phone calls, messages or emails;
 - (b) providing advice ("phone fixes");
 - (c) arranging call out/rosters of other employees; and
 - (d) remotely monitoring and/or addressing issues by remote telephone and/or computer access.
- (ii) If an employee is required to perform remote response duties between 6.00am and 10.00pm in any day, the employee will be paid at the prescribed overtime rate for the time worked, rounded up to the nearest 15 minutes.
- (iii) If an employee is required to perform remote response duties between 10.00pm and 6.00am in any day the employee will be paid at the prescribed overtime rate for the time worked, with a minimum payment as for one hour. Where such work exceeds one hour, payment will be made at the prescribed overtime rate for the duration of the work.
- (iv) An employee remotely responding will be required to maintain and provide to the employer a time sheet of the length of time taken in dealing with each matter remotely for each day commencing from the first remote response.

431. This proposal was the subject of conferences before the Commission in the context of the current proceedings. Ai Group expressed concerns during that process about the drafting of the proposed provision. Although agreement between the parties was not ultimately reached in relation to such matters, several employer parties have subsequently filed a proposal for an award variation dealing with related issues (**Joint Employer Proposal**). Accordingly, there are now what may be described as competing claims before the Commission relating the performance of work that occurs away from an employer or client's premises.

432. The Joint Employer Proposal is in the following terms:

20.10 Remote response

- (a) In this award, remote response duties means the performance of the following activities by an employee outside of hours at the direction of, or with the authorisation of, their employer:
 - (i) responding to phone calls, messages or emails;
 - (ii) providing advice ('phone fixes');
 - (iii) arranging call out/rosters of other employees; and
 - (iv) remotely monitoring and/or addressing issues by remote telephone and/or computer access,

in circumstances where the employee is not required to attend their employer's premises, or any other particular place of work, and at a time when the employee is either on call or has not otherwise been rostered to work.

- (b) Subject to clause 20.10(f), where an employee is directed or authorised by their employer to perform remote response duties between 6.00am and 10.00pm, the employee will be paid at the applicable rate of pay specified in this Award for any such work performed between these hours, with a minimum payment of 15 minutes.
- (c) Where an employee undertakes multiple separate instances of remote response duties during a particular period referred to in clause 20.10(b), and the total time spent performing such duties does not exceed 15 minutes, only one minimum payment is payable.
- (d) Subject to clause 20.10(f), where an employee is directed or authorised to perform remote response duties between 10.00pm and 6.00am the employee will be paid at the applicable rate of pay specified in this Award for any such work performed between these times, with a minimum payment of one hour. Where such work exceeds one hour, payment will be made at the applicable rate for the duration of the work.
- (e) Where an employee undertakes multiple separate instances of remote response duties during a particular period referred to in clause 20.10(d), and the total time spent performing duties does not exceed one hour, only one minimum payment is payable.
- (f) Subject to clause 20.10(g), an employee who performs remote response duties must maintain and provide to their employer a time sheet specifying the time at which they commenced and concluded performing any remote response duty and a description of the work that was undertaken. This record must be provided to the employer prior to the end of the next full pay period or in accordance with any other arrangement as agreed between the employer and the employee.

- (g) An employer may implement an alternate method or system for the recording and notification of the details referred to in clause 20.10(f).
- (h) An employer is not required to pay an employee for any time spent performing remote duties if the employee does not comply with the requirements of clause 20.10(f) or any alternate method or system pursuant implemented under clause 20.10(g).
- (i) For the purposes of this clause, remote response duties do not include employees undertaking administrative tasks such as (but not limited to) reviewing or inquiring about their roster or seeking changes to their roster.

433. In the context of the Review, the Commission is not bound to grant a remedy in the terms sought. Accordingly, although Ai Group has not advanced a claim for a new clause imposing additional obligations on employers that require employees to work remotely, we observe that many of the deficiencies or criticisms we identify in relation to the union's claim might be ameliorated or even negated by adopting elements of the Joint Employer Proposal in any clause dealing with the kinds of issues that the competing claims seek to address.

The Merits of the HSU's Claim

434. The HSU has advanced very little by way of submission in support of its claim for a major change to the Award. The substance of the union's arguments in support of the proposed variation are contained in the following paragraphs of its submission:

- 71. The award does not clearly identify whether employees required to perform additional work without attending the place of work are entitled to compensation. Many employees are now able to perform valuable work for the employer outside the employer's premises connecting remotely with employer systems. Such work should be compensated appropriately.
- 72. The HSU contends the Award should be amended to make clear that employees required to perform work out of hours should be compensated, with a minimum payment of one hour attached to such work.¹⁶⁴

¹⁶⁴ HSU Submission dated 15 February 2019 at paragraph 71 – 72.

435. The union's case can be characterised as resting upon the following two contentions:
- (a) That there should be greater clarity about what employees should be paid for work undertaken without attending the workplace, and
 - (b) Employees performing work "out of hours" should be paid for a minimum of one hour.
436. The Commission should not accept that the HSU has established a case for a variation to the Award.
437. Ai Group does not dispute the proposition that many employees are now able to perform valuable work for their employer outside the employer's premises. Our opposition to the union's claim centres on a disagreement as to:
- (a) Whether an additional clause is necessary to provide clarity as to the payment that attaches to work undertaken at home;
 - (b) What constitutes *appropriate* compensation for such work;
 - (c) The extent to which the proposed minimum payment is justifiable;
- and a potential disagreement with the HSU as to what should constitute 'work' that attracts such a payment.

Is Greater Clarity Necessary?

438. The HSU's submission appears to allude to the prospect that it is either unclear whether an employee is entitled to be paid for work undertaken in the circumstances contemplated by the proposed variation, or, that it is unclear whether or not clause 28.4 (Recall to Work Overtime) applies in such instances.
439. In responding to the union's proposal, it is convenient to first address the manner in which the Award currently regulates payment for the type of work contemplated by the proposed clause.

440. Where work is performed, at the direction of an employer, and after leaving a client's or employer's premises, it would currently attract a payment at the appropriate rate specified in the Award for the relevant circumstances. This may be at the ordinary rate of pay (inclusive or not inclusive of shift rates or a relevant penalty rate) or at overtime rates. It is not, generally, the location at which the work is performed that governs the amount that should be paid, or indeed whether a payment should be made.
441. The exception to this arises from clause 28.4, which deals with the circumstances of an employee being recalled to work overtime after leaving the employer or client's premises:

28.4 Recall to work overtime

An employee recalled to work overtime after leaving the employer's or client's premises will be paid for a minimum of two hours' work at the appropriate rate for each time so recalled. If the work required is completed in less than two hours the employee will be released from duty.

442. Ai Group contends that clause 28.4 addresses the circumstances where an employee is directed to return to perform overtime work at an employer or client's premises. Such an interpretation aligns with the common approach adopted in similar provisions in other awards.
443. The text of the provision provides further support for the interpretation that we advance. Relevantly, the term "recalled" suggests that an employee has been called back or ordered back to work. Its use in the context of a sentence referencing the physical location of the employer or client's premises suggests that it is to such a location that the employee must be recalled to work. Moreover, the notion that the provision might be apt to cover the employee's performance of discrete work activities, whilst at their home, is difficult to reconcile with the element of the clause that provides that the employee will be "released from duty" if the required work is completed in less than two hours.

444. Implicit in the approach proposed by the HSU is that circumstances where an employee performs work from home after leaving the employer or client's premises are different to those involving situations where an employee is recalled to work at an employer or client's premises and as such should be remunerated differently.
445. Notwithstanding the above contentions, we do not here seek to address the interpretation of clause 28.4 in detail as we do not understand that any party is seriously asserting that it operates in a manner different to that which we have canvassed. Moreover, an award clause that required an employee be paid for two hours on every occasion that they are required to undertake any activity at the direction of their employer would be exceedingly generous and would not be *necessary*, in the sense contemplated by s.138. As such it would have no place in the safety net.
446. A further difficulty with accepting that the proposed variation is necessary is that the union has failed to establish the extent to which the performance of work at home by employees covered by the Award actually occurs. The HSU's submissions in support of this variation do not assert that employees are undertaking large amounts of unpaid work. Similarly, the lay witness evidence that they have advanced does not establish that this is a problematic phenomenon.
447. There is some reference to unpaid work in the expert witness statement of Dr McDonald; however, this relates to the diary entries of 10 unnamed employees who have not given evidence attesting to the accuracy of such entries. It is in the nature of hearsay evidence, which cannot be tested and ought not be given any significant weight.
448. The role of NDIS' funding arrangements must be carefully considered. The difficulty, or indeed pointlessness, of responding to alleged problems flowing from deficiencies in the current funding arrangements to the extent that they

are resulting in employees performing unpaid administrative duties¹⁶⁵, by simply modifying or further regulating terms and conditions specified in the Award, is apparent. Simply imposing more strident obligations on employers is not a productive or appropriate response and it does not grapple with the underlying root causes of such issues.

449. Ultimately, the union's claim may simply intensify the kinds of problems that the aforementioned report identifies. Moreover, we cannot identify any basis upon which it might be said that the NDIS funding arrangements would enable employers to cover the costs of the proposed clause. In such circumstances it is unfair to simply impose an additional unrecoverable cost upon employers.

Deficiencies in the HSU's Proposed Clause

450. There is a lack of clarity as to the circumstances in which the proposed clause will apply. Moreover, there is a risk that the provision will expose an employer to payments in circumstances where they do not want and/or direct the relevant "work" to be undertaken.
451. The proposed clause does not define "work" in an exhaustive or descriptive manner. It merely lists a number of tasks that are included in the concept. In the context of the award system, "work" attracting a payment should be restricted to labour that is undertaken by an employee under authorisation, or at the direction, of an employer in the course of their employment.
452. Moreover, the tasks identified in clause 24.5(b) are referred to in a fairly unclear and ambiguous manner. For example, there are no parameters around either what kind of 'advice' is referred to in clause 25.5(b)(ii), or to whom the 'advice' must be given, in order to attract payment. Similarly, there is no indication as to the kinds of "issues" that are intended to be caught by clause 28.4. The provision would give rise to uncertainty as to precisely what activities might attract payment under the clause. For example, if an employee

¹⁶⁵ UNSW, *Working under the NDIS: Insights from a survey of employees in disability services* (June 2017) at page 46.

elects at their own initiative to monitor their emails on their phone or computer; or elects at their own initiative to respond to an email; or takes a phone call from a colleague seeking assistance (without the knowledge or approval of management); or indeed simply actively thinks about the manner in which to assist a client during their own time, would it be work for the purposes of the clause?

453. The clause also creates a risk that simple administrative tasks that might currently reasonably be considered a necessary task for employees to undertake in order to maintain their employment, without constituting work attracting a payment under the Award, might now unreasonably attract a significant additional payment. For example, it is not uncommon in many industries for employees to be expected to check their roster in their own time, or to make contact with their employer in their own time in order to verify when they will either be offered or allocated work. It can be assumed that this occurs in the context of the sectors covered by the Award.
454. In many ways technological developments have impacted upon such practices. For example, the prevalent use of smart phones means that such activities can and are now commonly be undertaken remotely; a change that in many instances will be to the mutual benefit of all parties. The proposed variation would mean that these conveniences would trigger a payment under the Award, which is not warranted.
455. Similarly, the use of online platforms for the allocation of work is a phenomenon that has arisen in the sectors covered by the Award and other industries.¹⁶⁶ Given the drafting of the proposed clause, there is a risk that activities undertaken by a casual employee who engages with such a platform in order to advise of their availability, or to secure their next casual engagement, would be undertaking “work” as envisaged by the proposed clause or, at the very least, it would be unclear whether or not such activities constitute work. If it would, and employees would therefore be entitled to

¹⁶⁶ McKinsey Report at page 28.

significant additional payments for undertaking such activities, this could potentially have a significant adverse impact upon employers utilising such technologies.

456. In advancing the above criticisms, we nonetheless recognise that the obligation to provide the payments contemplated by the proposed clause is tempered by the prerequisite that to be eligible for a payment the employee must be “required to perform work from home after leaving the employer’s or client’s premises”. However, the condition that the employee is “required to perform remote response duties” is not sufficient to render the clause reasonable or workable. The clause does not specify the basis upon which the employee may be *required* to perform the overtime work. It does not, for example, specify that it is only work that an employee has been asked or authorised by their employer to perform that attracts the payment. This can be contrasted with the current requirement in clause 28.1 to only pay for overtime work in circumstances where it is “authorised” overtime.
457. There is a risk that the proposed provision might result in (or might be perceived by employees to result in) an entitlement to the additional payment whenever an employee undertakes work away from the employer or client’s premises because they *believe* that it is necessary, even if it has not been authorised or requested by their employer. Indeed, we are concerned that this may be the outcome that the HSU is intending to achieve.
458. There is a very real possibility in this sector that employees may undertake activities that they have not been instructed or authorised to undertake. The material before the Commission suggests that in some instances employees will do more than is requested or required by their employer in order to assist a client or indeed facilitate the services of their employer.
459. We do not seek to impugn the actions or motivations of such employees; however, it cannot be that an employee’s own assessment of whether a task is “necessary” is sufficient to render a payment to the employee under the safety net. If an Award clause is to impose a financial obligation upon an

employer, it is fair and appropriate that the employer be afforded a capacity to manage their exposure to such costs. A clause that did otherwise would risk exposing employers to unsustainable costs.

460. The Joint Employer Proposal provides an alternate approach to regulating payment for work undertaken away from an employer or client's premises. In various respects it remedies a number of the abovementioned deficiencies by expressly providing that it applies in the context of activities performed by employees "at the direction of, or with the authorisation of, their employer". Moreover, it applies to a discrete range of duties (thus limiting the difficulties associated with a reference to "work", absent a definition of what this term constitutes). If the Full Bench were minded to grant an award variation addressing the matter that has been put in issue by the HSU and Joint Employers, it should include these elements of the Joint Employer Proposal.

The Rates that are Payable

461. The proposed clause would require that all remote duties would be paid at overtime rates.
462. It is unclear why overtime rates should apply to duties undertaken at home that are undertaken within the span of hours and would constitute ordinary hours. Three obvious issues flow from this.
463. *Firstly*, the clause fails to recognise that employees may be performing their ordinary hours of work at home as part of their usual working arrangements (for example, by virtue of flexible working arrangements). This may well be part of their rostered hours of work. In such circumstances the proposed provision would now require that overtime rates apply to such work. We do not know whether this is intended, but it is clearly unjustifiable. In contrast, we note that the Joint Employer proposal only applies in the context of activities performed at the direction or authorisation of an employer when the employee is "on-call" or "not otherwise rostered to work."

464. *Secondly*, the proposed clause greatly restricts an employer's capacity to utilise casual and part-time employees to perform work at home at ordinary hourly rates. Under the Award, a full-time employee will generally be entitled to be paid overtime for all authorised overtime worked outside of their rostered ordinary hours. However, casual and part-time employees can work outside of rostered hours (indeed a casual does not even need to be provided with a roster) subject to such hours not exceeding certain specified daily and weekly or fortnightly limits.¹⁶⁷
465. *Thirdly*, it does not appear that the work would, at least for casual and part-time employees be overtime. It would just be paid at overtime rates. There is no reference to the employee being required to work "overtime" at home in a manner equivalent to the approach adopted in clause 28.4(a). Consequently, such employees would not only have the benefit of a higher rate of pay; their employer would also generally be required to take such payments into account when making superannuation contributions. There would also arguably be a need to accrue relevant NES entitlements (at least for employees other than casuals) by reference to such payments. There is no apparent justification for such outcomes.
466. If the Commission is to vary Awards to specify that work undertaken at home and after leaving a client or employer's premises is payable, it should only attract the rates that would ordinarily be applicable (depending on the circumstances this might be the ordinary rates, overtime rates or penalty rates). We note that this is broadly the approach taken in the Joint Employer Proposal.

The Proposed One Hour Minimum Payment

467. The proposed clause requires that on each occasion that an employee is required to work, they will receive a minimum payment of one hour at overtime rates. This does not account for the possibility (or indeed likelihood) that some

¹⁶⁷ Clause 28.1(b)(iii) of the Award.

of the activities contemplated by the clause may only be undertaken for a very short duration. No submission has been advanced as to why a one hour minimum payment is justified.

468. The paucity of evidentiary material before the Commission in relation to this claim does not render it feasible for the Full Bench to make any firm assessment of the level of disruption or the disutility associated with performing such activities. Nor does it enable a proper consideration of the cost impact of the claim to be made.
469. In such circumstances, the Commission should not impose any requirement for a minimum payment. A case for such a provision has not been made out.
470. In the alternate, we contend that the Commission should not impose such a significant minimum payment as is suggested by the HSU. The need for a cautious approach in this regard is reinforced by the risk that such costs will not be able to be recovered given the NDIS's funding constraints. If a minimum payment is to be applied (contrary to our submissions) it should be no longer than the 15 minutes that is proposed to apply in some instances under the Joint Employer Proposal.

Multiple Separate Instances of Work

471. A further difficulty is that it appears that on each occasion an employee is required to perform work in the circumstances contemplated by the HSU, they may be eligible for a one hour minimum payment. Accordingly, in circumstances where an employee may, on multiple occasions, undertake several short instances of work at their home, each for a short duration, they may become entitled to several hours of pay at overtime rates, even if this is entirely disproportionate to the activities undertaken. For example, an employee who receives several short separate phone calls after leaving work at a client or employer's premises would be eligible to several hours of pay at overtime rates, even if the total time spent undertaking such calls was less than one hour. Such an approach is unreasonable.

472. In contrast to the HSU's proposal, the Joint Employer Proposal attempts to address circumstances of employees undertaking multiple separate instances of work by ensuring that only one minimum payment should be payable where the cumulative amount of time spent performing the relevant activities does not exceed the applicable minimum amount payable:

(C) Where an employee undertakes multiple separate instances of remote response duties during a particular period referred to in clause 20.10(b), and the total time spent performing such duties does not exceed 15 minutes, only one minimum payment is payable.

473. If the Commission were to vary the Award to include a clause dealing with work undertaken at an employee's home, after they have left the client or employer's premises, it should include a comparable provision to clause (C) in the corresponding Joint Employer Proposal.

Verifying that the Work was Undertaken

474. Another difficulty with the union's proposal is that an employer subject to the clause will, at least in some instances, have no ability to supervise the relevant activities or indeed verify either that they were undertaken or, importantly, when such work is undertaken. The second point is of more significance should the Commission accept that such work should not always be payable at overtime rates, as the rate of remuneration payable may consequently vary depending upon the time at which the work is undertaken.

475. Ai Group notes that the Joint Employer Proposal seeks to address this through proposed subclauses (f), (g) and (h), which are cast in the following terms:

(f) Subject to clause 20.10(g), an employee who performs remote response duties must maintain and provide to their employer a time sheet specifying the time at which they commenced and concluded performing any remote response duty and a description of the work that was undertaken. This record must be provided to the employer prior to the end of the next full pay period or in accordance with any other arrangement as agreed between the employer and the employee.

(g) An employer may implement an alternate method or system for the recording and notification of the details referred to in clause 20.10(f).

- (h) An employer is not required to pay an employee for any time spent performing remote duties if the employee does not comply with the requirements of clause 20.10(f) or any alternate method or system pursuant implemented under clause 20.10(g).

476. Should the Full Bench decide to amend the Award to include a provision dealing with work undertaken either at home or remotely, comparable provisions to the above extracted elements of the Joint Employer Proposal should be included.

Section 138 and the Modern Awards Objective

477. The HSU has not so much as attempted to justify why the proposed provision is *necessary* or sought to deal with the various elements of s.134(1) of the Act.

478. In our submission:

- (a) The proposed clause is *unfair* to employers¹⁶⁸ in various ways, for the reasons set out in our submissions above.
- (b) There is no material that might establish that the proposed provision would enhance or improve the relative living standards and needs of the low paid¹⁶⁹. Further, the HSU does not appear to contend as much.
- (c) The need to encourage collective bargaining¹⁷⁰ does not lend support to the grant of the claim.
- (d) There is no material that might establish that the proposed provision would promote social inclusion through increased workforce participation¹⁷¹.

¹⁶⁸ Section 134(1) of the Act.

¹⁶⁹ Section 134(1)(a) of the Act.

¹⁷⁰ Section 134(1)(b) of the Act.

¹⁷¹ Section 134(1)(c) of the Act.

- (e) The proposed clause is inconsistent with the need to promote flexible modern work practices and the efficient and productive performance of work.¹⁷²
- (f) The principle of equal remuneration for work of equal or comparable value¹⁷³ is not a relevant consideration in this matter.
- (g) The proposed clause would likely have a negative impact on business.¹⁷⁴ In particular it would impose significant new employment costs absent any ability to recover such costs through the NDIS' funding arrangements.
- (h) The need to ensure a stable and sustainable modern awards system¹⁷⁵ tells against the grant of the claim.

¹⁷² Section 134(1)(d) of the Act.

¹⁷³ Section 134(1)(e) of the Act.

¹⁷⁴ Section 134(1)(f) of the Act.

¹⁷⁵ Section 134(1)(g) of the Act.

12. SLEEPOVERS

479. The HSU seeks that employees be provided with additional amenities when undertaking sleepovers. The claim would result in the following variations to clause 25.7(c):

(c) The span for a sleepover will be a continuous period of eight hours. Employees will be provided with:

(i) a separate and securely lockable room with a peephole or similar in the door, with a bed and a telephone connection in the room; and,

(ii) suitable sleeping requirements such as a lamp and clean linen; and

(iii) use of appropriate facilities (including staff facilities where these exist); and

(iv) free board and lodging for each night when the employee sleeps over.

480. The only HSU submission in support of the proposal is as follows:

73. The clause should be amended to ensure appropriate facilities are provided when employees are required to perform a sleepover shift. Such shifts are compensated modestly.¹⁷⁶

481. Notwithstanding the characterisation of the Award as only “modestly” compensating employees for sleepovers, no party seeks to fundamentally alter the current provisions dealing with payment for sleepovers.

482. On any reasonable assessment, the union has failed to mount a case warranting such a variation. The union does not assert that the variation is necessary to achieve the modern awards objective or indeed otherwise refer to the relevant considerations identified in s.134. At an even more fundamental level, no meaningful reasoning for the variation is contained in the union’s submission. We are left to speculate as to the why the HSU contends that the additional amenities would be “appropriate”.

¹⁷⁶ HSU Submission dated 15 February 2019 at paragraph 73.

483. The HSU's submission does not identify an evidentiary basis for the variation. Moreover, it does not identify any evidence establishing any significant deficiency with the operation the current award provisions in practice.
484. Despite the paucity of material in support of the claim, it appears to us that it seeks, at least in part, to inappropriately deal with safety issues through an extremely simplistic mechanism. Employer obligations relating to the management of the safety of their employees at work is comprehensively dealt with under specialised laws dealing with workplace health and safety obligations for employers. It is not desirable or necessary, in the sense contemplated by s.138, for the award system to regulate such matters in a piecemeal manner.
485. The evidentiary material advanced by the union does not establish that the kind of amenities specified in clause 25.7(c) are actually warranted in the context of all circumstances in which a sleepover occurs. In reality, they are not. To take an obvious example, there is no apparent necessity for the separate room utilised for the sleepover arrangement to be locked or to contain a peephole if the client that is being assisted is not able to independently mobilise and the entrance to the property is otherwise secure. We do not here suggest that the kinds of amenities contemplated by the proposal would never have relevance, but it would be heavy handed and unrealistic to assert that that such amenities be provided in all instances in which a sleepover occurs.
486. Similarly, the need for each room to contain a phone connection is also unrealistic. Depending on the particular circumstances, it might be sufficient that a client has access to a centrally located landline phone or to a mobile phone.
487. Compliance with the proposed variation to clause 25.7(c) would also be problematic from a practical perspective. The provision assumes a level of control over particular premises that does not accord with the practical realities of the industry. An employer will not always own the premises at which a

sleepover occurs. For example, the premises may be an individual client's residence, or it may be a rented facility. In such circumstances an employer will not always have the capacity or legal right to make the kind of physical modifications proposed.

488. We also note that the references to “*suitable sleeping requirements such as a lamp and clean linen*” is imprecise. The provision does not provide for an exhaustive list of items or conditions that might be said to constitute suitable sleeping requirements or any indication as to the basis upon which the requirements might be regarded as “suitable”. The inclusion of such wording would be fertile ground for disputation and, at the very least, inconsistent with the need to ensure a simple and easy to understand modern award system.¹⁷⁷
489. To the extent that the proposed variation seeks to impose new and potentially expensive obligations upon employers, it is axiomatic that a consideration of s.134(1)(f) (the likely impact of any exercise of modern award powers on business) would weigh against granting the claim.
490. Further, the inclusion of terms establishing these new obligations would be beyond power. Section 136 of the Act limits the kinds of terms that can be included within a modern award. It provides, in effect, that a modern award must only include terms that are permitted or required by certain provisions of the Act. Ai Group cannot identify any provision of the Act that would permit a modern award to include provisions of the nature proposed. They do not appear to be about any of the matters specified in s.139 and it has not been established that the provision satisfies the requirements for inclusion in the Award under s.142. On its face, the inclusion of the proposed clause in a modern award would be contrary to s.136.

¹⁷⁷ Section 134(1)(g) of the Act.

13. UNIFORMS

491. United Voice is seeking the insertion of a new clause 20.2(b), as set out below:

20.2 Clothing and equipment

- (a) Employees required by the employer to wear uniforms will be supplied with an adequate number of uniforms appropriate to the occupation free of cost to employees. Such items are to remain the property of the employer and be laundered and maintained by the employer free of cost to the employee.
- (b) An adequate number of uniforms should allow an employee to work their agreed hours of work in a clean uniform without having to launder work uniforms more than once a week.
- ~~(bc)~~ Instead of the provision of such uniforms, the employer may, by agreement with the employee, pay such employee a uniform allowance at the rate of \$1.23 per shift or part thereof on duty or \$6.24 per week, whichever is the lesser amount. Where such employee's uniforms are not laundered by or at the expense of the employer, the employee will be paid a laundry allowance of \$0.32 per shift or part thereof on duty or \$1.49 per week, whichever is the lesser amount.
- ~~(ed)~~ The uniform allowance, but not the laundry allowance, will be paid during all absences on paid leave, except absences on long service leave and absence on personal/carer's leave beyond 21 days. Where, prior to the taking of leave, an employee was paid a uniform allowance other than at the weekly rate, the rate to be paid during absence on leave will be the average of the allowance paid during the four weeks immediately preceding the taking of leave.
- ~~(de)~~ Where an employer requires an employee to wear rubber gloves, special clothing or where safety equipment is required for the work performed by an employee, the employer must reimburse the employee for the cost of purchasing such special clothing or safety equipment, except where such clothing or equipment is provided by the employer.

492. Currently, the Award requires that an employer must provide "an adequate number of uniforms appropriate to the occupation" of the employee where the employer requires the employee to wear a uniform. The Award does not purport to prescribe what the "adequate number of uniforms" will be. Rather, what is adequate will depend on the relevant circumstances.

493. United Voice seeks the insertion of a new clause that describes or defines what constitutes "an adequate number of uniforms".

494. Ai Group opposes the claim and submits that the proposed changes should not be made.

United Voice's Claim

495. United Voice's claim appears to rest on the following propositions:

- (a) Employees are "often" not provided with an "adequate" number of uniforms.
- (b) Many of the employees covered by the Award carry out work which can easily result in uniforms becoming stained or dirty quickly.
- (c) The burden of ensuring they have a clean uniform for work falls on individual employees.
- (d) Having to wash uniforms several times a week can be onerous.

496. The only witness evidence called by the union in support of its claim is that of Belinda Sinclair.¹⁷⁸ Ms Sinclair gives evidence that she was provided with two uniforms upon the commencement of her employment; however, after raising the issue with her employer, she was provided with an additional three uniforms.¹⁷⁹

497. Quite clearly, the factual propositions relied upon by the union, as listed at paragraphs (a) – (d) above, are not made out by its evidentiary case. Specifically:

- (a) At its highest, the union has called evidence from just one employee who perceived that at the commencement of her employment, she was not provided with an adequate number of uniforms. The evidence does not establish that employees are "often" not provided with an adequate number of uniforms, as asserted by United Voice.

¹⁷⁸ Statement of Belinda Sinclair dated 16 January 2019.

¹⁷⁹ Statement of Belinda Sinclair dated 16 January 2019 at paragraphs 18 – 21

- (b) The union's evidence does not deal with, let alone establish, that "many" employees covered by the Award carry out work which can easily result in uniforms becoming stained or dirty quickly.
- (c) On its face, it is clear from the terms of the Award that the "burden" of ensuring that employees have clean uniforms does not fall squarely on employees. Clause 20.2(a) of the Award contemplates that an employer covered by the Award will maintain and launder an employee's uniform, without cost to the employee. It is only where this does not occur that the employee is responsible for laundering their own uniform and they are entitled to the allowance prescribed by the current clause 20.2(b). The union's evidence does not establish the extent to which employees in fact launder their own uniforms because their employers do not do so.
- (d) There is no evidence before the Commission that establishes that laundering uniforms "several times a week can be onerous". We note firstly that the assertion proceeds on the assumption that employees covered by the Award launder their uniforms "several times a week"; a proposition that has not been made out. Further, the union's case does not appear to take into account:
- (i) The extent to which employees do their laundry more than once a week in the ordinary course and therefore, laundering their uniforms during the week does not create any additional burden or inconvenience.
 - (ii) The extent to which the working hours and/or personal circumstances of employees in the industry facilitates their ability to undertake any necessary laundry more than once a week; for example, because they do not work full-time. We note that the Unions have consistently observed for the purposes of these proceedings that casual and part-time employment prevail in this industry.

498. There is, as such, no justification for creating an Award-derived obligation on an employer for providing uniforms by reference to the benchmark proposed by United Voice (i.e. that employees not be required to launder their uniforms more than once a week).
499. The evidence relied upon by United Voice falls far short of being probative and does not advance its case. Further, the union has not advanced any meritorious arguments which might otherwise, on their face, lend support to their claim.

Section 138 and the Modern Awards Objective

500. There is no evidence or material before the Commission that might justify the proposition that the clause proposed by United Voice is *necessary* to ensure that the Award achieves the modern awards objective.
501. We note also that the variation proposed by United Voice is out of step with the modern awards system. To the extent that awards deal with the issue of uniforms, overwhelmingly (if not consistently) they do not prescribe the *number* of uniforms to be provided to employees. Furthermore, we note that other awards in the health and aged care sectors, take a similar approach to that currently adopted in the Award.¹⁸⁰ The number of uniforms to be provided is, appropriately in our submission, left to be determined by reference to the relevant circumstances; including the nature of the work undertaken by the employee. United Voice has not provided any rationale for why different approach should be adopted by the Commission in this matter.
502. Also relevant to the question of whether the proposed clause is necessary in the relevant sense is the current obligation on an employer to provide an *adequate* number of uniforms. To the extent that an employee considers that they have not been provided with an adequate number of uniforms, the Award's dispute settlement procedure provides a readily accessible avenue

¹⁸⁰ See for example clause 15.2 of the *Aged Care Award 2010*, clause 18.3 of the *Health Professionals and Support Services Award 2010*, clause 16.2 of the *Nurses Award 2010* and clause 15.3 of the *Aboriginal Community Controlled Health Services Award 2010*.

to deal with such issues. Notwithstanding the availability of this mechanism, United Voice has not pointed to any disputes that have arisen in relation to the question of the adequacy of the number of uniforms provided by employers covered by the Award. Rather, the evidence demonstrates that employers and employees are able to discuss and resolve the matter within the workplace.

A Fair Minimum Safety Net

503. The proposed clause is unfair to employers.
504. The provision requires the payment of an allowance where an employee is required to launder their own uniform. Such an allowance compensates an employee for the cost and/or inconvenience associated with laundering their uniform. If an employer is required to provide employees with additional uniforms such that they need only launder their uniforms once a week, the justification for the payment of the allowance (and/or the quantum of the allowance) is potentially called into question.
505. It is unfair that employers are required to provide their employees with additional uniforms on the basis that they should not be required to launder them more than once a week *and* pay the laundry allowance currently prescribed by clause 20.2(b).

Section 134(1)(a) – Relative living standards and needs of the low paid

506. There is no evidence dealing with the impact of the claim on the relative living standards and needs of the low paid.
507. In the circumstances, contrary to United Voice's submission, we consider that s.134(1)(a) does not advance the union's case. The Commission cannot properly conclude that the relative living standards and needs of the low paid will be enhanced or improved if the claim is granted.

Section 134(1)(b) – The need to encourage collective bargaining

508. The grant of the claim may have an adverse impact on the need to encourage collective bargaining.
509. The union's pursuit of the claim here advanced demonstrates that the issue is one of importance to the union and by extension, it is one that may motivate it to engage in collective bargaining. Any such motivation would necessarily be extinguished by the grant of the claim.
510. Further, a further improvement to the minimum floor and the imposition of additional employment costs may disincentivise employers from engaging in collective bargaining.

Section 134(1)(c) – The need to promote social inclusion through increased workforce participation

511. There is no evidence that might enable the Commission to conclude that the grant of the claim will improve social inclusion through increased workforce participation.
512. In the circumstances, we consider that s.134(1)(c) does not advance the union's case.

Section 134(1)(d) – The need to promote flexible modern work practices and the efficient and productive performance of work

513. This is a neutral consideration in this matter.

Section 134(1)(da) - The need to provide additional remuneration for employees working overtime; unsocial, irregular or unpredictable hours; on weekends or public holidays or shifts.

514. This is a neutral consideration in this matter.

Section 134(1)(e) – The principle of equal remuneration for work of equal or comparable value

515. This consideration is not relevant to the matter.

Section 134(1)(f) – The impact of any exercise of modern award powers on business, including on productivity, employment costs and the regulatory burden

516. It is axiomatic that the grant of the claim would increase employment costs. The claim, if granted, would therefore have an adverse impact on business.

517. Further, as we have previously submitted, significant portions of the industry covered by the Award are dependent on NDIS funding to cover their employment costs. The NDIS does not provide funding for the additional employment costs contemplated by the proposed clause. The impact on business is compounded in these circumstances. Employers are unable to recover the additional costs from participants in the scheme because of the pricing caps imposed by the NDIS, nor does the NDIS provide specific funding for employee uniforms.

Section 134(1)(g) - The need to ensure a simple, easy to understand, stable and sustainable modern award system

518. The clause is not simple and easy to understand. The interaction between the proposed clause 20.2(b) and an employer's obligation to launder and maintain the uniforms at clause 20.2(a) is not clear. There is, however, no apparent justification for the application of clause 20.2(b) where an employer launders the employees' uniforms.

519. Finally, the need to ensure a stable system tells against the grant of the claim; particularly given that the claim lacks any proper foundation.

14. DAMAGED CLOTHING ALLOWANCE

520. The HSU is seeking the insertion of a new clause 20.3, which is in the following terms:

20.3 Damaged clothing allowance

- (i) Where an employee, in the course of their employment suffers any damage to or soiling of clothing or other personal effects (excluding hosiery), upon provision of proof of the damage, employees shall be compensated at the reasonable replacement value of the damaged or soiled item of clothing.
- (ii) This clause will not apply where the damage or soiling is caused by the negligence of the employee.

521. The proposed clause would entitle an employee to compensation “at the reasonable replacement value” of any damaged or soiled clothing or personal effects if they are so damaged or soiled during the course of their employment by virtue of any cause other than the negligence of the employee.

522. Ai Group opposes the claim and submits that the proposed variation to the Award should not be made.

The HSU’s Case

523. The HSU has made only the following submission in support of its case: (footnotes omitted)

- 61. Clause 20.2 of the Award provides for payment of an allowance for uniforms and their laundering. The reality of work in the industry, particularly for home carers and disability support workers, is that employees are not provided with uniforms, but wear their own clothes to work, which are at risk of being soiled or damaged in the course of their duties.
- 62. The award should include a damaged clothing allowance, which takes into account that employees’ clothing will frequently become damaged, soiled or worn given the nature of the work they do. Where such damage occurs, upon provision of proof of the damage, employees should be compensated at the reasonable replacement value of the damaged or soiled item of clothing.¹⁸¹

¹⁸¹ HSU submission dated 15 February 2019 at paragraphs 61 – 62.

524. The HSU also seeks to rely on the following evidence:

- (a) The evidence of Pamela Wilcock (a community care worker) that her role involves cleaning duties in a client's home, which can include using cleaning agents that "can" damage clothing however her employer provides protective clothing and gloves.¹⁸² She also states that her role also includes cleaning bodily fluids and urine.¹⁸³
- (b) The evidence of Heather Waddell (a community care worker) that clothing can be spoiled by bodily fluids cleaning agents.¹⁸⁴ She also gives evidence that her employer provide single use aprons and goggles for employees to use, however she chooses not to because to do so would require her to travel to her employer's office, which "is usually in the opposite direction of [her] clients".¹⁸⁵

525. The case advanced by the union falls well short of providing a proper basis for the proposed clause, for the reasons explained below.

Section 138 and the Modern Awards Objective

526. There is no evidence or material that might justify the proposition that the clause proposed by the HSU is *necessary* to ensure that the Award achieves the modern awards objective.

527. Further, the HSU's claim is unfair to employers in various ways:

- (a) The proposed clause would appear to apply even where an employee such as Ms Waddell elects not to use equipment, clothing or protective effects provided by an employer for the very purpose of ensuring that an employee's clothing and personal effects are protected from damage and/or soiling. This is clearly unfair and unjustifiable.

¹⁸² Statement of Pamela Wilcock dated 15 February 2019 at paragraph 13.

¹⁸³ Statement of Pamela Wilcock dated 15 February 2019 at paragraph 14.

¹⁸⁴ Statement of Heather Waddell dated 15 February 2019 at paragraph 33.

¹⁸⁵ Statement of Heather Waddell dated 15 February 2019 at paragraph 34.

- (b) The proposed clause requires reimbursement “at the reasonable replacement value”. Whilst not abundantly clear, the provision appears intended to entitle an employee to replace the value of clothing or personal effects that they have elected to wear during the course of their employment, irrespective of their value. Accordingly, the proposed clause appears to create an Award-derived obligation to reimburse an employee for potentially pricey items, even though they were not essential for the purposes of enabling the employee to undertake their work (e.g. designer brand glasses). This is clearly unfair.
- (c) The scope of the clause is broad. It applies wherever there is *any* damage or soiling, even if the extent of the damage or soiling does not necessitate or warrant the replacement of the clothing or other item (for example, because it can be cleaned or replaced). This is unfair and unjustifiable.
- (d) The proposed clause does not require an employee to provide proof of the “reasonable replacement value” or absolve an employer from their liability to reimburse an employee where such proof is not forthcoming. This is also unfair.

528. These matters of themselves provide a basis for dismissing the HSU’s claim.

529. The HSU’s submissions do not address s.138 or s.134(1) of the FW Act. We nonetheless make the following additional observations about various factors listed under s.134(1):

- (a) Section 134(1)(a): there is no evidence dealing with the impact of the claim on the relative living standards and needs of the low paid. In the circumstances, we consider that s.134(1)(a) does not advance the union’s case. The Commission cannot properly conclude that the relative living standards and needs of the low paid will be enhanced or improved if the claim is granted.

- (b) Section 134(1)(b): the grant of the claim may have an adverse impact on the need to encourage collective bargaining.
- (c) Section 134(1)(c): there is no evidence that might enable the Commission to conclude that the grant of the claim will improve social inclusion through increased workforce participation. In the circumstances, we consider that s.134(1)(c) does not advance the union's case.
- (d) Section 134(1)(d): this is a neutral consideration.
- (e) Section 134(1)(da): this is a neutral consideration.
- (f) Section 134(1)(e): the principle of equal remuneration for work of equal or comparable value is not relevant to this matter.
- (g) Section 134(1)(f): it is axiomatic that the grant of the claim will increase employment costs. It will also increase the regulatory burden imposed on employers in order to deal with and process requests for reimbursement made by their employees. The claim, if granted, would therefore have an adverse impact on business. Such an impact is compounded in the case of NDIS-funded services, because the funding does not contemplate the proposed entitlement.
- (h) Section 134(1)(g): the need to ensure a stable system tells against the grant of the claim. Further, the proposed clause is not simple and easy to understand. The meaning of "reasonable replacement value" – a central element of the proposed clause – is unclear.

530. There is no proper foundation for the HSU's claim. Ai Group submits that it should be dismissed.

15. TELEPHONE ALLOWANCE

531. Clause 20.6 of the Award provides as follows:

20.6 Telephone allowance

Where the employer requires an employee to install and/or maintain a telephone for the purpose of being on call, the employer will refund the installation costs and the subsequent rental charges on production of receipted accounts.

532. The HSU has proposed that the above clause be replaced with the following:

20.6 Telephone allowance

Where an employer requires an employee to use a mobile phone for any work related purpose, the employer will either:

- (a) provide a mobile phone fit for purpose and cover the cost of any subsequent charges; or
- (b) refund the cost of purchase and usage charges on production of receipts.

533. The proposed clause would apply wherever an employer requires an employee to use a mobile phone for any work related purpose. It would require the employer to provide the employee with a mobile phone and cover the cost of any usage charges (whether incurred for work purposes or otherwise) or reimburse the employee for the same.

534. United Voice has proposed the following amendments to clause 20.6 of the Award:

20.6 Telephone allowance

Where the employer requires an employee to install and/or maintain a telephone or mobile phone for the purpose of being on call, for the performance of work duties or to access work related information, the employer will refund the installation costs and the subsequent rental charges on production of receipted accounts.

535. The variations proposed seek to extend the application of clause 20.6 to circumstances in which:
- (a) An employer requires an employee to “install and/or maintain ... a mobile phone”.
 - (b) An employer requires an employee to install and/or maintain a telephone for the performance of work duties or access work related information.
 - (c) An employer requires an employee to install and/or maintain a mobile phone for the performance of work duties or access work related information.
536. While the variations proposed are not in the same terms, their essence is similar.
537. Ai Group opposes the variations proposed and submits that they should not be made.

The Union’s Cases

538. The HSU has made only the following submissions in support of their claim: (footnotes omitted, our emphasis)
- 59. The current telephone allowance clause – as worded in both the exposure draft and current award – is outdated. The language of the clause refers to a landline telephone. The Commission would safely conclude that the vast bulk of employees now have mobile phones and that they are available to them during the course of their work.
 - 60. Employers frequently require or expect care workers to be contactable by mobile phone when performing their duties. Employees commonly need to use smart phones to check their rosters, make notes on clients, take photographs, log onto company apps or portals, call ambulances or supervisors in emergencies, as well as answer calls about their availability for shifts, often at the last minute. Any employees required to use a phone for work in this way should receive a telephone allowance which reflects the cost of maintaining and using such mobile phone. Employees required to use a smart phone

should be reimbursed for the cost of purchasing one if such purchase is necessary.¹⁸⁶

539. United Voice advances its case on the following bases:
- (a) Employees covered by the Award are required to use mobile phones in the course of their duties and they have, in effect, become tools of trade.
 - (b) The Award is out of date to the extent that it does not contemplate mobile phone usage.

Section 138 and the Modern Awards Objective

540. The material before the Commission does not establish that the clause proposed by the HSU or United Voice is *necessary* to ensure that the Award achieves the modern awards objective.

A Fair Safety Net

541. The HSU's claim is unfair to employers, for the reasons that follow.
542. *First*, the grant of the HSU's claim would see employers liable for "any subsequent charges" or "usage charges" incurred by an employee. It is plainly unfair that an employer be required to pay for costs incurred by an employee for usage unrelated to work. The proposed clause does not create an Award-derived limitation on the purpose for which the mobile phone may be used, nor does it absolve employers from the liability for paying for such expenses.
543. *Second*, the HSU's proposed subclause (b) would entitle an employee to the reimbursement of expenses incurred through acquiring a phone and usage, even where those costs are excessive or unnecessary. For example, the clause would entitle an employee to reimbursement even if the employee selected a phone plan with inclusions that are not necessary for the purposes of fulfilling the employee's duties.

¹⁸⁶ HSU submission dated 15 February 2019 at paragraphs 59 – 60.

544. *Third*, the proposed clause would afford employees a windfall gain where they are employed by more than one employer covered by the Award; a situation which, on the unions' material, is apparently not uncommon.
545. *Fourth*, the clause does not account for circumstances in which an employee already possesses a mobile phone which is adequate for the purposes of an employee's duties. The clause applies to any employee who is required to use a mobile phone and essentially delivers to them an entitlement to an additional mobile phone and/or reimbursement for the purchase and usage of such a mobile phone, even if they already have one.
546. The unions have not presented any material that establishes the proportion of employees covered by the Award who are required by their employer to use a mobile phone for the purposes of their employment and of those, the percentage who do or do not own a mobile phone that is fit for purpose. Of the evidence called by the unions, only one of the witnesses claims that they did not own a smartphone as required by their employer.¹⁸⁷
547. Indeed the evidence before the Commission rather suggests that most employees either own a mobile phone¹⁸⁸ or that they are provided with a device by their employer¹⁸⁹.
548. Further, a report published by Deloitte in 2018¹⁹⁰, which sets out the results of a survey of a nationally representative sample of over 2,000 Australian consumers aged 18–75, found that 89% of those surveyed owned a smartphone. Another 11% owned a standard mobile phone.¹⁹¹ The survey

¹⁸⁷ Statement of Deon Fleming dated 16 January 2019 at paragraph 27.

¹⁸⁸ Statement of Belinda Sinclair at 16 January 2019 at paragraphs 15 – 17, statement of Trish Stewart dated 17 January 2019 at paragraphs 20 – 22, statement of William Elrick dated 15 February 2019 at paragraph 30 and statement of Bernie Lobert dated 15 February 2019 at paragraph 20.

¹⁸⁹ Statement of Robert Sheehy dated 15 February 2019 at paragraphs 12 – 13, statement of Pamela Wilcock dated 15 February 2019 at paragraph 19, statement of Heather Waddell dated 15 February 2019 at paragraph 31 and statement of Thelma Thames dated 15 February 2019 at paragraph 22.

¹⁹⁰ Deloitte, *Behaviour Unlimited, Mobile Consumer Survey 2018, The Australian cut* (2018).

¹⁹¹ Deloitte, *Behaviour Unlimited, Mobile Consumer Survey 2018, The Australian cut* (2018) at page 6.

results appear to suggest that the entire survey population owned a mobile phone of some description.

549. In this context, the unions' proposed variations are plainly unjustifiable and unfair.
550. The variation proposed by United Voice is unclear. It appears to grant employees an entitlement to "installation costs and the subsequent rental charges" in relation to mobile phone usage notwithstanding that the concepts of installation and rent are generally not relevant to mobile phone usage. In any event, assuming that the proposed variations are intended to deliver a similar outcome to the HSU's claim; the submissions we have made above regarding the HSU's claim are apposite.
551. In our submission, these matters of fairness of themselves provide a basis for dismissing the HSU and United Voice's claims.

A Relevant Safety Net

552. We also note that the variations proposed by the unions are out of step with the way in which the modern awards system typically deals with the matter of telephones, including mobile telephones.
553. The vast majority of awards do not make any provision for telephones. Of those that do, most appear to contemplate only landline telephones, as per the current clause 20.6 of the Award.¹⁹² Other award provisions either deal expressly with mobile phones or are drafted such that they appear to apply, implicitly, to mobile phone usage. In each case, they include various important parameters that do not appear in the union's proposals.

¹⁹² See for example clause 19.6 of the *Air Pilots Award 2010*, clause C.1.10 of the *Aircraft Cabin Crew Award 2010*, clause 18.5 of the *Broadcasting and Recorded Entertainment Award 2010*, clause 18.11 of the *Health Professionals and Support Services Award 2010*, clause 16.5 of the *Medical Practitioners Award 2010*, clause 31.2 of the *Plumbing and Fire Sprinklers Award 2010* and clause 15.2 of the *Rail Industry Award 2010*.

554. For example:

- (a) The *Commercial Sales Award 2010*¹⁹³, *Contract Call Centres Award 2010*¹⁹⁴, and *Telecommunications Services Award 2010*¹⁹⁵ entitle an employee to reimbursement for the reasonable cost of purchasing a phone *only where the employee does not already have a telephone*.
- (b) The aforementioned awards entitle an employee to reimbursement for the *reasonable cost* of purchasing a mobile phone; not to *all* costs incurred by purchasing a mobile phone.
- (c) The *Real Estate Industry Award 2010* requires the payment of only *reasonable reimbursement*, as agreed between the employee and employer.¹⁹⁶
- (d) The *Stevedoring Industry Award 2010* provides for the payment of a set weekly allowance, as prescribed by the award.¹⁹⁷

555. The approach proposed by the HSU and United Voice is inconsistent with that adopted in the aforementioned awards and lacks any of the limitations found in the relevant provisions. The unions have failed to point to any justification for this.

Sections 134(1)(a) – (g) of the FW Act

556. We also make the following additional observations about various factors listed under s.134(1):

- (a) Section 134(1)(a): there is no evidence dealing with the impact of the claim on the relative living standards and needs of the low paid. In the circumstances, we consider that s.134(1)(a) does not advance the

¹⁹³ Clause 16.1(a).

¹⁹⁴ Clause 20.3(a).

¹⁹⁵ Clause 17.1(c)(i).

¹⁹⁶ Clause 18.6.

¹⁹⁷ Clause 14.5.

union's case. The Commission cannot properly conclude that the relative living standards and needs of the low paid will be enhanced or improved if the claim is granted.

- (b) Section 134(1)(b): the grant of the claim may have an adverse impact on the need to encourage collective bargaining.
- (c) Section 134(1)(c): there is no evidence that might enable the Commission to conclude that the grant of the claim will improve social inclusion through increased workforce participation. In the circumstances, we consider that s.134(1)(c) does not advance the union's case.
- (d) Section 134(1)(d): the imposition of additional employment costs and the accompanying regulatory burden will not promote flexible modern work practices and the efficient and productive performance of work to the extent that it deters employers from using mobile technology. This issue is particularly important in light of the observations made in the McKinsey Report about the importance of employers under the NDIS funding arrangements implementing and leveraging technological systems and solutions.¹⁹⁸ In particular:

While there is no single model of care that will work for all providers and participants, and acknowledging the substantial investment providers have already made in transforming their organisations, the significant variation in cost to serve across the market indicates there are opportunities to innovate and lessons to be learned from operating models that are working well in standard intensity attendant care. Providers will generally need to achieve corporate overheads of 10-15% and improve workforce utilisation rates to above 90% to make a profit while complying with SCHADS award obligations. To do this, most existing providers will be required to adjust their operating models, driving efficiencies and innovation through technology and other operational improvements.¹⁹⁹

- (e) Section 134(1)(da): this is a neutral consideration.

¹⁹⁸ See for example, McKinsey Report at pages 20, 27 and 28.

¹⁹⁹ McKinsey Report at page 71.

- (f) Section 134(1)(e): the principle of equal remuneration for work of equal or comparable value is not relevant to this matter.
- (g) Section 134(1)(f): it is axiomatic that the grant of the claim will increase employment costs. The effect on business resulting from these employment costs would be exacerbated by the various elements of the proposals discussed above; including the broad application of the clause and the absence of any limitation on an employer's liability to pay costs arising from an employee's usage.

The proposed clauses would also increase the regulatory burden imposed on employers in order to deal with and process requests for reimbursement made by their employees and/or providing employees with all-expenses-paid mobile phones.

The claim, if granted, would therefore have an adverse impact on business. Such an impact is compounded in the case of NDIS-funded services, because the funding does not contemplate the proposed entitlement.

- (h) Section 134(1)(g): the need to ensure a stable system tells against the grant of the claim. Further, the clause proposed by United Voice is not simply and easy to understand. The clause requires the payment of "installation costs and the subsequent rental charges" where an employee is required to maintain a mobile phone. Mobile phones do not incur installation costs and generally do not involve rental charges. Accordingly, the application of the clause is unclear.

557. A proper foundation of the provisions proposed by the unions has not been made out. Ai Group submits that the claims should not be granted. The issue of mobile phones is more appropriately dealt with at the enterprise level where employees are in fact required to use mobile phones; having regard to the purpose for which they are required to use mobile phones and the extent to which the employer's employees already own appropriate mobile phones. The

one-size-fits-all approach proposed by the unions is not appropriate for the reasons set out above.



NDIS Price Guide 2019-20

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Version Control

The NDIS Price Guide is subject to change. The latest version of the NDIS Price Guide is available on the [NDIS website](#).

Version	Page.	Details of Amendment	Date
1.0			25 June 2019
1.1	p. 7	<ul style="list-style-type: none"> Text added to clarify the link between the Price Guide and the Support Catalogue 	28 June 2019
	p. 12	<ul style="list-style-type: none"> Text added to clarify that non-registered providers are not eligible for the TTP. 	
	p. 13-15	<ul style="list-style-type: none"> Text added to better distinguish between Core travel and Capacity Building travel Added 4 examples of the application of the travel rules 	
	p. 16	<ul style="list-style-type: none"> Text added to clarify that “no shows” are treated as short notice cancellations. Added an example of the application of the cancellation rules; 	
	p. 27	<ul style="list-style-type: none"> Price limits in the Support Catalogue for group based supports have been substantially revised. Text added to clarify that providers of group-based supports are not permitted to bill for non-face-to-face services as the hourly price limits for these supports include an allowance for non-face-to-face services. 	
	p. 36	<ul style="list-style-type: none"> Further text added on Employment Related Assessment and Counselling supports. 	
	p. 36	<ul style="list-style-type: none"> Further text added on Workplace Assistance supports. 	

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Scope of the NDIS Price Guide

Where possible, the National Disability Insurance Agency (NDIA) utilises market mechanisms to deliver the level of supply required by the the National Disability Insurance Scheme (NDIS) to meet participant demand and deliver the correct mix of goods/services, produced at market clearing (efficient) prices. However, in underdeveloped or non-existent markets, reliance on a deregulated market mechanism may not meet participant demands; may not deliver adequate supply; may not deliver the correct mix of disability supports and may not produce efficient prices. To address these issues, the NDIA has a role, as market steward, to create an efficient and sustainable marketplace through a diverse and competitive range of suppliers who are able to meet the needs of a consumer driven market.

As part of its market stewardship role, the NDIA imposes price controls on some supports by limiting the prices that registered providers can charge for those supports and by specifying the circumstances in which registered providers can charge participants for supports. Price controls are in place to ensure that participants receive value for money in the supports that they receive. In the short to medium term, price controls are required for some disability supports because the markets for disability goods and services is not yet fully developed. The longer-term goal of the NDIA is to remove regulatory mechanisms from the markets for disability supports.

This Price Guide is a summary of NDIS price limits and the associated pricing arrangements that will apply from 1 July 2019 as set by the NDIA. It is designed to assist participants and disability support providers, both current and prospective, to understand the way that price controls for supports and services work in the NDIS. The price limits within this Price Guide are the maximum prices that Registered Providers can charge NDIS participants for specific supports. There is no requirement for providers to charge at the maximum price for a given support or service. Participants and providers are free to negotiate lower prices.

Currently, the NDIA varies its approach to the regulation of prices, depending on market conditions, between:

- **No regulation** (deregulated markets): this is typically used in cases where markets are highly competitive – for example, transport.
- **The imposition of price limits**: these represent a maximum allowable price payable by participants for types of supports. This approach is used in a significant number of markets, which are still developing and growing, such as those for attendant care.
- **Quotable supports**: in which participants are expected to obtain quotations from suppliers to provide to the NDIA, which will verify that the prices are fair and reasonable. This approach is typically used in the case of highly specialised, differentiated supports that may not have a high level of competition – for example, assistive technology. They are also used in cases, such as supported independent living, where a bundle of supports is being purchased.

This Price Guide is principally concerned with the rules that apply to NDIS supports that are subject to price limits.

A comprehensive list of all NDIS supports (“the Support Catalogue”) is at <https://www.ndis.gov.au/providers/price-guides-and-information>.

The Support Catalogue:

- **includes item descriptors to assist providers to claim payments using a “best-fit” approach, and to assist participants in engaging and negotiating with service providers; and**
- **lists the price limits of those support items that are subject to price limits.**

In general, support items subject to price controls have a single national price limit. However, some Capacity Building supports have two price limits: one for New South Wales, Victoria, Queensland and the Australian Capital Territory; and a different price limit for South Australia, Western Australia, Tasmania and the Northern Territory.

The NDIA publishes separate price guides for:

- Assistive Technology at <https://www.ndis.gov.au/providers/essentials-providers-working-ndia/providing-assistive-technologies-and-home-modifications>
- Specialist Disability Accommodation at <https://www.ndis.gov.au/providers/essentials-providers-working-ndia/specialist-disability-accommodation>

Application of this Price Guide

The price limits and other arrangements in this Guide must be followed when supports are delivered to NDIS participants who have either an agency-managed plan or a plan manager.

A provider of supports to a participant with an agency-managed plan (or of a support that is agency managed):

- must be a registered provider with the NDIS;
- must declare relevant prices to participants before delivering a service, including any notice periods or cancellation terms;
- must adhere to the arrangements in the Price Guide, including ensuring that their prices do not exceed the price limits prescribed in the Pricing Guide

Plan managers can purchase supports on behalf of participants from either registered or unregistered providers, but they are registered providers themselves, and therefore responsible for ensuring that prices paid for supports on behalf of their participants adhere to the arrangements in the Price Guide, including price limits.

Self-managing participants can use registered or unregistered providers and are not subject to the pricing arrangements in the Price Guide.

In addition, all registered providers, regardless of whether funding for the support is managed by the participant, by a registered provider, or by the NDIA, must not add any other charge to the cost of the supports they provide, including credit card surcharges, or any additional fees including any ‘gap’ fees, late payment fees or cancellation fees.

Support Purposes, Categories and Line Items

This section describes the way that the NDIS categorises disability supports. These categories can be relevant to rules for participants about how they can spend their support budgets, and for providers when seeking payment for delivered supports.

Support Purpose Types

NDIS participant budgets can be allocated to three separate types of support purpose:

1. CORE – Supports that enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).
2. CAPITAL – Investments, such as assistive technologies - equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.
3. CAPACITY BUILDING - Supports that enable a participant to build their independence and skills.

Support Categories aligned to the NDIS Outcomes Framework

Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

Support categories are aligned with the NDIS Outcomes Framework, which has been developed to measure goal attainment for individual participants and overall performance of the Scheme. There are eight outcome domains in the Framework, which help participants think about goals in different areas of their life and assist planners explore where supports in these areas already exist and where further supports are required. These domains are:

1. Daily Living	5. Work
2. Home	6. Social and Community Participation
3. Health and Wellbeing	7. Relationships
4. Lifelong Learning	8. Choice and Control

NDIS service providers should be aware that all supports and services for NDIS participants must contribute to the achievement of their individual goals as outlined in the participant's plan. Support purpose categories are designed to align with the Outcomes Framework and the 15 support categories (listed below). This helps participants choose supports that help them achieve their goals, and providers to understand how the supports they provide contribute to the participant's goals. The following table shows the links between support purpose types, domains in the Outcomes Framework and support categories.

SUPPORT PURPOSE	OUTCOME DOMAINS in FRAMEWORK	SUPPORT CATEGORY
CORE	Daily Living Daily Living Daily Living Social & Community Participation	Assistance with Daily Life Transport Consumables Assistance with Social & Community Participation
CAPITAL	Daily Living Home	Assistive Technology Home Modifications and Specialised Disability Accommodation (SDA)
CAPACITY BUILDING	Choice & Control Home Social and Community Participation Work Relationships Health & Wellbeing Lifelong Learning Choice and Control Daily Living	Support Coordination Improved Living Arrangements Increased Social and Community Participation Finding and Keeping a Job Improved Relationships Improved Health and Wellbeing Improved Learning Improved Life Choices Improved Daily Living Skills

Support items

Each support category has many specific supports and services that are recognised in the NDIS payment system. These are referred to as 'support items' and are, in most cases, not prescribed in participant plans.

Providers should claim payments against a support item that most closely aligns to the service they have delivered.

Each support item has a unique reference number, according to the following structure:



For example:

01_013_0107_1_1 - Assistance with Self-Care Activities - Standard - Saturday

Support Category	Sequence Number	Registration Group	Outcome Domain	Support Purpose
01	013	0107	1	1

Units of Measure

The NDIS payment system includes units of measure to suit each support item as follows:

• Each	• Hour	• Daily
• Week	• Month	• Annual

Claiming supports and services

Registered Providers can make a claim for payment for a support once that support has been delivered or provided. Where price limits apply, prices charged to participants must not exceed the price limit prescribed for that support in this Guide. Providers cannot add any other charges to the cost of the support, including credit card surcharges, or any additional fees including any 'gap' fees, late payment fees or cancellation fees unless otherwise stated in this Price Guide.

When claiming, it is the responsibility of the provider to ensure that the claim accurately reflects the supports delivered, including the frequency and volume of supports. Falsifying claims for any aspect of supports delivered is a serious compliance issue and may result in action against the provider. Providers are also required to keep accurate records of claims, which are subject to audit at any time.

Providers should claim payments against a support item that most closely aligns to the service they have delivered.

Service Agreements

A Service Agreement is a formal agreement between a participant and provider. They help to ensure there is a shared understanding of:

- expectations of what supports will be delivered and how they will be delivered; and
- the respective responsibilities and obligations of the provider and the participant and how to resolve any problems that may arise.

Service Bookings

Service bookings are used to set aside funding for an NDIS registered provider for a support or service they will deliver. Each service booking sets out the specific supports or support domains agreed to be provided and the length of time that agreement is applicable within the current participant plan dates. Service bookings are not the same as 'service agreements', which set out the terms and conditions negotiated with the participant.

The Agency recommends that service bookings should be created at the category level, where possible. This allows providers and participants to negotiate or access supports on a more flexible basis, especially for on-the-spot assessments or less predictable support needs. This is preferable to having to edit existing service bookings or create another service booking for that item at a later date or have funds locked into a support item that may not eventuate, which restricts funding for alternate services.

See the 'NDIS Myplace Provider Portal Step-by-step guide' on the Provider Toolkit for further information.

Special NDIS Pricing Arrangements

Regional, Remote and Very Remote Areas

The NDIA uses the Modified Monash Model (MMM) to determine regional, remote and very remote areas using a scale based on population size and locality (see Table below).

	Zones	MMM	Inclusion
Metropolitan	MMM 1-3	1	All areas categorised as Major Cities of Australia.
		2	Areas categorised as Inner Regional Australia or Outer Regional Australia that are in, or within 20km road distance, of a town with population >50,000.
		3	Areas categorised as Inner Regional Australia or Outer Regional Australia that are not in MM 2 and are in, or within 15km road distance, of a town with population between 15,000 and 50,000.
Regional	MMM 4-5	4	Areas categorised as Inner Regional Australia or Outer Regional Australia that are not in MM 2 or MM 3, and are in, or within 10km road distance, of a town with population between 5,000 and 15,000.
		5	All other areas in Inner Regional Australia or Outer Regional Australia.
Remote	MMM 6	6	All areas categorised Remote Australia that are not on a populated island that is separated from the mainland and is more than 5km offshore.
Very Remote	MMM 7	7	All other areas – that being Very Remote Australia and areas on a populated island that is separated from the mainland in the ABS geography and is more than 5km offshore.

Further details on the MMM can be found on the Department of Health’s DoctorConnect website, which contains a resource to look up the MMM area for particular locations¹.

Participants located in MMM4 and MMM5 areas are classified as ‘Regional’, MMM6 as ‘Remote’, and MMM7 as ‘Very Remote’. In general, price limits are 40% higher in remote areas and 50% higher in very remote areas. There is no additional loading applied for supports in regional areas.

Providers should refer to support price limits based on where the support is delivered, which is not necessarily where the participant lives. For example, if a participant living in a Remote location visits a therapist in their capital city, the therapist should not attempt to claim a price that is higher than the price limit for the support in that city. On the other hand, if the therapist was to visit the participant in their local area to deliver the support, then the therapist could claim a price that is within the limit set by the ‘Remote’ Price Guide.

If local providers are not available, the NDIA may enter into arrangements (and at times contracts) with specific providers for provision of services to more remote regions. The contract with a service provider will specify the cost of travel and any other associated expenses in these areas.

Temporary Transformation Payment (TTP)

Providers of attendant care and community participation supports who meet the eligibility criteria set out below will have access to a higher price limit through a Temporary

¹ www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/locator

Transformation Payment (TTP). This conditional loading will assist providers to continue transforming their businesses in the move towards a more competitive marketplace. This replaces the Temporary Support for Overheads.

In order to access the higher TTP price limits, providers will have to:

- publish their service prices;
- list their business contact details in the Provider Finder and ensure those details are kept up-to-date; and
- participate annually in an Agency-approved market benchmarking survey.

TTP Providers will have to until 31 December 2019 to meet these requirements, and to include in their contractual arrangements with their participants that they are entitled to use the TTP support items (and price limits) because they are compliant with the TTP terms.

That is, in the first year, providers can commence making claims using the TTP items from 1 July 2019, and will have until 31 December 2019 to meet the three compliance requirements. In later years, providers will need to be compliant by the start of the financial year, noting that the Benchmarking Requirement is met up until 31 December of any year by the provider's intention to take part in the next Benchmarking Survey, and after that date by actual participation in the most recent Benchmarking Survey.

Providers who become non-compliant during a financial year should not claim for TTP items while they are non-compliant.

Every support item in scope of the TTP has two support items and two price limits. The non-TTP items should be used by providers who are not compliant with the TTP conditions. The TTP items should be used by providers who are compliant with the TTP conditions, an example is given in the following Table.

01_011_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Daytime
01_011_0107_1_1_T	Assistance With Self-Care Activities - Standard - Weekday Daytime - TTP

There will be no formal registration process for TTP providers. Providers indicate that they intend to fulfil the TTP conditions by making a claim for a TTP support item through the payment system. They will be required to acknowledge compliance to the Price Guide terms, including the TTP terms if applicable, when submitting a payment request through the Myplace Provider Portal. By claiming TTP items through the NDIA payment system, or from a plan manager, providers are warranting that they have complied with the TTP conditions, or intend to comply with the TTP conditions by the relevant time.

Plan managers will not be responsible for ensuring providers are TTP compliant. They can accept the claim for a TTP support item by a registered provider as proof of TTP compliance. However, non-registered providers are not eligible for the TTP and plan managers should not use TTP line items to claim for services delivered by non-registered providers.

Claims for the new TTP support items can be made against existing service bookings that were made at the support category level.

Billing for non-direct services

Provider Travel

Providers can only claim travel costs from a participant in respect of the delivery of a support item if:

- the Support Catalogue indicates that providers can claim for Provider Travel in respect of that support item;
- the provider has the agreement of the participant in advance (i.e. the service agreement between the participant and provider should specify the travel costs that can be claimed); and
- the provider is required to pay the worker delivering the support for the time they spent travelling as a result of the agreement under which the worker is employed; or the provider is a sole trader and is travelling from their usual place of work to or from the participant, or between participants.

Where a provider claims for travel time in respect of a support then the maximum amount of travel time that they can claim for the time spent travelling to each participant (for each eligible worker) is 30 minutes in MMM1-3 areas and 60 minutes in MMM4-5 areas. (Note the relevant MMM classification is the classification of the area where the support is delivered.)

In addition to the above travel, capacity-building providers who are permitted to claim for provider travel can also claim for the time spent travelling from the last participant to their usual place of work. The maximum amount of travel time that they can claim for the time spent on return travel (for each eligible worker) is 30 minutes in MMM1-3 areas and 60 minutes in MMM4-5 areas. (Note the relevant MMM classification is the classification of the area where the support is delivered.)

Where a worker is travelling to provide services to more than one participant in a 'region' then the provider can apportion that travel time (including the return journey where applicable) between the participants, with the agreement of each participant in advance.

Claims for travel in respect of a support must be made separately to the claim for the primary support (the support for which the travel is necessary) using the same line item as the primary support and the "Provider Travel" option in the Myplace portal. When claiming for travel in respect of a support, a provider should use the same hourly rate as they have agreed with the participant for the primary support (or a lower hourly rate for the travel if that is what they have agreed with the participant) in calculating the claimable travel cost.

Remote and very remote travel

In remote areas, capacity-building providers may enter specific arrangements with participants to cover travel costs, up to the relevant hourly rate for the support item. Providers should assist participants to minimise the travel costs that they need to pay (e.g. co-ordinating appointments with other participants in an area, so that travel costs can be shared between participants).

Example 1 – Core support – Single Participant – MMM 1-3

(In this example, the support is 01_301_0104_1_1, which has a price limit of \$58.31 per hour)

A Provider travels for 25 minutes to a participant who is located in zone 3 of the Modified Monash Model. They provide two hours of support to the participant They then spend 25 minutes returning to their usual place of business.

The provider and participant have agreed an hourly rate of \$50.00, which is below the price limit for this item. They have also agreed that the provider can claim for travel time.

The provider is entitled to apply the 30 minute time-cap against the 25 minutes of travel to the participant. They are not entitled to claim for the time spent travelling back to their usual place of business, even though some of that time is could fit within the 30 minute time-cap. In total, 25 minutes of travel can be claimed.

The provider's claim for this support is in two parts, which should be shown separately on their invoice to the participant and claimed for separately in the system.

- \$100.00 for the two hours of support
- \$20.83 for the 25 minutes travel to the participant.

$$\left(\frac{25}{60}\right) \times \$50 \text{ agreed price} = \$20.83 \text{ travel claim}$$

Example 2 – Capacity building support – Multiple Participants – MMM 1-3

(In this example, the support is 15_056_0128_1_3, which has a price limit of \$193.99 per hour)

A Provider travels for 35 minutes to a participant who is located in zone 3 of the Modified Monash Model. They provide two hours of support to the participant They then spend 25 minutes returning to their usual place of business.

The provider and participant have agreed an hourly rate of \$190.00. They have also agreed that the provider can charge for their travel time.

The provider is entitled to apply the 30 minute time-cap against the 35 minutes of travel to the participant. They are also entitled to claim for the time spent travelling back to their usual place of business by applying the 30 minute time-cap against the 25 minutes of return travel. In total, 55 minutes of travel can be claimed.

The provider's claim for these supports is in two parts, which should be shown separately on their invoice to the participant and claimed for separately in the system.

- \$380.00 for the two hours of support
- \$174.17 for the 55 minutes travel to the participant.

$$\left(\frac{55}{60}\right) \times \$190 \text{ agreed price} = \$174.17 \text{ travel claim}$$

Example 3 – Core support – Multiple Participants – MMM 4-5

(In this example, the support is 01_301_0104_1_1, which has a price limit of \$58.31 per hour)

A Provider travels for 65 minutes to Participant A who is located in zone 4 of the Modified Monash Model. They then provide two hours of the support to participant A. The provider then travels 25 minutes to Participant B, who is also located in zone 4. They deliver one hour of support to participant B. They then spend 45 minutes returning to their usual place of business.

The provider and participants have agreed an hourly rate of \$50.00. They have also agreed that the provider can charge for their travel time and that the provider can apportion the costs of the travel between the participants.

The provider is entitled to apply the 2x60 minute time-cap against the 65 minutes of travel to participant A and the 25 minutes of travel to participant B. They are not entitled to claim for the time spent travelling back to their usual place of business, even though some of that time is could fit under the 2x60 minute time-cap. In total, 90 minutes of travel can be claimed.

The provider's claim for these supports is in two parts for each participant, which should be shown separately on their invoice to the participant and claimed for separately in the system.

Participant A

- \$100.00 for the two hours of support to the participant
- \$37.50 for the 45 minutes travel to and between participants

Participant B

- \$50.00 for the two hours of support to the participant
- \$37.50 for the 45 minutes travel to and between participants

Example 4 – Core support – Multiple Participants – MMM 1-3 - Participants do not agree to share travel costs.

(In this example, the support is 01_301_0104_1_1, which has a price limit of \$58.31 per hour)

A Provider travels for 35 minutes to Participant A who is located in zone 3 of the Modified Monash Model. They then provide two hours of the support to participant A. The provider then travels 10 minutes to Participant B who is also located in zone 3. They deliver one hour of support to participant B. They then spend 25 minutes returning to their usual place of business.

The provider and participants have agreed an hourly rate of \$50.00. They have also agreed that the provider can charge for their travel time. They have not agreed that the provider can apportion the costs of the travel between the participants.

The provider is entitled to apply the 30 minute time-cap against the 35 minutes of travel to participant A. They are also entitled to apply the 30 minute time-cap against the 10 minutes of travel to participant B. They are not entitled to claim for the time spent travelling back to their usual place of business, even though some of that time is could fit under the 30 minute time-cap. In total, 40 minutes of travel can be claimed.

The provider's claim for these supports is in two parts for each participant, which should be shown separately on their invoice to the participant and claimed for separately in the system.

Participant A

- \$100.00 for the two hours of support to the participant
- \$25.00 for the 30 minutes travel to the participant

Participant B

- \$50.00 for the two hours of support to the participant
- \$8.33 for the 10 minutes travel to the participant

Participant transport as part of a community participation support

Providing community participation supports may, at the request of a participant, involve a worker accompanying a participant on a community outing and/or transporting a participant from their home to the community. In these situations, the worker's time can be claimed at the agreed hourly rate for the relevant support item for the total time the worker provides support to one or more participants, including time spent accompanying and/or transporting the participant. Where a provider is transporting two or more participants on the same trip, the worker's time should be claimed at the appropriate group rate for the relevant support.

This claim should be made using the relevant community participation support item and against the participant's core budget. In essence, the participant transport is a part of the community participation activity and should be billed accordingly.

Contribution towards costs of transport itself

If a provider incurs costs, in addition to the cost of a worker's time, when accompanying and/or transporting participants in the community (such as cost of ticket for public transport, road tolls, parking fees and the running costs of the vehicle), they may negotiate with the participant for them to make a reasonable contribution towards these costs.

A participant's support budget may include funding for transport, and this funding can be used for these types of contributions, which should be clearly specified in the service agreement. If the participant's support budget does not include funding for transport, then these costs should not be met from the participant's plan, but can be charged as an out of pocket expense to the participant.

Cancellations

Where a provider has a short notice cancellation (or no show) they are able to recover 90% of the fee associated with the activity, subject to the terms of the service agreement with the participant. Providers are only permitted to charge for a short notice cancellation (or no show) if they have not found alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

A cancellation is a short notice cancellation if the participant:

- does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- has given less than two (2) clear business days' notice for a support that meets both of the following conditions:
 - the support is less than 8 hours continuous duration; AND
 - the agreed total price for the support is less than \$1000; or
- has given less than five (5) clear business days' notice for any other support.

Claims for a short notice cancellation should be made using the same support item as would have been used if the support had been delivered, using the "Cancellation" option in the

Myplace portal. When making a claim for a cancelled support the provider should claim for the full agreed price of the support and indicate in the payment system that the claim is for a cancellation. The payment system will reduce the claim to 90% of the full agreed price.

Example 5

(In this example, the support is 01_301_0104_1_1, which has a price limit of \$58.31 per hour)

A one hour support is scheduled for 10 am on a Tuesday following a Public Holiday Monday.

The provider and participant have agreed an hourly rate of \$50.00 and have agreed that the provider can charge for short notice cancellations and no shows.

The participant cancels the support after 10 am on the preceding Thursday and the provider is not able to find alternative billable work for the relevant worker and is required to pay the worker for the time that would have been spent providing the support.

The provider's claim for this support should be made at the agreed rate for the service and indicate that the support was cancelled at short notice. The system will reduce the claimed amount by 10%.

There is no limit on the number of short notice cancellations (or no shows) that a provider can claim in respect of a participant. However, providers have a duty of care to their participants and if a participant has an unusual number of cancellations then the provider should seek to understand why they are occurring.

The NDIA will monitor claims for cancellations and may contact providers who have a participant with an unusual number of cancellations.

NDIA Reporting

Providers will be expected to provide progress reports to the participant and NDIS at agreed times. A provider may charge for the time taken to write a therapy report (including functional assessment) that is requested by the NDIA, and claim this against the appointment at the hourly rate for the relevant support item. A report requested by the NDIA is considered a report that is required at the commencement of a plan which outlines plan objectives and goals, and at plan review which measures functional outcomes against the originally stipulated goals. Providers are also expected to make recommendations for ongoing identified needs (informal/community/mainstream and/or funded supports). Providers may charge for any other NDIA-requested therapy report that is stipulated as being required in a participant's plan.

Claims for a NDIS requested reports are made using the relevant support item, using the "NDIA Report" option in the Myplace portal.

Non-Face-to-Face Supports

Non face to face activities are billable if:

- the activities are part of delivering a specific disability support item to that participant (rather than a general activity such as enrolment, administration or staff rostering); and

- the provider explains the activities to the participant, including why they represent the best use of the participant's funds (i.e. explains the value of these activities to the participant); and
- the proposed charges for the activities comply with the NDIS Price Guide, and
- the participant agrees to pay for the activities (preferably in a service agreement).

For example, the Assistance with Self Care support items are described as covering activities "Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible". Therefore, time spent on non-face to face activities that assist the participant - for example, writing reports for co-workers and other providers about the client's progress with skill development – could be charged against this support item. The costs of training and upskilling staff, and of supervision, are also included in the base price limits for supports and are not considered to be billable non-face-to-face supports. However, research undertaken by a capacity building provider specifically linked to the needs of a participant and to the achievement of the participant's goals may be billable as a non-face-to-face support with the participant's prior agreement.

Service agreements with each client can 'pre-authorise' these activities, but providers should only charge a participant for delivering a support item if they have completed activities that are part of the support for that participant. Charging a fee that is not linked to completed activities would not be appropriate.

Time spent on administration, such as the processing of NDIS payment claims for all clients, is outside the description of the support item and should not be claimed from a participant's budget as a non-face-to-face support. The NDIS price limits include an allowance for overheads, so that providers can fully recover the efficient costs, including the costs of administration tasks. Examples of administrative activities that are covered by the overhead component of the primary support price limits and that should not be billed as non-face-to-face supports include:

- Pre-engagement visits
- Developing and agreeing Service Agreements
- Entering or amending participant details into system
- Making participant service time changes
- Staff / participant travel monitoring and adjustment
- Ongoing NDIS plan monitoring
- Completing the Quoting tool
- Making service bookings and payment claims

In working out the cost of non-face-to-face supports it is not appropriate to charge all participants an average additional fee. The additional fee must be worked out in each case and related specifically to the non-face-to-face services delivered to the particular participant. This is not to say that the same additional fee might end up being charged to a number of participants, but it must be worked out separately.

Claims for a non-face-to-face supports are made using the relevant support item, using the "Non-face-to-face" option in the Myplace portal.

Other Payment Considerations

This section outlines various other considerations that may be relevant to participants and providers. These should be reviewed when entering into a new Service Agreement or if there is a significant change in the participant's circumstances.

Medicare and insurance

Some elements of a participant's care may be covered by funds outside the NDIS. These expenses are commonly medical, including those covered by private health insurance or Medicare. These medical expenses are not funded under the NDIS, even if they are related to, or a symptom of the disability. These expenses should be claimed under the relevant health care scheme or insurance policy. Some providers (e.g. therapists) may need to distinguish between the health services and disability supports that they provide to a single client, and make separate payment claims (e.g. claim payments from Medicare for health services, and the NDIS for disability supports).

Prepayments

Registered Providers can make a claim for payment once a service booking has been created and the support has been delivered or provided. Prepayment is not permitted unless the NDIA has given prior approval in writing to the Registered Provider. This will only occur in exceptional circumstances such as for certain assistive technologies, home modifications and remote area servicing where this has been agreed to by the participant.

Co-Payments for Capital items, including assistive technology

Co-Payments by the participant are not required; however, where the participant would like a customisation to a support or assistive technology that is not considered reasonable or necessary, they are required to pay for this themselves. These may include an aesthetic customisation to an assistive technology or modifications to a vehicle that are additional to the assistive components.

Goods and Services Tax (GST)

Most items are GST-Free, as per Australian Tax Office information about GST and NDIS and the application of section 38-38 of the GST Act.² For a small number of items where GST is applicable (for example, delivery fees and building materials), the price limit is inclusive of GST.

Other fees (Commissions and exit fees)

Participants are generally not required to pay exit fees, even when changing provider's part way through a plan. A core principle of the NDIS is choice and control for participants, allowing them to change providers without expense. Further information on establishment fees claimable by the incoming provider can be found below under *Establishment fee for personal care/community access*.

² http://www8.austlii.edu.au/cgi-bin/viewdoc/au/legis/cth/consol_act/antsasta1999402/s38.38.html

Core – Assistance with Daily Life (includes Supported Independent Living)

This support category relates to assisting with and/or supervising personal tasks of daily life to enable the participant to live as autonomously as possible. These supports are provided individually to participants and can be provided in a range of environments, including but not limited to, the participant's own home.

Daily Personal Activities, including High Intensity Daily Personal Activities

A hierarchy of price limits applies to this group of supports, based on:

- A) the time of day that the support is delivered;
- B) the day of week that the support is delivered;
- C) whether the support is Standard Intensity or High Intensity;
- D) if the support is High Intensity then whether it is a Level 1 (Standard), Level 2 (High Intensity) or Level 3 (Very High Intensity) support; and
- E) whether the provider is eligible for the Temporary Transformation Payment.

Time of day

In determining which price limit is applicable to a support, providers should note that a support is considered to be:

- a Daytime Support if it is delivered between 6 am and 8 pm;
- an Evening Support if it is delivered after 8 pm and before 12 midnight; and
- an Overnight Support if it is delivered between 12 midnight and 6 am.

Day of week

In determining which price limit is applicable to a support, providers should note:

- a weekday is Monday to Friday;
- the extra rates paid for Saturday, Sunday and Public holidays are in substitution for, and not cumulative upon, the shift premiums payable for evening and overnight supports; and
- the extra rates for Saturday/Sunday/Public holidays do not increase further when the support finishes after 8pm.

High intensity supports

A support is considered a high intensity support if the participant requires assistance from a support worker with additional qualifications and experience relevant to the participant's complex needs. The high intensity price limits may be considered when:

- frequent (at least 1 instance per shift) assistance is required to manage challenging behaviours that require intensive positive behaviour support; and/or
- continual active support is required due to high medical support needs (such as unstable seizure activity or respiratory support)

In determining which price limit for High Intensity Supports should apply to a given support, the provider should consider the skills and experience of the worker delivering the support. In general, the Level 2 price limit applies to most high intensity supports. However, if the particular instance of support is delivered by a worker who does not have the skills and experience to deliver a high intensity support then the Level 1 price limit should be applied. If the particular instance of the support is delivered by a more highly skilled or experienced worker then the provider can consider applying the Level 3 price cap, with the participant's prior agreement.

Other matters

Provisions for 'shadow shifts'

Shadow shifts may be considered where the participant has complex individual support needs that are best met by introducing a new worker to the participant before it is reasonable that they commence providing the support independently. These are considered where the specific individual support needs include:

- Very limited communication;
- Behaviour support needs; and/or
- Medical needs/procedures such as ventilation or Home Enteral Nutrition (HEN).

Where the individual would require shadow shifts to assist with the introduction of new workers, and this is the desired method by the participant or their family, the provider may claim for up to 6 hours of weekday support per year.

Introducing new workers is not designed to replace formal, recognised training that will be provided by an employer to their workforce, such as Shadowing (or "Buddying") less experienced staff or new staff with experienced workers or informal carers to help build knowledge and social capital (worker retention), which is not claimable under the NDIS.

Establishment fee for personal care/community access

This fee applies to all new NDIS participants in their first plan where they receive at least 20 hours of personal care/community access support per month. This payment is to cover non-ongoing costs for providers establishing arrangements and assisting participants in implementing their plan.

An establishment fee is claimable by the provider who assists the participant with the implementation of their NDIS Plan, delivers a minimum of 20 hours per month of personal care/community access support and has made an agreement with the participant to supply these services.

A budget of \$750 is included in the first plan for NDIS participants, in case they need this type of assistance from providers to design and implement support arrangements. Providers can draw against this budget as follows:

- If the participant is new to the NDIS and new to the provider, then the provider can charge a maximum of \$500 against the participant's plan;
- If the participant is new to the NDIS but is an existing client of the provider, then the provider can charge a maximum of \$250 against the participant's plan; and
- If the participant is choosing to change providers, then the new provider can charge a maximum of \$250 against the participant's plan to assist the participant in changing providers.

Assistance with household tasks

These support items enable participants to maintain their home environment. This may involve undertaking essential household tasks that the participant is not able to undertake.

Preparation and delivery of meals

This support item is for the preparation and delivery of food to participants who are unable to do this themselves, and are not in receipt of other supports that would meet the same need. The cost of the food itself is not covered by the NDIS. The cost of this support will vary based on the number of meals prepared and the deliveries required.

Assistance in Shared Living Arrangements – Supported Independent Living

Supported Independent Living (SIL) is the assistance with and/or supervising tasks of daily life in a shared living environment, with a focus on developing the skills of each individual to live as autonomously as possible. The support is provided to each person living in the shared arrangement in accordance with their need.

SIL does not include rent, board and lodging or other day to day usual living expenses such as food and activities. It also does not include the capital costs associated with a participant's accommodation.

SIL does not have fixed price limits, and providers can quote for the specific SIL service that they offer to each participant. To assist providers with quoting, the NDIA has developed a Provider SIL Pack³. The Provider SIL Pack contains templates that assist providers in developing an individualised quote. The purpose of this quote is to identify:

- The individual supports that will be available for the person, focussed on maximising the person's capacity to be as independent as possible with household decision making, personal care and domestic tasks,

³ <https://www.ndis.gov.au/providers/essentials-providers-working-ndia/supported-independent-living>

- The typical roster of supports that is shared between participants to maximise the efficient use of resources, and
- What supports are available to all residents to ensure the smooth operation and running of the household.

Once a quote is received, the NDIA uses a 'SIL Tool' to analyse provider quotes and to make sure that they represent value for money. In some cases, negotiation between the NDIA and providers will be necessary to agree appropriate prices for SIL.

For those providers who wish to continue to use the previous version of the quoting templates they may do so as these will continue to be accepted by the Agency.

Short Term Accommodation and Assistance

From time to time, participants may require temporary supports that are different from their usual arrangements. These are non-typical days and may include short stays in a group-based facility (short term accommodation), or the purchase of additional in-home support.

For the purposes of this Price Guide, the 'short term accommodation' price limit includes all expenses in a 24 hour period including assistance with daily personal activities, accommodation, food and negotiated activities. Typically, this type of support would be used for short periods of up to 14 days at a time. For longer term arrangements, other options are likely to be more appropriate (e.g. Supported Independent Living).

In cases where a participant will receive substantially less than 24 hours of assistance with daily personal activities, it may be appropriate for the participant and provider to negotiate a lower price than the maximum price specified in this Guide, based on the actual support provided. This situation might arise, for example, if a participant enters a short term accommodation facility in the evening, and exits again early the following morning. Also, where a participant enters accommodation late in the day, it may be appropriate to claim the daily rate for the day of the week that the majority of the support is provided. In each case, support arrangements, including price, should be **agreed with participants in advance**.

Short term accommodation price limits vary according to the support needs of the participant and the day of the week the support is provided. Providers claiming at the rates for high intensity (i.e. ratio of 1 support worker for 2 participants) or 1:1 support must deliver assistance with daily personal activities at those support ratios for the duration of the participant's stay.

Core - Transport

Transport enables participants to access disability supports outside their home, and to pay for transport that helps them to achieve the goals in their plan. Transport supports generally do not have price limits; however, participants should use the least expensive transport that meets their needs. Transport funding is paid fortnightly in advance to self-managed participants. Funding transport assistance is limited to those who cannot use public transport due to their disability. If the participant has questions about their transport support, providers may direct them to the NDIS factsheet available on the NDIS Website⁴.

Accompanying participants for community access

Providing community access supports may, at the request of a participant, involve a worker accompanying a participant on a community outing and/or transporting a participant from their home to the community. In these situations, the worker's time can be claimed at the agreed hourly rate for the relevant support item for the total time the worker provides support to one or more participants, including time spent accompanying and/or transporting the participant. Where a provider is transporting two or more participants on the same trip, the worker's time should be claimed at the appropriate group rate for the relevant support.

This claim should be made using the relevant community participation support item and against the participant's core budget. In essence, the participant transport is a part of the community participation activity and should be billed accordingly.

Contribution towards costs of transport itself

If a provider incurs costs, in addition to the cost of a worker's time, when accompanying and/or transporting participants in the community (such as cost of ticket for public transport, road tolls, parking fees and the running costs of the vehicle), they may negotiate with the participant for them to make a reasonable contribution towards these costs.

A participant's support budget may include funding for transport, and this funding can be used for these types of contributions, which should be clearly specified in the service agreement.

If the participant's support budget does not include funding for transport, then these costs should not be met from the participant's plan, but can be charged as an out of pocket expense to the participant.

⁴ <https://www.ndis.gov.au/participants/creating-your-plan/plan-budget-and-rules/transport-funding>

Core - Consumables

Consumables are a support category available to assist participants with purchasing everyday use items. Supports such as Continence and Home Enteral Nutrition (HEN) products are included in this category. More information on these supports can be found in the *Assistive Technology and Consumables Code Guide* on the Assistive Technology webpage.⁵

⁵ <https://www.ndis.gov.au/providers/essentials-providers-working-ndia/providing-assistive-technologies-and-home-modifications>

Core - Assistance with Social and Community Participation

These supports enable a participant to engage in community, social or recreational activities. They may be provided in a centre or in community settings at standard or higher intensity rates. If arranged in advance with participants, providers may charge up to four hours for each plan period to document proposed supports and expected outcomes. Price limits vary according to the support needs of the participant and the day of the week the support is provided.

Providers should not claim payment for:

- expenses related to recreational pursuits, such as event tickets for the participant, as they are not covered by the NDIS; and
- the cost of entry for a paid support worker to attend a social or recreational event.

A hierarchy of price limits also applies to this group of supports, based on:

- A) the time of day that the support is delivered;
- B) the day of week that the support is delivered;
- C) whether the support is Standard Intensity or High Intensity;
- D) if the support is High Intensity then whether it is a Level 1 (Standard), Level 2 (High Intensity) or Level 3 (Very High Intensity) support; and
- E) whether the provider is eligible for the Temporary Transformation Payment.

(See the definitions and notes in the Assistance with Daily Living Support Category.)

Community and social activity costs

This support is included in a participant's plan to enable them to pursue recreational activities and engage in the community when associated with a participant's disability and goals. Participants may use this funding for activities such as camps, vacation and outside school hours' care, course or membership fees. More information can be found in the Operational Guidelines⁶

Where appropriate, funded hours in a Community Access budget may be converted to a fee and claimed by a provider for these purposes.

Group based supports

Assistance to access community, social and recreational activities is often provided in a group setting, either in the community or in a centre.

A hierarchy of price limits applies to group based supports, based on:

- A) the time of day that the support is delivered;

⁶ <https://www.ndis.gov.au/about-us/operational-guidelines/planning-operational-guideline/planning-operational-guideline-deciding-include-supports-participants-plan>

- B) the day of week that the support is delivered;
- C) whether the support is Standard Intensity or High Intensity (complex);
- D) whether the provider is eligible for the Temporary Transformation Payment;
- E) the size of the group and ratio of staff to participants; and
- F) whether the support is provided in a Centre or in the community.

(See the definitions and notes in the Assistance with Daily Living Support Category.)

For support ratios that are not stated in this Guide (e.g. two workers for three participants), participants and providers should discuss and agree the most appropriate line item to be used for payments, and the appropriate price to be paid (which might be lower than the price limit for that line item).

Providers of group based supports are not permitted to bill for non-face-to-face services as the hourly price limits for these supports include an allowance for non-face-to-face services.

Capital – Assistive Technology

This support category includes all aids or equipment supports that assist participants to live independently or assist a carer to support the participant. It also includes related delivery, set-up and some training support items. Usually, providing independent advice, guidance, trials, set-up and training (not bundled with the sale of an item) is funded through a capacity building support.

More detailed information on assistive technologies and consumables codes can be found in the *Assistive Technology and Consumables Guide* on the Assistive Technology webpage⁷.

Vehicle Modifications

Vehicle modifications include the installation of, or changes to, equipment in a vehicle to enable a participant to travel safely as a passenger or to drive.

A participant is free to choose a more expensive option at their own expense, where the more expensive option is not considered to be reasonable and necessary. An example of this situation would be where a vehicle modification has been approved for a participant, but the participant would like cosmetic or personalised fittings that are not related to their disability or are more expensive than others that have an equivalent function. In this situation, the NDIA will cover the reasonable and necessary component of the modification, and the participant will pay the additional cost.

⁷ <https://www.ndis.gov.au/providers/at/supplying-at.html>

Capital – Home Modifications and Specialist Disability Accommodation

This support category includes home modifications and Specialist Disability Accommodation (SDA) supports.

Home Modifications

Home modifications include design, construction, installation of or changes to equipment or non-structural components of the building, and installation of fixtures or fittings, to enable participants to live as independently as possible or to live safely at home. All home modifications in excess of \$1,500 are quotable.

A participant is free to choose a more expensive option or modification that achieves the same outcome at their own expense, where the more expensive option is not reasonable and necessary. For example, where a home modification has been approved for a participant, but the participant would like cosmetic or personalised fittings that are not reasonable and necessary, the NDIA will provide funding for the reasonable and necessary component of the modification, and the participant will pay any extra costs.

Specialist Disability Accommodation (SDA)

SDA funding is intended for participants who require a specialist dwelling that reduces their need for person-to-person supports, or improves the efficiency of the delivery of person-to-person supports. SDA funding will only be provided for participants who meet the eligibility criteria. Participants who meet the eligibility criteria will have an extreme functional impairment and/or very high support needs.

SDA does not refer to the support services, but the homes in which these are delivered. SDA may include special designs for people with very high needs or may have a location or features that make it feasible to provide complex or costly supports for independent living.

SDA payments are an adjusted contribution to the cost of capital required for the land and physical building required for SDA needs. Importantly, SDA funding is not intended to cover personal support costs, which are assessed and funded separately by the NDIS.

Additionally, SDA does not cover accommodation costs where these are not linked to a person's disability or where specialist accommodation with integrated supports is not required. SDA is a separate support category and does not replace Supported Independent Living (SIL) or any other support. Participants receiving SDA could also be eligible for SIL supports in their package.

All providers who are registered with the NDIA for the Registration Group 'Specialist Disability Accommodation' will also be required to declare and ensure that the infrastructure meets the NDIA's specialist built form requirements and the relevant legislation and standards applicable to the state in which the accommodation is situated. These individual sites/locations must also be enrolled with the NDIA.

Due to the nature of the support, the identification of maximum SDA prices and the process by which providers can claim for SDA are more complex than for most other supports.

Providers should refer to the Specialist Disability Accommodation section of the NDIS website for detailed information about maximum prices that can be charged, dwelling enrolment and participant assessments⁸.

SDA has two support items: Specialist Disability Accommodation and SDA person-specific adjustments.

Each SDA dwelling has a unique maximum price, based on a standard set of factors. There are also limits on the amount that providers of SDA can charge participants in addition to the SDA price, for rent and other board-like services provided. Providers should refer to the SDA section of the NDIS website for detailed guidance on maximum prices⁹. Participants are able to choose to move between SDA dwellings, as long as the SDA dwelling is commensurate with their SDA budget.

SDA person specific adjustments

In certain limited circumstances, the NDIA will continue to make SDA payments on behalf of a participant who has moved out of an enrolled SDA dwelling. Provided all conditions are met in section 6.3 of the *National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2016*, vacancy payments may continue to be made for a period of up to 90 days if the dwelling is enrolled to house four or five residents, or up to 60 days if the dwelling is enrolled to house two or three residents¹⁰. Vacancy payments will not be made where a dwelling is only enrolled to house one resident. Vacancy payments will only be payable if the vacancy is available to another NDIS participant and the NDIA has been notified.

⁸ <https://www.ndis.gov.au/providers/essentials-providers-working-ndia/specialist-disability-accommodation>

⁹ <https://www.ndis.gov.au/providers/price-guides-and-information/sda-pricing-and-payments>

¹⁰ <https://www.legislation.gov.au/Details/F2017L00209>

Capacity Building - Support Coordination

Support Coordination (if required) is included in the Capacity Building budget. This is a fixed amount for strengthening participant's abilities to coordinate and implement supports in their plans and to participate more fully in the community.

There are three items in the NDIS Price Guide that describe different layers of support coordination activity.

Level 1: Support Connection

Assistance for participants to implement their plan by strengthening the ability to connect with the broader systems of supports and understand the purpose of the funded supports and participant in the community Support Connection will assist a participant to understand their NDIS plan, connect participants with broader systems of supports, and provide assistance to connect with providers. Support Connection will assist participants to achieve effective utilisation of their NDIS plan.

Support Connection will increase a participant's capacity to maintain (or in some cases change) support relationships, resolve service delivery issues, and participate independently in NDIA processes. Support Connection includes, but not limited to:

- Understand the Plan;
- Connect with Supports and Services;
- Establish Supports;
- Coach, Refine, Reflect; and
- Report to the NDIA.

Where a participant aged 0-6 years is receiving assistance from Partners in the Community (PITC) delivering Early Childhood Early Intervention (ECEI) services, linking the family to a service provider/s (under ECEI best practice principles, a service provider operating under the key worker approach) and support through changes in circumstance will be delivered through Partner arrangements.

Where a participant aged seven (7) and over is receiving assistance from Partners in the Community (PITC) delivering Local Area Coordination (LAC) services, plan implementation and monitoring support will be delivered by a Participant's Local Area Coordinator.

Level 2: Coordination of Supports

The delivery of Coordination of Supports is to assist strengthening a participant's ability to design and then build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment. Coordination of Supports is to focus on supporting participants to direct their lives, not just their services. This involves working together to understand the funding, identify what participants expect from services, and how participants want this designed. Coordination of Supports also includes coaching participants, and working with participants to develop capacity and resilience in their network.

Support coordinators are focussed on assisting participants to build and maintain a resilient network of formal and informal supports.

It is generally expected that participants will develop their capacity to implement and manage their supports and network more independently over time. Some participants however will require Coordination of Supports funding in subsequent plans to support ongoing capacity building or manage the complexity within the participants support environment and/or circumstances. This is to be identified in the plan review process. Coordination of Supports includes, but is not limited to:

- Understand the Plan;
- Connect with Supports and Services;
- Design Support Approaches;
- Establish Supports;
- Coach, Refine, Reflect;
- Targeted Support Coordination;
- Crisis: Planning, Prevention, Mitigation and Action;
- Build Capacity and Resilience; and
- Report to the NDIA.

Over time as a participant's capacity is strengthened, this support may be replaced by Support Connection or the introduction of a Local Area Coordinator (LAC) or Early Childhood Early Intervention (ECEI) Partner in subsequent plans.

Level 3: Specialist Support Coordination

Specialist Support Coordination is delivered utilising an expert or specialist approach, necessitated by specific high complex needs or high level risks in a participant's situation. Specialist Support Coordination is delivered by an appropriately qualified and experienced practitioner to meet the individual needs of the participant's circumstances such as a Psychologist, Occupational Therapist, Social Worker, or Mental Health Nurse. Specialist Support Coordination will address highly complex barriers impacting on the ability to implement their plan.

Specialist support coordination is expected to address complex barriers impacting a participant's ability to implement their plan and access appropriate supports. Specialist support coordinators assist participants to reduce complexity in their support environment, and overcome barriers to connecting with broader systems of supports as well as funded supports.

Specialist support coordinators are expected to negotiate appropriate support solutions with multiple stakeholders and seek to achieve well-coordinated plan implementation. Specialist support coordinators will assist stakeholders with resolving points of crisis for participants, assist to ensure a consistent delivery of service and access to relevant supports during crisis situations.

Specialist support coordination is generally delivered through an intensive and time limited period necessitated by the participant's immediate and significant barriers to plan

implementation. Depending on individual circumstances, a specialist support coordinator may also design a complex service plan that focusses on how all the stakeholders in a participant's life will interact to resolve barriers and promote appropriate plan implementation. Once developed, a specialist support coordinator will continue to monitor the plan, but it may be maintained by one of the participant's support workers or other care supports.

In some instances depending on the individual circumstances, a participant may have specialist support coordination as well as Coordination of Supports funded in the same plan. For instance, when immediate complex barriers have been addressed and the participant still requires more general coordination of supports for the remainder of their plan period. For others, they may have specialist support coordination in one plan, and Coordination of Supports in subsequent plans. Specialist Support Coordination includes, but is not limited to:

- Understand the Plan;
- Connect with Supports and Services;
- Design Support Approaches;
- Establish Supports;
- Coach, Refine, Reflect;
- Targeted Support Coordination;
- Crisis: Planning, Prevention, Mitigation and Action;
- Address Complex Barriers;
- Design Complex Service Plan;
- Build Capacity and Resilience; and
- Report to the NDIA.

Capacity Building and Training in Plan and Financial Management by a Support Coordinator

This reasonable and necessary support focusses on strengthening the participant's ability to undertake tasks associated with the management of their supports. This includes:

- Building financial skills
- Organisational skills
- Enhancing the participant's ability to direct their supports
- Develop self-management capabilities

Plan and Financial Capacity Building providers are expected to assist the participant to develop their skills for self-management in future plans, where this is possible. As a part of this capacity building support, providers are to assist the participant to build capacity in the overall management of the plan including engaging providers, developing service agreements, paying providers and claiming payment from the NDIA and maintain records.

Capacity Building - Improved Living Arrangements

Support is provided to guide, prompt, or undertake activities to ensure the participant obtains and/or retains appropriate accommodation. This may include assisting to apply for a rental tenancy or to undertake tenancy obligations in line with the participant's tenancy agreement.

Capacity Building - Increased Social and Community Participation

This support category involves supports for participation in skills-based learning to develop independence in accessing the community.

Skills Development and Training

These support items are price controlled. Providers of these supports can also claim for: Provider Travel; Cancellations, NDIA Report Writing and Non-Face-to-Face supports.

The group rate is based on a staff/participant ratio of 1:3. If the group size differs, providers should claim at the rate applicable for the group size. A higher staff ratio for groups may be indicated when a participant has challenging behaviour or high medical support needs, which require additional assistance from another worker and this is referred to as a higher intensity support.

Innovative Community Participation

This support item is not price controlled. It is designed to allow providers to offer new and innovative services to NDIS participants. Any standards applicable to the industry in which the provider operates would need to be met.

Community Participation Activities

These support items are not price controlled. They are designed to enable providers to claim for tuition fees, art classes, sports coaching and similar activities that build skills and independence. Camps, classes and vacation activities that have capacity building components. These may include assistance to establish volunteer arrangements in the community, mentoring, peer support or individual skill development.

All supports funded under these items need to be determined as reasonable and necessary given the participant's plan goals and could include, but are not limited to:

- Universal recreational activities: A limited number of lessons could be funded to enable a participant to try out an activity and test their capability and interest in further pursuing this activity – such as horse riding, art, dance or singing classes
- Funding to attend a “camp” or groups that build a person's relationship skills and offer a range of activities and opportunities to explore wider interests.
- Other items or adjustments such as customised tools required because of the person's disability could also be funded.

Capacity Building - Finding and Keeping a Job

Employment Related Assessment and Counselling

This support is designed to provide workplace assessment and/or counselling to assist participants successfully engage in employment. For workplace assessments - if a participant is employed and on award wages, then in most instances a work place assessment is available through the Employment Assistance Fund administered by JobAccess and is a free service to employers. For employment related counselling, this service may benefit participants who have, for example, experienced traumatic injury and need significant support (over and above a mainstream employment related service) to develop a new work pathway.

Please note that this support item falls under a different registration group, therapeutic supports, and as such a provider needs to have registration for this group to deliver this supports.

Workplace assistance

These supports provide workplace assistance that enables a participant to successfully obtain and/or retain employment in the open or supported labour market.

These supports can be applied to any working age participant (including students reaching working age) with an employment goal. This may include supports to:

- explore what work would mean for them (discovery);
- build essential foundation skills for work;
- managing complex barriers to obtaining and sustaining employment;
- specialised job customisation;
- supports to transition from an Australian Disability Enterprise (ADE) to open employment;
- develop a career plan; and
- other capacity building supports which are likely to lead to successful engagement in a Disability Employment Service (DES).

School Leaver Employment Supports (SLES)

School Leaver Employment Supports (SLES) is a support for school leavers to assist them to transition from school into employment. Some students may already be engaged with the mainstream DES Eligible School Leaver (ESL) program during Year 12 and therefore not require SLES.

These supports are designed to plan and implement a pathway to inclusive employment, focussing on capacity building for goal achievement. With appropriate supports, it is expected that the majority of SLES participants will transition to DES to undertake the job seeking, placement and post placement support phases of their pathway.

Supports will have an individualised approach, with a strong emphasis on “try and test” work experience opportunities, (generally in work places that would pay award wages). Capacity building should focus on hard and soft skill development.

Supports, more generally, should facilitate positive experiences that contribute to developing an understanding of work capability and confidence to step into employment. SLES should also help inform the level and nature of future supports needed to obtain and sustain employment.

Capacity Building - Improved Relationships

This support category is the provision of specialised assessment where the participant may have complex or unclear needs, requiring long term and/or intensive supports to address behaviours of concern.

Behaviour support requires a behaviour support plan to be developed that aims to limit the likelihood of behaviours of concern developing or increasing once identified. This plan outlines the specifically designed positive behavioural support strategies for a participant, their family and support persons that will achieve the intended outcome of eliminating or reducing behaviours of concern.

This support category includes specialist behavioural intervention support, which is an intensive support for a participant, intending to address significantly harmful or persistent behaviours of concern.

Capacity Building - Improved Health and Wellbeing

Physical Wellbeing Activities

These activities support, maintain or increase physical mobility or well-being through personal training or exercise physiology. Physical well-being activities promote and encourage improved physical capacity and health.

Dietetics

These supports provide individual advice to a participant on managing diet for health and wellbeing due to the impact of their disability.

Capacity Building - Improved Learning

This support is for provision of skills training, advice, assistance with arrangements and orientation to assist a participant moving from school to further education.

Capacity Building - Improved Life Choices

Plan Management – Financial Administration

Plan Management – Financial Administration funding applies to registered providers who undertake financial administration of a plan on behalf of a participant.

Plan Management – Financial Administration funding includes a setup fee to establish the payment arrangements with providers and a monthly processing fee. This support assists a participant by:

- Giving increased control over plan implementation and utilisation with plan financial assistance
- Managing and monitoring budgets over the course of the plan
- Managing NDIS claims and paying providers for delivered service
- Maintaining records and producing regular (at least monthly) statements showing the financial position of the plan
- Providing access to a wider range of service providers, including non-registered providers whilst remaining in line with the price limits contained within this Guide.

A Plan Management – Financial Administration provider will possess bookkeeping / accounting skills and qualifications. They will have systems in place for efficiently processing payments on behalf of a participant.

Capacity Building and Training in Plan and Financial Management by a Plan Manager

This reasonable and necessary support focusses on strengthening the participant's ability to undertake tasks associated with the management of their supports. This includes:

- Building financial skills
- Organisational skills
- Enhancing the participant's ability to direct their supports
- Develop self-management capabilities

Plan and Financial Capacity Building providers are expected to assist the participant to develop their skills for self-management in future plans, where this is possible. As a part of this capacity building support, providers are to assist the participant to build capacity in the overall management of the plan including engaging providers, developing service agreements, paying providers and claiming payment from the NDIA and maintain records.

Capacity Building - Improved Daily Living

This support category includes assessment, training, strategy development and/or therapy (including Early Childhood Intervention) supports to assist the development or increase a participant's skills and/or capacity for independence and community participation. Supports can be delivered to individuals or groups.

Therapy Supports (over 7 years)

In the NDIS, therapy supports are for participants with an established disability, where maximum medical improvement has been reached, to facilitate functional improvement. For people who access the Scheme as 'early intervention' NDIS participants, reasonable and necessary supports are likely to be a blend of medical and disability therapies, but should be predominantly disability therapy supports. Therapy in this context must be aimed at adjustment, adaption and building capacity for community participation.

For NDIS participants whose medical condition, illness or disease requires a particular treatment to maintain the functioning of a body part, or slow/prevent the deterioration, the NDIS may fund reasonable and necessary training for non-skilled personnel to undertake this intervention as part of the usual daily personal care. For participants where such treatment can only be met through skilled rather than non-skilled care, this treatment is to be funded through medical funds, not the NDIS.

Ongoing funding for therapy is subject to a detailed support plan that is designed to deliver progress or change for the participant. Providers develop this plan with the participant and it should clearly state the expected therapy outcomes and demonstrate a link to the participant's goals, objectives and aspirations.

Massage Therapy (over 7 years)

Massage, delivered directly to impact a body part or body system, is more appropriately provided by the health system and is therefore not funded by the NDIS.

Maintenance Therapy (over 7 years)

Where maintenance therapy is reasonable and necessary, it is funded as part of ongoing direct support hours (delivered by carers who are or can be trained in this if required), and is not funded as ongoing therapy.

For participants whose medical condition or disability requires a particular regime to maintain functioning of a body part, or to slow the deterioration of a medical condition or body part, the NDIS will fund reasonable and necessary training for non-qualified personnel to assist the individual as part of usual daily care.

Where a skilled therapist is involved in establishing a therapy program for a participant, funding can include the development of a plan and training for a therapy assistant, informal or funded carers, as part of usual care. Building capacity with family and carers to undertake therapy or exercises under the supervision of a skilled therapist can deliver ongoing benefit to NDIS participants.

Group Supports for Therapy

The NDIA prefers to allow participants and providers flexibility in negotiating arrangements, so there may not be price limits or support items for specific group ratios beyond what is currently in place.

For support ratios that are not stated in this Guide (such as one therapist to two participants, or one therapist to four participants), the NDIA encourages participants and providers to discuss arrangements both parties agree to, including price. Therapy delivered in a group may be claimed using the relevant therapy support item, but with lower prices than the price limit, as agreed between provider and participant. This arrangement for support ratios is intended to allow providers to offer a range of services and discuss with participants about more flexible arrangements which both parties prefer.

Early Childhood Intervention Supports (under 7 years)

Early Childhood Intervention (ECI) provides specialised support and services for infants and young children with disability and/or development delay and their families, to help their development, well-being and participation in family and community life.

The aim of ECI is to ensure that parents and other important adults in the child's life can provide young children with disability and/or developmental delay, with experiences and opportunities that help them gain and use the skills they need to participate meaningfully in their everyday lives.

Families know their child best and will continue to be involved in their child's life. Family centred ECI services understand that parents and caregivers have the most powerful influence on their child's development. ECI services partner with families to ensure that family life and family priorities and choices drive what happens in planning and intervention.

We know that children learn best in everyday situations with familiar people. ECI is about encouraging and supporting everyday learning to naturally build on opportunities for learning and development already being provided at home, childcare, preschool, playgroups and in the community such as parks and shopping.

Early intervention is much more effective if the adults who have the deepest relationships and spend the most time with the child, are skilled to provide intervention through the child's everyday activities and daily routines.

This category includes supports provided in small groups or to individual families by an ECI provider. It can also include supports provided by an allied health assistant under the supervision of a therapist and/or any other combination of ECI supports.

Eligible participants will have budgets built by Early Childhood Partners to reflect the child and family individual needs, applying the reasonable and necessary criteria as per the Early Childhood Early Intervention (ECEI) approach. Budgets will allow flexibility in service delivery by ECI providers to reflect the changing needs of the participant.

The provision of supports under 'capacity building supports for early childhood' are expected to deliver outcomes for the child that will enable them to participate meaningfully in everyday

life. Each child's NDIS plan will focus on functional, participation based goals and will summarise the outcomes expected from early intervention and will be reviewed at regular intervals.

These supports are price controlled. Providers of these supports can also claim for: Provider Travel; Cancellations, NDIA Report Writing and Non Face to Face supports.

Multidisciplinary Team Intervention (over 7 years)

This support item enables a coordinated multidisciplinary approach to be delivered to participants beyond the age covered by the Early Childhood Early Intervention approach. All team members will claim against a single support item, thereby increasing flexibility in service delivery to reflect the changing needs of a participant. This support item is not price controlled.



NDIS Support Catalogue 2019-20

Valid from 1 July 2019

The NDIS Price Guide is subject to change. The latest version of the NDIS Price Guide is available on the NDIS website.
(Version 1.1)



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Registration Group Number	Registration Group Name	Support Category Number	Support Category Name	Support Item Number	Support Item Name	Support Item Description	Unit	Price Controlled	Quote Required	NT - SA TAS-WA (MM 1-5)	ACT - NSW QLD - VIC (MM 1-5)	National Non-Remote (MM 1-5)	National Remote (MM 6)	National Very Remote (MM 7)	Travel	Cancellations	NDIA Reporting	Non-F2F
0101	Accommodation / Tenancy Assistance	1	Assistance with daily life (includes Supported Independent Living)	01_001_0101_1_1	Transitional Support	Transition to NDIS funding – payment of rent and utility accounts. Short term payment as per participant plan.	EA	N	Y						✗	✗	✗	✗
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_002_0107_1_1	Assistance With Self-Care - Standard - Active Overnight	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed and the care giver will not have the option to sleep.	H	Y	N			\$59.40	\$83.16	\$89.10	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_002_0107_1_1_T	Assistance With Self-Care Activities - Standard - Active Overnight - TTP	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed and the care giver will not have the option to sleep. Support delivered by a TTP provider.	H	Y	N			\$63.85	\$89.39	\$95.78	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_003_0107_1_1	Assistance From Live-In Carer	A person lives in the house of, or travels with the participant and provides assistance with, and/or supervision of, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	N	Y						✗	✗	✗	✗
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_004_0107_1_1	Assistance With Personal Domestic Activities	Assist participant to undertake and/or develop skills to maintain their home environment where the participant owns their own home and/or has sole or substantial responsibility for its maintenance. Includes assisting participant to do basic house and yard work.	H	Y	N			\$50.03	\$70.04	\$75.05	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_010_0107_1_1	Assistance With Self-Care - Night-Time Sleepover	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed, but the care giver can sleep when not required to provide support.	EA	Y	N			\$214.03	\$299.64	\$321.05	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_011_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Daytime	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	Y	N			\$52.85	\$73.99	\$79.28	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_011_0107_1_1_T	Assistance With Self-Care Activities - Standard - Weekday Daytime - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible. Support delivered by a TTP provider.	H	Y	N			\$56.81	\$79.53	\$85.22	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_012_0107_1_1	Assistance With Self-Care Activities - Standard - Public Holiday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	Y	N			\$118.34	\$165.68	\$177.51	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_012_0107_1_1_T	Assistance With Self-Care Activities - Standard - Public Holiday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible. Support delivered by a TTP provider.	H	Y	N			\$127.21	\$178.09	\$190.82	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_013_0107_1_1	Assistance With Self-Care Activities - Standard - Saturday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	Y	N			\$72.69	\$101.77	\$109.04	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_013_0107_1_1_T	Assistance With Self-Care Activities - Standard - Saturday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible. Support delivered by a TTP provider.	H	Y	N			\$78.14	\$109.40	\$117.21	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_014_0107_1_1	Assistance With Self-Care Activities - Standard - Sunday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	Y	N			\$94.52	\$132.33	\$141.78	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_014_0107_1_1_T	Assistance With Self-Care Activities - Standard - Sunday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible. Support delivered by a TTP provider.	H	Y	N			\$101.61	\$142.25	\$152.42	✓	✓	✗	✓

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0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_015_0107_1_1	Assistance With Self-Care Activities - Standard - Evening	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	Y	N			\$58.31	\$81.63	\$87.47	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_015_0107_1_1_T	Assistance With Self-Care Activities - Standard - Evening - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible. Support delivered by a TTP provider.	H	Y	N			\$62.69	\$87.77	\$94.04	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_016_0104_1_1	Specialised Home Based Assistance For A Child	Specialist assistance in the home required due to additional requirements of a child's disability; may be provided to strengthen the sustainability of informal supports.	H	Y	N			\$50.03	\$70.04	\$75.05	✓	✓	✗	✓
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_017_0107_1_1	On-Call Overnight Monitoring - Off Site Or Onsite (Inc. 1 Hr Assist)	Overnight on-call assistance with, or supervision of, personal tasks of daily living.	EA	N	Y						✗	✗	✗	✗
0120	Household Tasks	1	Assistance with daily life (includes Supported Independent Living)	01_019_0120_1_1	House And/Or Yard Maintenance	Performing essential house and/or yard activities that the participant is not able to undertake.	H	Y	N			\$48.28	\$67.59	\$72.42	✓	✓	✗	✓
0120	Household Tasks	1	Assistance with daily life (includes Supported Independent Living)	01_020_0120_1_1	House Cleaning And Other Household Activities	Performing essential house cleaning activities that the participant is not able to undertake.	H	Y	N			\$49.16	\$68.82	\$73.74	✓	✓	✗	✓
0120	Household Tasks	1	Assistance with daily life (includes Supported Independent Living)	01_021_0120_1_1	Linen Service	Provision of clean linen to a participant unable to do their own laundry without assistance.	EA	N	Y						✗	✗	✗	✗
0120	Household Tasks	1	Assistance with daily life (includes Supported Independent Living)	01_022_0120_1_1	Assistance With The Cost Of Preparation And Delivery Of Meals	Preparation and delivery of meals to a participant who is unable to do this themselves, and is not in receipt of other supports that would meet the same need. Food costs are not included. Cost varies with the number of meals prepared and deliveries required.	EA	N	Y						✗	✗	✗	✗
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_026_0115_1_1	Assistance In Living Arrangements (Host Family/Alternative Family Situation)	Agreement for a participant with high support needs to stay with a host family. The host family will have minimum qualifications & provide support in the home for the agreed time. The quote will reflect the hours of assistance required & length of stay.	D	N	Y						✗	✗	✗	✗
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_027_0115_1_1	Assistance In A Shared Living Arrangement	Daily living support provided in a shared living arrangement. This rate is paid by the hour for one-to-one assistance, divided by the number of people supported.	EA	N	Y						✗	✗	✗	✗
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_028_0115_1_1	Supported Independent Living - For 2 - Complex	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with complex support needs to live as autonomously as possible.	WK	N	Y						✗	✗	✗	✗
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_029_0115_1_1	Supported Independent Living - For 3 - Complex	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with complex support needs to live as autonomously as possible.	WK	N	Y						✗	✗	✗	✗
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_030_0115_1_1	Supported Independent Living - For 4 - Complex	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with complex support needs to live as autonomously as possible.	WK	N	Y						✗	✗	✗	✗

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0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_031_0115_1_1	Supported Independent Living - For 5 - Complex	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with complex support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_032_0115_1_1	Supported Independent Living - For 6 - Complex	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with complex support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_033_0115_1_1	Supported Independent Living - For 7 - Complex	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with complex support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_034_0115_1_1	Supported Independent Living - For 2 - Standard	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with standard (or mixed) support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_035_0115_1_1	Supported Independent Living - For 3 - Standard	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with standard (or mixed) support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_036_0115_1_1	Supported Independent Living - For 4 - Standard	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with standard (or mixed) support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_037_0115_1_1	Supported Independent Living - For 5 - Standard	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with standard (or mixed) support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_038_0115_1_1	Supported Independent Living - For 6 - Standard	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with standard (or mixed) support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_039_0115_1_1	Supported Independent Living - For 7 - Standard	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with standard (or mixed) support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_040_0115_1_1	Supported Independent Living - For 3 - Lower Need	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with lower support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_041_0115_1_1	Supported Independent Living - For 4 - Lower Need	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with lower support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_042_0115_1_1	Supported Independent Living - For 5 - Lower Need	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with lower support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_043_0115_1_1	Supported Independent Living - For 6 - Lower Need	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with lower support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_044_0115_1_1	Supported Independent Living - For 7 - Lower Need	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with lower support needs to live as autonomously as possible.	WK	N	Y						X	X	X	X

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0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_045_0115_1_1	Short Term Accommodation And Assistance - 1:4 - Weekday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$546.33	\$764.86	\$819.50	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_046_0115_1_1	Assistance In Individual Living Arrangement For Person With Complex Needs		EA	N	Y						✗	✗	✗	✗
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_047_0115_1_1	Supported Independent Living - For 2 - Lower Need	Assisting with and/or supervising tasks of daily life to develop the skills of the individuals with lower support needs to live as autonomously as possible.	WK	N	Y						✗	✗	✗	✗
0107	Daily Personal Activities (Assist Personal Activities)	1	Assistance with daily life (includes Supported Independent Living)	01_049_0107_1_1	Establishment Fee For Personal Care/Community Access	Establishment Fee for Personal Care/Community Access (20 hours per month).	EA	Y	N			\$861.13	\$1,205.58	\$1,291.70	✗	✗	✗	✗
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_051_0115_1_1	Short Term Accommodation And Assistance - 1:4 - Saturday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$644.56	\$902.38	\$966.84	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_052_0115_1_1	Short Term Accommodation And Assistance - 1:4 - Sunday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$765.78	\$1,072.09	\$1,148.67	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_053_0115_1_1	Short Term Accommodation And Assistance - 1:4 - Public Holiday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$885.95	\$1,240.33	\$1,328.93	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_054_0115_1_1	Short Term Accommodation And Assistance - 1:2 - Weekday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$879.68	\$1,231.55	\$1,319.52	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_055_0115_1_1	Short Term Accommodation And Assistance - 1:2 - Saturday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$1,076.14	\$1,506.60	\$1,614.21	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_056_0115_1_1	Short Term Accommodation And Assistance - 1:2 - Sunday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$1,317.54	\$1,844.56	\$1,976.31	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_057_0115_1_1	Short Term Accommodation And Assistance - 1:2 - Public Holiday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$1,558.93	\$2,182.50	\$2,338.40	✗	✓	✗	✓

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Registration Group Number	Registration Group Name	Support Category Number	Support Category Name	Support Item Number	Support Item Name	Support Item Description	Unit	Price Controlled	Quote Required	NT - SA TAS-WA (MM 1-5)	ACT - NSW QLD - VIC (MM 1-5)	National Non-Remote (MM 1-5)	National Remote (MM 6)	National Very Remote (MM 7)	Travel	Cancellations	NDIA Reporting	Non-F2F
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_058_0115_1_1	Short Term Accommodation And Assistance - 1:1 - Weekday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$1,546.39	\$2,164.95	\$2,319.59	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_059_0115_1_1	Short Term Accommodation And Assistance - 1:1 - Saturday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$1,939.31	\$2,715.03	\$2,908.97	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_060_0115_1_1	Short Term Accommodation And Assistance - 1:1 - Sunday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$2,422.10	\$3,390.94	\$3,633.15	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_061_0115_1_1	Short Term Accommodation And Assistance - 1:1 - Public Holiday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$2,904.89	\$4,066.85	\$4,357.34	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_062_0115_1_1	Short Term Accommodation And Assistance - 1:3 - Weekday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$657.10	\$919.94	\$985.65	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_063_0115_1_1	Short Term Accommodation And Assistance - 1:3 - Saturday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$788.77	\$1,104.28	\$1,183.16	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_064_0115_1_1	Short Term Accommodation And Assistance - 1:3 - Sunday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$949.70	\$1,329.58	\$1,424.55	✗	✓	✗	✓
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_065_0115_1_1	Short Term Accommodation And Assistance - 1:3 - Public Holiday	Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods. Includes all expenses in 24 hour period with no additional loading. May be used for up to 14 consecutive days, then weekly rates apply.	D	Y	N			\$1,110.63	\$1,554.88	\$1,665.95	✗	✓	✗	✓
0117	Development Of Daily Living And Life Skills	1	Assistance with daily life (includes Supported Independent Living)	01_134_0117_8_1	Self-Management Capacity Building	Self-Management Capacity Building	H	Y	N			\$63.23	\$88.52	\$94.85	✓	✓	✗	✓

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0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_200_0115_1_1	Assistance With Self-Care Activities in a STA - Standard - Weekday Daytime	Additional support provided at the same time as a Short Term Accommodation (STA) support, where the participant requires 1:1 assistance with self-care activities in addition to the STA support. For example, where the STA support is at the 1:1 rate and the participant requires more than one support worker for a period of time, or where the STA is not at the 1:1 rate and the participant requires 1:1 support for a period of time.	H	Y	N			\$52.85	\$73.99	\$79.28	✘	✔	✘	✔
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_201_0115_1_1	Assistance With Self-Care Activities in a STA - Standard - Evening	Additional support provided at the same time as a Short Term Accommodation (STA) support, where the participant requires 1:1 assistance with self-care activities in addition to the STA support. For example, where the STA support is at the 1:1 rate and the participant requires more than one support worker for a period of time, or where the STA is not at the 1:1 rate and the participant requires 1:1 support for a period of time.	H	Y	N			\$58.31	\$81.63	\$87.47	✘	✔	✘	✔
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_202_0115_1_1	Assistance With Self-Care Activities in a STA - Standard - Saturday	Additional support provided at the same time as a Short Term Accommodation (STA) support, where the participant requires 1:1 assistance with self-care activities in addition to the STA support. For example, where the STA support is at the 1:1 rate and the participant requires more than one support worker for a period of time, or where the STA is not at the 1:1 rate and the participant requires 1:1 support for a period of time.	H	Y	N			\$72.69	\$101.77	\$109.04	✘	✔	✘	✔
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_203_0115_1_1	Assistance With Self-Care Activities in a STA - Standard - Sunday	Additional support provided at the same time as a Short Term Accommodation (STA) support, where the participant requires 1:1 assistance with self-care activities in addition to the STA support. For example, where the STA support is at the 1:1 rate and the participant requires more than one support worker for a period of time, or where the STA is not at the 1:1 rate and the participant requires 1:1 support for a period of time.	H	Y	N			\$94.52	\$132.33	\$141.78	✘	✔	✘	✔
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_204_0115_1_1	Assistance With Self-Care Activities in a STA - Standard - Public Holiday	Additional support provided at the same time as a Short Term Accommodation (STA) support, where the participant requires 1:1 assistance with self-care activities in addition to the STA support. For example, where the STA support is at the 1:1 rate and the participant requires more than one support worker for a period of time, or where the STA is not at the 1:1 rate and the participant requires 1:1 support for a period of time.	H	Y	N			\$118.34	\$165.68	\$177.51	✘	✔	✘	✔
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_205_0115_1_1	Assistance With Self-Care Activities in a STA - Standard - Active Overnight	Additional support provided at the same time as a Short Term Accommodation (STA) support, where the participant requires 1:1 assistance with self-care activities in addition to the STA support. For example, where the STA support is at the 1:1 rate and the participant requires more than one support worker for a period of time, or where the STA is not at the 1:1 rate and the participant requires 1:1 support for a period of time.	H	Y	N			\$59.40	\$83.16	\$89.10	✘	✔	✘	✔

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0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_280_0115_1_1	Individual Living Option - Co-residency	Assist the participant to maintain an Individual Living Option co-residency transitional arrangement.	EA	N	Y						✗	✗	✗	✗
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_281_0115_1_1	Individual Living Option - Host Arrangement	Specialist assistance to maintain an Individual Living Option Host family transitional arrangement.	D	N	Y						✗	✗	✗	✗
0115	Assistance With Daily Life Tasks In A Group Or Shared Living Arrangement	1	Assistance with daily life (includes Supported Independent Living)	01_282_0115_1_1	Individual Living Option - Rostered Supports	Assist the participant through a particular range of flexible supports to maintain their existing Individual Living Option transitional arrangement, being either Living Alone or Living Together specifically.	EA	N	Y						✗	✗	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_300_0104_1_1	Assistance With Self-Care Activities - Level 1 - Weekday Daytime	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	Y	N			\$52.85	\$73.99	\$79.28	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_300_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Weekday Daytime - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible. Support delivered by a TTP provider.	H	Y	N			\$56.81	\$79.53	\$85.22	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_301_0104_1_1	Assistance With Self-Care Activities - Level 1 - Evening	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	Y	N			\$58.31	\$81.63	\$87.47	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_301_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Evening - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible. Support delivered by a TTP provider.	H	Y	N			\$62.69	\$87.77	\$94.04	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_302_0104_1_1	Assistance With Self-Care Activities - Level 1 - Saturday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	Y	N			\$72.69	\$101.77	\$109.04	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_302_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Saturday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible. Support delivered by a TTP provider.	H	Y	N			\$78.14	\$109.40	\$117.21	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_303_0104_1_1	Assistance With Self-Care Activities - Level 1 - Sunday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	Y	N			\$94.52	\$132.33	\$141.78	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_303_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Sunday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible. Support delivered by a TTP provider.	H	Y	N			\$101.61	\$142.25	\$152.42	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_304_0104_1_1	Assistance With Self-Care Activities - Level 1 - Public Holiday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	H	Y	N			\$118.34	\$165.68	\$177.51	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_304_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Public Holiday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible. Support delivered by a TTP provider.	H	Y	N			\$127.21	\$178.09	\$190.82	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_305_0104_1_1	Assistance With Self-Care Activities - Level 1 - Active Overnight	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed and the care giver will not have the option to sleep.	H	Y	N			\$59.40	\$83.16	\$89.10	✓	✓	✗	✓

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_305_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Active Overnight - TTP	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed and the care giver will not have the option to sleep. Support delivered by a TTP provider.	H	Y	N			\$63.85	\$89.39	\$95.78	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_400_0104_1_1	Assistance With Self-Care Activities - Level 2 - Weekday Daytime	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$57.15	\$80.01	\$85.73	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_400_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Weekday Daytime - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$61.11	\$85.55	\$91.67	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_401_0104_1_1	Assistance With Self-Care Activities - Level 2 - Evening	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$63.06	\$88.28	\$94.59	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_401_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Evening - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$67.44	\$94.42	\$101.16	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_402_0104_1_1	Assistance With Self-Care Activities - Level 2 - Saturday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$78.63	\$110.08	\$117.95	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_402_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Saturday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$84.08	\$117.71	\$126.12	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_403_0104_1_1	Assistance With Self-Care Activities - Level 2 - Sunday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$102.23	\$143.12	\$153.35	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_403_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Sunday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$109.32	\$153.05	\$163.98	✓	✓	✗	✓

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_404_0104_1_1	Assistance With Self-Care Activities - Level 2 - Public Holiday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$127.97	\$179.16	\$191.96	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_404_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Public Holiday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$136.84	\$191.58	\$205.26	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_405_0104_1_1	Assistance With Self-Care Activities - Level 2 - Active Overnight	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed and the care giver will not have the option to sleep in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$64.24	\$89.94	\$96.36	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_405_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Active Overnight - TTP	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed and the care giver will not have the option to sleep in circumstances where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$68.69	\$96.17	\$103.04	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_500_0104_1_1	Assistance With Self-Care Activities - Level 3 - Weekday Daytime	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$60.04	\$84.06	\$90.06	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_500_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Weekday Daytime - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$64.00	\$89.60	\$96.00	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_501_0104_1_1	Assistance With Self-Care Activities - Level 3 - Evening	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$66.23	\$92.72	\$99.35	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_501_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Evening - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$70.61	\$98.85	\$105.92	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_502_0104_1_1	Assistance With Self-Care Activities - Level 3 - Saturday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$82.58	\$115.61	\$123.87	✓	✓	✗	✓

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_502_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Saturday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$88.03	\$123.24	\$132.05	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_503_0104_1_1	Assistance With Self-Care Activities - Level 3 - Sunday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$107.37	\$150.32	\$161.06	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_503_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Sunday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$114.46	\$160.24	\$171.69	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_504_0104_1_1	Assistance With Self-Care Activities - Level 3 - Public Holiday	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$134.42	\$188.19	\$201.63	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_504_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Public Holiday - TTP	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$143.29	\$200.61	\$214.94	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_505_0104_1_1	Assistance With Self-Care Activities - Level 3 - Active Overnight	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed and the care giver will not have the option to sleep in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$67.47	\$94.46	\$101.21	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	1	Assistance with daily life (includes Supported Independent Living)	01_505_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Active Overnight - TTP	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed and the care giver will not have the option to sleep in circumstances where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$71.92	\$100.69	\$107.88	✓	✓	✗	✓
0108	Assistance With Travel/Transport Arrangements	2	Transport	02_050_0108_1_1	Specialised Transport To School/Educational Facility/Employment/Community	Specialised transport to school/educational facility/employment/community	D	N	Y						✗	✗	✗	✗
0108	Assistance With Travel/Transport Arrangements	2	Transport	02_051_0108_1_1	Transport	Transport	YR	N	N						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_050903053_0103_1_1	Incontinence Alarms	Buzzer or similar used in continence training	EA	N	N						✗	✗	✗	✗
0135	Customised Prosthetics	3	Consumables	03_060000911_0135_1_1	Low Cost AT For Prosthetics And Orthotics		EA	Y	N			\$100.00	\$100.00	\$100.00	✗	✗	✗	✗

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0121	Interpreting And Translation	3	Consumables	03_089_0121_1_1	Auslan Or Signed English Training	Training in the use of Auslan and other communication techniques; tafe course fee or equivalent.	H	N	N						X	X	X	X
0121	Interpreting And Translation	3	Consumables	03_090_0121_1_1	Interpreting And Translating	Services to interpret or translate another language.	H	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_090000911_0103_1_1	Low Cost AT For Personal Care And Safety		EA	Y	N			\$100.00	\$100.00	\$100.00	X	X	X	X
0121	Interpreting And Translation	3	Consumables	03_091_0121_1_1	Telephone Or Video Interpreting	Telephone or video services to interpret or translate another language or format.	H	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092403054_0103_1_1	Continance Package A - Child - Annual Amount	Indwelling catheters, bags, night bottle or bags and change kits.	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092403055_0103_1_1	Continance Package A - Adult - Annual Amount	Indwelling catheters, bags, night bottle or bags and change kits.	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092406057_0103_1_1	Continance Package B - Intermittent Mild - Annual Amount	3 per day intermittent catheters with gel and lubricant - annual amount.	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092406058_0103_1_1	Continance Package C - Intermittent Moderate - Annual Amount	4 per day intermittent catheters with gel and lubricant - annual amount.	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092406059_0103_1_1	Continance Package D - Intermittent Higher Needs - Annual Amount	6 per day intermittent catheters with gel and lubricant - annual amount.	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092406061_0103_1_1	Adult Intermittent Catheters Standard 3/Day - Annual Amount		YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092406062_0103_1_1	Adult Intermittent Catheters Standard 4/Day - Annual Amount		YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092406063_0103_1_1	Adult Intermittent Catheters Standard 6/Day - Annual Amount		YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092488056_0103_1_1	Continance Products Urinary - Other For Child	Individualised continence package or products not listed elsewhere in this list.	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092489060_0103_1_1	Continance Products Urinary - Other For Adult		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_092718064_0103_1_1	Continance Package E - External	Sheaths, leg bags, drain bag or bottle, straps-annual amount	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093012065_0103_1_1	Child Nappy Single-Use 3/Day - Annual Supply	Nappy for a child's disability specific needs	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093012066_0103_1_1	Child Nappy Single-Use 4/Day - Annual Supply	Nappy for a child's disability specific needs	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093012067_0103_1_1	Child Nappy Single-Use 6/Day - Annual Supply	Nappy for a child's disability specific needs	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093012068_0103_1_1	Child Nappy Single-Use 12/Day - Annual Supply	Nappy for a child's disability specific needs	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093015069_0103_1_1	Washable Incontinence Products For Children		EA	N	N						X	X	X	X

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0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093018070_0103_1_1	Single-Use Inserts/Pads - Adult 3/Day - Annual Supply		YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093018071_0103_1_1	Single-Use Inserts/Pads - Adult 4/Day - Annual Supply		YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093018072_0103_1_1	Single-Use Inserts/Pads - Adult 6/Day - Annual Supply		YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093018073_0103_1_1	Single-Use Inserts/Pads - Adult 12/Day - Annual Supply		YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093021074_0103_1_1	Adult Absorbent Pull Up Or Brief 3/Day - Annual Supply	Single-use diapers	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093021075_0103_1_1	Adult Absorbent Pull Up Or Brief 4/Day - Annual Supply	Single-use diapers	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093021076_0103_1_1	Adult Absorbent Pull Up Or Brief 6/Day - Annual Supply	Single-use diapers	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093021077_0103_1_1	Adult Absorbent Pull Up Or Brief 12/Day - Annual Supply	Single-use diapers	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093036132_0103_1_1	Washable Incontinence Pants For Adults	Washable incontinence pants for adults	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_093045133_0103_1_1	Non-Body-Worn Washable Products For Absorbing Urine And Faeces	Non-body-worn washable products for absorbing urine and faeces.	EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	3	Consumables	03_120000911_0105_1_1	Low Cost AT For Personal Mobility		EA	Y	N			\$100.00	\$100.00	\$100.00	X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930078_0103_1_1	HEN Pump Accessory - Items Required For Syringe Feeding - Annual Amount	Pump often free on loan, includes gastrostomy, extension tubes, giving sets, containers and syringes.	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930079_0103_1_1	HEN Pump With Associated Consumables (Non-Syringe Feed) - Annual Amount	Pump often free on loan but includes other consumables for people who do not also syringe feed	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930080_0103_1_1	HEN Bolus Syringe Only - Annual Amount	Average annual allocation	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930081_0103_1_1	Additional Gastrostomy Devices- 3 Annual	Average annual allocation	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930082_0103_1_1	Additional Extension Sets For Bolus Feeding - 10/Annual	Average annual allocation	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930083_0103_1_1	Additional Extension Sets For Pump Feeding - 10/Annual	Average annual allocation	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930084_0103_1_1	Additional Giving Sets - 270/Annual	Average annual allocation	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930085_0103_1_1	Additional Containers - 50/Annual	Average annual allocation	YR	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930086_0103_1_1	Additional Bolus Syringes - 100/Annual	Average annual allocation	YR	N	N						X	X	X	X

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0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930087_0103_1_1	Additional Water Flush Syringes - 100/Annual	Average annual allocation	YR	N	N						x	x	x	x
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_150930088_0103_1_1	Other HEN Equipment Including Additional Cost Of Food When Necessary	HEN equipment outside usual 12 month bundles	EA	N	N						x	x	x	x
0113	Vision Equipment	3	Consumables	03_220300911_0113_1_1	Low Cost AT For Vision Related AT		EA	Y	N			\$100.00	\$100.00	\$100.00	x	x	x	x
0122	Hearing Equipment	3	Consumables	03_220600911_0122_1_1	Low Cost AT For Hearing Related AT		EA	Y	N			\$100.00	\$100.00	\$100.00	x	x	x	x
0124	Communication And Information Equipment	3	Consumables	03_222100911_0124_1_1	Low Cost AT For Communication Or Cognitive Support		EA	Y	N			\$100.00	\$100.00	\$100.00	x	x	x	x
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_501509092_0103_1_1	HEN Equipment Repairs		EA	N	N						x	x	x	x
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_710930093_0103_1_1	Continance Aids Delivery - Non Metropolitan	Delivery of continence items in regional and remote areas - expected maximum up to 4 deliveries per year. Price guidance is per delivery.	EA	N	N						x	x	x	x
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_710930094_0103_1_1	Continance Aids Delivery - Metropolitan	Delivery of continence items in regional Metropolitan areas - expected maximum up to 4 deliveries per year. Price guidance is per delivery.	EA	N	N						x	x	x	x
0103	Assistive Products For Personal Care And Safety	3	Consumables	03_711509095_0103_1_1	HEN Equipment Delivery		EA	N	N						x	x	x	x
0130	Assistance Animals (Other Innovative Supports)	3	Consumables	03_900100155_0130_1_1	Assistance Dog (Including Guide Dog) Ongoing Costs	Assistance dog (including guide dog) ongoing costs	MON	Y	N			\$222.00	\$222.00	\$222.00	x	x	x	x
0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_102_0125_6_1	Access Community, Social And Rec Activities - Standard - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$118.34	\$165.68	\$177.51	✓	✓	x	✓
0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_102_0125_6_1_T	Access Community, Social And Rec Activities - Standard - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$127.21	\$178.09	\$190.82	✓	✓	x	✓
0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_103_0125_6_1	Access Community, Social And Rec Activities - Standard - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$58.31	\$81.63	\$87.47	✓	✓	x	✓
0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_103_0125_6_1_T	Access Community, Social And Rec Activities - Standard - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$62.69	\$87.77	\$94.04	✓	✓	x	✓
0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_104_0125_6_1	Access Community, Social And Rec Activities - Standard - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$52.85	\$73.99	\$79.28	✓	✓	x	✓
0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_104_0125_6_1_T	Access Community, Social And Rec Activities - Standard - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$56.81	\$79.53	\$85.22	✓	✓	x	✓
0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_105_0125_6_1	Access Community, Social And Rec Activities - Standard - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$72.69	\$101.77	\$109.04	✓	✓	x	✓
0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_105_0125_6_1_T	Access Community, Social And Rec Activities - Standard - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$78.14	\$109.40	\$117.21	✓	✓	x	✓

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0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_106_0125_6_1	Access Community, Social And Rec Activities - Standard - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$94.52	\$132.33	\$141.78	✓	✓	✗	✓
0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_106_0125_6_1_T	Access Community, Social And Rec Activities - Standard - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$101.61	\$142.25	\$152.42	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_111_0136_6_1	Group Activities In The Community - 1:2 - Standard - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$29.60	\$41.43	\$44.39	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_111_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$31.81	\$44.54	\$47.72	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_112_0136_6_1	Group Activities In The Community - 1:2 - Standard - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$40.71	\$56.99	\$61.06	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_112_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$43.76	\$61.26	\$65.64	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_113_0136_6_1	Group Activities In The Community - 1:2 - Standard - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$52.93	\$74.10	\$79.40	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_113_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$56.90	\$79.66	\$85.35	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_114_0136_6_1	Group Activities In The Community - 1:2 - Standard - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$32.65	\$45.72	\$48.98	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_114_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$35.11	\$49.15	\$52.66	✓	✓	✗	✗
0125	Participation In Community, Social And Civic Activities	4	Assistance with social and community participation	04_115_0125_6_1	Community, Social And Recreational Activities	Annual support to enable a participant to independently engage in community, social and recreational activities when costs of participation exceed an affordable level and without, the participant would be at risk of social isolation.	YR	N	N						✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_116_0104_6_1	Group Activities In The Community - 1:2 - Complex - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$32.00	\$44.81	\$48.01	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_116_0104_6_1_T	Group Activities In The Community - 1:2 - Complex - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$34.22	\$47.91	\$51.33	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_117_0104_6_1	Group Activities In The Community - 1:2 - Complex - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$44.03	\$61.65	\$66.05	✓	✓	✗	✗

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_117_0104_6_1_T	Group Activities In The Community - 1:2 - Complex - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$47.08	\$65.92	\$70.63	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_118_0104_6_1	Group Activities In The Community - 1:2 - Complex - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$57.25	\$80.15	\$85.87	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_118_0104_6_1_T	Group Activities In The Community - 1:2 - Complex - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$61.22	\$85.71	\$91.83	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_119_0104_6_1	Group Activities In The Community - 1:2 - Complex - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$35.31	\$49.44	\$52.97	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_119_0104_6_1_T	Group Activities In The Community - 1:2 - Complex - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$37.77	\$52.87	\$56.65	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_120_0136_6_1	Group Activities In The Community - 1:3 - Standard - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$21.84	\$30.58	\$32.77	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_120_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$23.48	\$32.87	\$35.22	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_121_0136_6_1	Group Activities In The Community - 1:3 - Standard - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$30.05	\$42.06	\$45.07	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_121_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$32.30	\$45.22	\$48.45	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_122_0136_6_1	Group Activities In The Community - 1:3 - Standard - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$39.07	\$54.70	\$58.60	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_122_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$42.00	\$58.80	\$63.00	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_123_0136_6_1	Group Activities In The Community - 1:3 - Standard - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$24.10	\$33.74	\$36.15	✓	✓	✗	✗

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Registration Group Number	Registration Group Name	Support Category Number	Support Category Name	Support Item Number	Support Item Name	Support Item Description	Unit	Price Controlled	Quote Required	NT - SA TAS-WA (MM 1-5)	ACT - NSW QLD - VIC (MM 1-5)	National Non-Remote (MM 1-5)	National Remote (MM 6)	National Very Remote (MM 7)	Travel	Cancellations	NDIA Reporting	Non-F2F
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_123_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$25.91	\$36.28	\$38.87	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_124_0104_6_1	Group Activities In The Community - 1:3 - Complex - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$23.62	\$33.07	\$35.43	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_124_0104_6_1_T	Group Activities In The Community - 1:3 - Complex - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$25.26	\$35.36	\$37.89	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_125_0104_6_1	Group Activities In The Community - 1:3 - Complex - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$32.50	\$45.50	\$48.75	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_125_0104_6_1_T	Group Activities In The Community - 1:3 - Complex - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$34.75	\$48.65	\$52.13	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_126_0104_6_1	Group Activities In The Community - 1:3 - Complex - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$42.26	\$59.16	\$63.38	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_126_0104_6_1_T	Group Activities In The Community - 1:3 - Complex - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$45.19	\$63.26	\$67.78	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_127_0104_6_1	Group Activities In The Community - 1:3 - Complex - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$26.06	\$36.49	\$39.10	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_127_0104_6_1_T	Group Activities In The Community - 1:3 - Complex - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$27.88	\$39.03	\$41.81	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_128_0136_6_1	Group Activities In The Community - 1:2 - Standard - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$66.27	\$92.78	\$99.41	✓	✓	✗	✗

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0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_128_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$71.24	\$99.73	\$106.86	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_129_0136_6_1	Group Activities In The Community - 1:3 - Standard - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$48.91	\$68.48	\$73.37	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_129_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$52.58	\$73.61	\$78.87	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_130_0104_6_1	Group Activities In The Community - 1:2 - Complex - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$71.66	\$100.33	\$107.49	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_130_0104_6_1_T	Group Activities In The Community - 1:2 - Complex - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$76.63	\$107.28	\$114.95	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_131_0104_6_1	Group Activities In The Community - 1:3 - Complex - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$52.89	\$74.05	\$79.34	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_131_0104_6_1_T	Group Activities In The Community - 1:3 - Complex - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$56.56	\$79.18	\$84.84	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_136_0136_6_1	Group Activities In The Community - 1:4 - Standard - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$17.97	\$25.16	\$26.95	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_136_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$19.32	\$27.04	\$28.97	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_137_0136_6_1	Group Activities In The Community - 1:4 - Standard - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$19.83	\$27.76	\$29.74	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_137_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$21.31	\$29.84	\$31.97	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_138_0136_6_1	Group Activities In The Community - 1:4 - Standard - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$24.71	\$34.60	\$37.07	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_138_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$26.57	\$37.19	\$39.85	✓	✓	✗	✗

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0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_139_0136_6_1	Group Activities In The Community - 1:4 - Standard - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$32.14	\$44.99	\$48.21	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_139_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$34.55	\$48.37	\$51.82	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_140_0136_6_1	Group Activities In The Community - 1:4 - Standard - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$40.24	\$56.33	\$60.35	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_140_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$43.25	\$60.55	\$64.88	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_141_0136_6_1	Group Activities In The Community - 1:5 - Standard - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$15.64	\$21.90	\$23.47	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_141_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$16.82	\$23.54	\$25.22	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_142_0136_6_1	Group Activities In The Community - 1:5 - Standard - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$17.26	\$24.16	\$25.89	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_142_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$18.56	\$25.98	\$27.83	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_143_0136_6_1	Group Activities In The Community - 1:5 - Standard - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$21.52	\$30.12	\$32.27	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_143_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$23.13	\$32.38	\$34.69	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_144_0136_6_1	Group Activities In The Community - 1:5 - Standard - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$27.98	\$39.17	\$41.97	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_144_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$30.08	\$42.11	\$45.11	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_145_0136_6_1	Group Activities In The Community - 1:5 - Standard - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities.	H	Y	N			\$35.03	\$49.04	\$52.54	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_145_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$37.65	\$52.72	\$56.48	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_146_0104_6_1	Group Activities In The Community - 1:4 - Complex - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$19.43	\$27.20	\$29.15	✓	✓	✗	✗

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Registration Group Number	Registration Group Name	Support Category Number	Support Category Name	Support Item Number	Support Item Name	Support Item Description	Unit	Price Controlled	Quote Required	NT - SA TAS-WA (MM 1-5)	ACT - NSW QLD - VIC (MM 1-5)	National Non-Remote (MM 1-5)	National Remote (MM 6)	National Very Remote (MM 7)	Travel	Cancellations	NDIA Reporting	Non-F2F
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_146_0104_6_1_T	Group Activities In The Community - 1:4 - Complex - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$20.78	\$29.09	\$31.17	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_147_0104_6_1	Group Activities In The Community - 1:4 - Complex - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$21.44	\$30.02	\$32.16	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_147_0104_6_1_T	Group Activities In The Community - 1:4 - Complex - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$22.93	\$32.10	\$34.39	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_148_0104_6_1	Group Activities In The Community - 1:4 - Complex - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$26.73	\$37.43	\$40.10	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_148_0104_6_1_T	Group Activities In The Community - 1:4 - Complex - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$28.59	\$40.02	\$42.88	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_149_0104_6_1	Group Activities In The Community - 1:4 - Complex - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$34.76	\$48.66	\$52.14	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_149_0104_6_1_T	Group Activities In The Community - 1:4 - Complex - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$37.17	\$52.04	\$55.75	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_150_0104_6_1	Group Activities In The Community - 1:4 - Complex - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$43.51	\$60.91	\$65.26	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_150_0104_6_1_T	Group Activities In The Community - 1:4 - Complex - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$46.53	\$65.14	\$69.79	✓	✓	✗	✗

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_151_0104_6_1	Group Activities In The Community - 1:5 - Complex - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$16.92	\$23.68	\$25.37	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_151_0104_6_1_T	Group Activities In The Community - 1:5 - Complex - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$18.09	\$25.32	\$27.13	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_152_0104_6_1	Group Activities In The Community - 1:5 - Complex - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$18.67	\$26.13	\$28.00	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_152_0104_6_1_T	Group Activities In The Community - 1:5 - Complex - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$19.96	\$27.95	\$29.94	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_153_0104_6_1	Group Activities In The Community - 1:5 - Complex - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$23.27	\$32.58	\$34.91	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_153_0104_6_1_T	Group Activities In The Community - 1:5 - Complex - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$24.89	\$34.84	\$37.33	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_154_0104_6_1	Group Activities In The Community - 1:5 - Complex - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$30.26	\$42.36	\$45.39	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_154_0104_6_1_T	Group Activities In The Community - 1:5 - Complex - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$32.36	\$45.30	\$48.54	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_155_0104_6_1	Group Activities In The Community - 1:5 - Complex - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$37.88	\$53.03	\$56.82	✓	✓	✗	✗

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_155_0104_6_1_T	Group Activities In The Community - 1:5 - Complex - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$40.50	\$56.71	\$60.76	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_160_0136_6_1	Group Activities In A Centre - 1:1 Standard - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$54.95	\$76.93	\$82.43	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_160_0136_6_1_T	Group Activities In A Centre - 1:1 Standard - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$58.91	\$82.47	\$88.37	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_161_0136_6_1	Group Activities In A Centre - 1:1 Standard - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$60.41	\$84.57	\$90.62	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_161_0136_6_1_T	Group Activities In A Centre - 1:1 Standard - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$64.79	\$90.71	\$97.19	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_162_0136_6_1	Group Activities In A Centre - 1:1 Standard - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$74.79	\$104.71	\$112.19	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_162_0136_6_1_T	Group Activities In A Centre - 1:1 Standard - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$80.24	\$112.34	\$120.36	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_163_0136_6_1	Group Activities In A Centre - 1:1 Standard - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$96.62	\$135.27	\$144.93	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_163_0136_6_1_T	Group Activities In A Centre - 1:1 Standard - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$103.71	\$145.19	\$155.57	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_164_0136_6_1	Group Activities In A Centre - 1:1 Standard - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$120.44	\$168.62	\$180.66	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_164_0136_6_1_T	Group Activities In A Centre - 1:1 Standard - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$129.31	\$181.03	\$193.97	✓	✓	✗	✓
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_165_0136_6_1	Group Activities In A Centre - 1:2 Standard - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$31.70	\$44.37	\$47.54	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_165_0136_6_1_T	Group Activities In A Centre - 1:2 Standard - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$33.91	\$47.48	\$50.87	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_166_0136_6_1	Group Activities In A Centre - 1:2 Standard - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$34.75	\$48.66	\$52.13	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_166_0136_6_1_T	Group Activities In A Centre - 1:2 Standard - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$37.21	\$52.09	\$55.81	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_167_0136_6_1	Group Activities In A Centre - 1:2 Standard - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$42.81	\$59.93	\$64.21	✓	✓	✗	✗

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0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_167_0136_6_1_T	Group Activities In A Centre - 1:2 Standard - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$45.86	\$64.20	\$68.79	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_168_0136_6_1	Group Activities In A Centre - 1:2 Standard - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$55.03	\$77.04	\$82.55	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_168_0136_6_1_T	Group Activities In A Centre - 1:2 Standard - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$59.00	\$82.60	\$88.50	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_169_0136_6_1	Group Activities In A Centre - 1:2 Standard - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$68.37	\$95.72	\$102.56	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_169_0136_6_1_T	Group Activities In A Centre - 1:2 Standard - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$73.34	\$102.67	\$110.01	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_170_0136_6_1	Group Activities In A Centre - 1:3 Standard - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$23.94	\$33.52	\$35.92	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_170_0136_6_1_T	Group Activities In A Centre - 1:3 Standard - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$25.58	\$35.81	\$38.37	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_171_0136_6_1	Group Activities In A Centre - 1:3 Standard - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$26.20	\$36.68	\$39.30	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_171_0136_6_1_T	Group Activities In A Centre - 1:3 Standard - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$28.01	\$39.22	\$42.02	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_172_0136_6_1	Group Activities In A Centre - 1:3 Standard - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$32.15	\$45.00	\$48.22	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_172_0136_6_1_T	Group Activities In A Centre - 1:3 Standard - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$34.40	\$48.16	\$51.60	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_173_0136_6_1	Group Activities In A Centre - 1:3 Standard - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$41.17	\$57.64	\$61.75	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_173_0136_6_1_T	Group Activities In A Centre - 1:3 Standard - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$44.10	\$61.74	\$66.15	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_174_0136_6_1	Group Activities In A Centre - 1:3 Standard - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$51.01	\$71.42	\$76.52	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_174_0136_6_1_T	Group Activities In A Centre - 1:3 Standard - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$54.68	\$76.55	\$82.02	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_175_0136_6_1	Group Activities In A Centre - 1:4 Standard - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$20.07	\$28.10	\$30.10	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_175_0136_6_1_T	Group Activities In A Centre - 1:4 Standard - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$21.42	\$29.98	\$32.12	✓	✓	✗	✗

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0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_176_0136_6_1	Group Activities In A Centre - 1:4 Standard - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$21.93	\$30.70	\$32.89	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_176_0136_6_1_T	Group Activities In A Centre - 1:4 Standard - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$23.41	\$32.78	\$35.12	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_177_0136_6_1	Group Activities In A Centre - 1:4 Standard - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$26.81	\$37.54	\$40.22	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_177_0136_6_1_T	Group Activities In A Centre - 1:4 Standard - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$28.67	\$40.13	\$43.00	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_178_0136_6_1	Group Activities In A Centre - 1:4 Standard - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$34.24	\$47.93	\$51.36	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_178_0136_6_1_T	Group Activities In A Centre - 1:4 Standard - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$36.65	\$51.31	\$54.97	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_179_0136_6_1	Group Activities In A Centre - 1:4 Standard - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$42.34	\$59.27	\$63.50	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_179_0136_6_1_T	Group Activities In A Centre - 1:4 Standard - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$45.35	\$63.49	\$68.03	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_180_0136_6_1	Group Activities In A Centre - 1:5 Standard - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$17.74	\$24.84	\$26.62	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_180_0136_6_1_T	Group Activities In A Centre - 1:5 Standard - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$18.92	\$26.48	\$28.37	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_181_0136_6_1	Group Activities In A Centre - 1:5 Standard - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$19.36	\$27.10	\$29.04	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_181_0136_6_1_T	Group Activities In A Centre - 1:5 Standard - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$20.66	\$28.92	\$30.98	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_182_0136_6_1	Group Activities In A Centre - 1:5 Standard - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$23.62	\$33.06	\$35.42	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_182_0136_6_1_T	Group Activities In A Centre - 1:5 Standard - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$25.23	\$35.32	\$37.84	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_183_0136_6_1	Group Activities In A Centre - 1:5 Standard - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$30.08	\$42.11	\$45.12	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_183_0136_6_1_T	Group Activities In A Centre - 1:5 Standard - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$32.18	\$45.05	\$48.26	✓	✓	✗	✗
0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_184_0136_6_1	Group Activities In A Centre - 1:5 Standard - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre.	H	Y	N			\$37.13	\$51.98	\$55.69	✓	✓	✗	✗

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0136	Group And Centre Based Activities	4	Assistance with social and community participation	04_184_0136_6_1_T	Group Activities In A Centre - 1:5 Standard - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre. Support delivered by a TTP provider.	H	Y	N			\$39.75	\$55.66	\$59.63	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_185_0104_6_1	Group Activities In A Centre - 1:1 Complex - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$59.25	\$82.95	\$88.88	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_185_0104_6_1_T	Group Activities In A Centre - 1:1 Complex - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$63.21	\$88.49	\$94.82	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_186_0104_6_1	Group Activities In A Centre - 1:1 Complex - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$65.16	\$91.22	\$97.74	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_186_0104_6_1_T	Group Activities In A Centre - 1:1 Complex - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$69.54	\$97.36	\$104.31	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_187_0104_6_1	Group Activities In A Centre - 1:1 Complex - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$80.73	\$113.02	\$121.10	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_187_0104_6_1_T	Group Activities In A Centre - 1:1 Complex - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$86.18	\$120.65	\$129.27	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_188_0104_6_1	Group Activities In A Centre - 1:1 Complex - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$104.33	\$146.06	\$156.50	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_188_0104_6_1_T	Group Activities In A Centre - 1:1 Complex - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$111.42	\$155.99	\$167.13	✓	✓	✗	✓

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Registration Group Number	Registration Group Name	Support Category Number	Support Category Name	Support Item Number	Support Item Name	Support Item Description	Unit	Price Controlled	Quote Required	NT - SA TAS-WA (MM 1-5)	ACT - NSW QLD - VIC (MM 1-5)	National Non-Remote (MM 1-5)	National Remote (MM 6)	National Very Remote (MM 7)	Travel	Cancellations	NDIA Reporting	Non-F2F
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_189_0104_6_1	Group Activities In A Centre - 1:1 Complex - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$130.07	\$182.10	\$195.11	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_189_0104_6_1_T	Group Activities In A Centre - 1:1 Complex - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$138.94	\$194.52	\$208.41	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_190_0104_6_1	Group Activities In A Centre - 1:2 Complex - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$34.10	\$47.75	\$51.16	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_190_0104_6_1_T	Group Activities In A Centre - 1:2 Complex - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$36.32	\$50.85	\$54.48	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_191_0104_6_1	Group Activities In A Centre - 1:2 Complex - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$37.41	\$52.38	\$56.12	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_191_0104_6_1_T	Group Activities In A Centre - 1:2 Complex - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$39.87	\$55.81	\$59.80	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_192_0104_6_1	Group Activities In A Centre - 1:2 Complex - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$46.13	\$64.59	\$69.20	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_192_0104_6_1_T	Group Activities In A Centre - 1:2 Complex - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$49.18	\$68.86	\$73.78	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_193_0104_6_1	Group Activities In A Centre - 1:2 Complex - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$59.35	\$83.09	\$89.02	✓	✓	✗	✗

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_193_0104_6_1_T	Group Activities In A Centre - 1:2 Complex - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$63.32	\$88.65	\$94.98	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_194_0104_6_1	Group Activities In A Centre - 1:2 Complex - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$73.76	\$103.27	\$110.64	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_194_0104_6_1_T	Group Activities In A Centre - 1:2 Complex - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$78.73	\$110.22	\$118.10	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_195_0104_6_1	Group Activities In A Centre - 1:3 Complex - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$25.72	\$36.01	\$38.58	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_195_0104_6_1_T	Group Activities In A Centre - 1:3 Complex - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$27.36	\$38.30	\$41.04	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_196_0104_6_1	Group Activities In A Centre - 1:3 Complex - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$28.16	\$39.43	\$42.25	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_196_0104_6_1_T	Group Activities In A Centre - 1:3 Complex - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$29.98	\$41.97	\$44.96	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_197_0104_6_1	Group Activities In A Centre - 1:3 Complex - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$34.60	\$48.44	\$51.90	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_197_0104_6_1_T	Group Activities In A Centre - 1:3 Complex - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$36.85	\$51.59	\$55.28	✓	✓	✗	✗

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_198_0104_6_1	Group Activities In A Centre - 1:3 Complex - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$44.36	\$62.10	\$66.53	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_198_0104_6_1_T	Group Activities In A Centre - 1:3 Complex - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$47.29	\$66.20	\$70.93	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_199_0104_6_1	Group Activities In A Centre - 1:3 Complex - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$54.99	\$76.99	\$82.49	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_199_0104_6_1_T	Group Activities In A Centre - 1:3 Complex - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$58.66	\$82.12	\$87.99	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_200_0104_6_1	Group Activities In A Centre - 1:4 Complex - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$21.53	\$30.14	\$32.30	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_200_0104_6_1_T	Group Activities In A Centre - 1:4 Complex - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$22.88	\$32.03	\$34.32	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_201_0104_6_1	Group Activities In A Centre - 1:4 Complex - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$23.54	\$32.96	\$35.31	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_201_0104_6_1_T	Group Activities In A Centre - 1:4 Complex - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$25.03	\$35.04	\$37.54	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_202_0104_6_1	Group Activities In A Centre - 1:4 Complex - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$28.83	\$40.37	\$43.25	✓	✓	✗	✗

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_202_0104_6_1_T	Group Activities In A Centre - 1:4 Complex - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$30.69	\$42.96	\$46.03	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_203_0104_6_1	Group Activities In A Centre - 1:4 Complex - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$36.86	\$51.60	\$55.29	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_203_0104_6_1_T	Group Activities In A Centre - 1:4 Complex - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$39.27	\$54.98	\$58.90	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_204_0104_6_1	Group Activities In A Centre - 1:4 Complex - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$45.61	\$63.85	\$68.41	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_204_0104_6_1_T	Group Activities In A Centre - 1:4 Complex - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$48.63	\$68.08	\$72.94	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_205_0104_6_1	Group Activities In A Centre - 1:5 Complex - Weekday Daytime	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$19.02	\$26.62	\$28.52	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_205_0104_6_1_T	Group Activities In A Centre - 1:5 Complex - Weekday Daytime - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$20.19	\$28.26	\$30.28	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_206_0104_6_1	Group Activities In A Centre - 1:5 Complex - Evening	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$20.77	\$29.07	\$31.15	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_206_0104_6_1_T	Group Activities In A Centre - 1:5 Complex - Evening - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$22.06	\$30.89	\$33.09	✓	✓	✗	✗

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_207_0104_6_1	Group Activities In A Centre - 1:5 Complex - Saturday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$25.37	\$35.52	\$38.06	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_207_0104_6_1_T	Group Activities In A Centre - 1:5 Complex - Saturday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$26.99	\$37.78	\$40.48	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_208_0104_6_1	Group Activities In A Centre - 1:5 Complex - Sunday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$32.36	\$45.30	\$48.54	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_208_0104_6_1_T	Group Activities In A Centre - 1:5 Complex - Sunday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$34.46	\$48.24	\$51.69	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_209_0104_6_1	Group Activities In A Centre - 1:5 Complex - Public Holiday	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required.	H	Y	N			\$39.98	\$55.97	\$59.97	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_209_0104_6_1_T	Group Activities In A Centre - 1:5 Complex - Public Holiday - TTP	Provision of support to enable a participant to engage in community, social and/or recreational activities in a centre, where a support worker with additional qualifications and experience relevant to the participant's complex needs is required. Support delivered by a TTP provider.	H	Y	N			\$42.60	\$59.65	\$63.91	✓	✓	✗	✗
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_300_0104_1_1	Access Community, Social And Rec Activities - Level 1 - Weekday Daytime	Supporting a participant to engage in community, social and/or recreational activities.	H	Y	N			\$52.85	\$73.99	\$79.28	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_300_0104_1_1_T	Access Community, Social And Rec Activities - Level 1 - Weekday Daytime - TTP	Supporting a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$56.81	\$79.53	\$85.22	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_301_0104_1_1	Access Community, Social And Rec Activities - Level 1 - Evening	Supporting a participant to engage in community, social and/or recreational activities.	H	Y	N			\$58.31	\$81.63	\$87.47	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_301_0104_1_1_T	Access Community, Social And Rec Activities - Level 1 - Evening - TTP	Supporting a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$62.69	\$87.77	\$94.04	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_302_0104_1_1	Access Community, Social And Rec Activities - Level 1 - Saturday	Supporting a participant to engage in community, social and/or recreational activities.	H	Y	N			\$72.69	\$101.77	\$109.04	✓	✓	✗	✓

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_302_0104_1_1_T	Access Community, Social And Rec Activities - Level 1 - Saturday - TTP	Supporting a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$78.14	\$109.40	\$117.21	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_303_0104_1_1	Access Community, Social And Rec Activities - Level 1 - Sunday	Supporting a participant to engage in community, social and/or recreational activities.	H	Y	N			\$94.52	\$132.33	\$141.78	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_303_0104_1_1_T	Access Community, Social And Rec Activities - Level 1 - Sunday - TTP	Supporting a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$101.61	\$142.25	\$152.42	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_304_0104_1_1	Access Community, Social And Rec Activities - Level 1 - Public Holiday	Supporting a participant to engage in community, social and/or recreational activities.	H	Y	N			\$118.34	\$165.68	\$177.51	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_304_0104_1_1_T	Access Community, Social And Rec Activities - Level 1 - Public Holiday - TTP	Supporting a participant to engage in community, social and/or recreational activities. Support delivered by a TTP provider.	H	Y	N			\$127.21	\$178.09	\$190.82	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_400_0104_1_1	Access Community, Social And Rec Activities - Level 2 - Weekday Daytime	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$57.15	\$80.01	\$85.73	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_400_0104_1_1_T	Access Community, Social And Rec Activities - Level 2 - Weekday Daytime - TTP	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$61.11	\$85.55	\$91.67	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_401_0104_1_1	Access Community, Social And Rec Activities - Level 2 - Evening	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$63.06	\$88.28	\$94.59	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_401_0104_1_1_T	Access Community, Social And Rec Activities - Level 2 - Evening - TTP	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$67.44	\$94.42	\$101.16	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_402_0104_1_1	Access Community, Social And Rec Activities - Level 2 - Saturday	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$78.63	\$110.08	\$117.95	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_402_0104_1_1_T	Access Community, Social And Rec Activities - Level 2 - Saturday - TTP	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$84.08	\$117.71	\$126.12	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_403_0104_1_1	Access Community, Social And Rec Activities - Level 2 - Sunday	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$102.23	\$143.12	\$153.35	✓	✓	✗	✓

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_403_0104_1_1_T	Access Community, Social And Rec Activities - Level 2 - Sunday - TTP	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$109.32	\$153.05	\$163.98	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_404_0104_1_1	Access Community, Social And Rec Activities - Level 2 - Public Holiday	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$127.97	\$179.16	\$191.96	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_404_0104_1_1_T	Access Community, Social And Rec Activities - Level 2 - Public Holiday - TTP	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$136.84	\$191.58	\$205.26	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_500_0104_1_1	Access Community, Social And Rec Activities - Level 3 - Weekday Daytime	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$60.04	\$84.06	\$90.06	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_500_0104_1_1_T	Access Community, Social And Rec Activities - Level 3 - Weekday Daytime - TTP	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$64.00	\$89.60	\$96.00	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_501_0104_1_1	Access Community, Social And Rec Activities - Level 3 - Evening	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$66.23	\$92.72	\$99.35	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_501_0104_1_1_T	Access Community, Social And Rec Activities - Level 3 - Evening - TTP	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$70.61	\$98.85	\$105.92	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_502_0104_1_1	Access Community, Social And Rec Activities - Level 3 - Saturday	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$82.58	\$115.61	\$123.87	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_502_0104_1_1_T	Access Community, Social And Rec Activities - Level 3 - Saturday - TTP	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$88.03	\$123.24	\$132.05	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_503_0104_1_1	Access Community, Social And Rec Activities - Level 3 - Sunday	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$107.37	\$150.32	\$161.06	✓	✓	✗	✓

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0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_503_0104_1_1_T	Access Community, Social And Rec Activities - Level 3 - Sunday - TTP	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$114.46	\$160.24	\$171.69	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_504_0104_1_1	Access Community, Social And Rec Activities - Level 3 - Public Holiday	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is very high intensity and a more skilled or experienced support worker is required.	H	Y	N			\$134.42	\$188.19	\$201.63	✓	✓	✗	✓
0104	High Intensity Daily Personal Activities (Assist Integrate School/Ed)	4	Assistance with social and community participation	04_504_0104_1_1_T	Access Community, Social And Rec Activities - Level 3 - Public Holiday - TTP	Supporting a participant to engage in community, social and/or recreational activities, where the support delivered is very high intensity and a more skilled or experienced support worker is required. Support delivered by a TTP provider.	H	Y	N			\$143.29	\$200.61	\$214.94	✓	✓	✗	✓
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_043006111_0103_1_2	Cooling Vest - All Sizes		EA	N	N						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_043303111_0103_1_2	Postural Support Using Foam And/Or Gel (One Surface)		EA	N	N						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_043303211_0103_1_2	Postural Support Using Foam And/Or Gel (Seat, Back And Other Supports Included)		EA	N	Y						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_043303511_0103_1_2	Postural Support Using Air Floatation Or Automated Pressure Management		EA	N	N						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_043306002_0103_1_2	Pressure Mattress Air Filled Section		EA	N	N						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_043306003_0103_1_2	Pressure Reduction Mattress	Mattress with pressure reduction properties	EA	N	Y						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_043306004_0103_1_2	Pressure Reduction Overlay	Overlay with air or other substance, mechanical or not	EA	N	Y						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_043306111_0103_1_2	Assistive Products For Tissue Integrity When Lying Down - Non Powered		EA	N	Y						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_043306211_0103_1_2	Pressure Mattress - Low Air Loss, Alternating Pressure		EA	N	Y						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_043318111_0103_1_2	Water Chairs		EA	N	Y						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_053603010_0103_1_2	Standing Frame - Child Under 5	Apparatus to hold a person in a standing position	EA	N	Y						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_053603111_0103_1_2	Standing Frames And Supports For Standing		EA	N	Y						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_053603131_0103_1_2	Standing And/Or Walking Frame - Child		EA	N	Y						✗	✗	✗	✗
0135	Customised Prosthetics	5	Assistive technology	05_060000011_0135_1_2	Assistive Products And Accessories Relating To Prosthetics And Orthotics		EA	N	Y						✗	✗	✗	✗

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0135	Customised Prosthetics	5	Assistive technology	05_06000112_0135_1_2	Orthotic Or Prosthetic Componentry Rental		WK	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_060315111_0135_1_2	Cervical And Cranial Orthoses		EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_060318121_0135_1_2	Cervico-Thoraco-Lumbo-Sacral Orthoses		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_060600111_0135_1_2	Orthosis - Upper Limb - Prefabricated		EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_060600121_0135_1_2	Orthosis - Upper Limb - Custom Made		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_060688121_0135_1_2	Upper Limb Orthotic - Dynamic Or Lycra		EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061203111_0135_1_2	Orthotic - Foot Support/Orthotic Footwear (Prefabricated)		EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061203121_0135_1_2	Orthopaedic Shoes - Other Custom Made		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061206111_0135_1_2	Orthosis - Ankle Foot (AFO) - Prefabricated		EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061206121_0135_1_2	Orthosis - Ankle Foot (AFO) - Custom Made		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061206221_0135_1_2	Orthosis - Ankle Foot With Ankle Joints - Custom Made		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_061209111_0105_1_2	Orthosis - Knee - Prefabricated		EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061209121_0135_1_2	Orthosis - Knee - Custom Made		EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061209221_0135_1_2	Orthosis - Thigh Knee Ankle - Custom Made		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061212121_0135_1_2	Orthosis - Knee Ankle Foot - Custom Made		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_061215111_0105_1_2	Orthosis - Hip - Prefabricated		EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061218121_0135_1_2	Orthosis - Hip Thigh Knee Ankle - Custom Made		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061218221_0135_1_2	Orthosis - Bilateral Hip Knee Ankle Foot Orthosis (Rgo) - Prefabricated		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061219121_0135_1_2	Body Orthotic - Dynamic Or Lycra		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061219221_0135_1_2	Orthosis - Bilateral Thoracolumbar/Lumbo-Sacral Hip Knee Ankle Foot - Custom		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061236191_0135_1_2	Prosthetic - Additional Cost For Use In Wet Environment (E.G. Waterproofing)		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061500111_0135_1_2	Trunk/Lower Body Orthoses - FES Or Powered - To Support Standing And/Or Walking		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061800121_0135_1_2	Prosthetic - Upper Limb (Including Powered)		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_061826171_0135_1_2	Adaptions For Arm And Hand Prosthetics For Sport And Leisure		EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_062200921_0135_1_2	Prosthetic - Osseo-Integration Mounting Additional Cost (Upper Or Lower)		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_062409121_0135_1_2	Prosthetic - Transtibial Or Lower		EA	N	Y						X	X	X	X

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0135	Customised Prosthetics	5	Assistive technology	05_062415121_0135_1_2	Prosthetic - Transfemoral Or Higher		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_062488034_0135_1_2	Lower Limb Prostheses - Other		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_062488121_0135_1_2	Specialist Prosthetic Lower Limb For Sports		EA	N	Y						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_063000121_0135_1_2	Prosthetic - Not Limb Related		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_090000011_0103_1_2	Assistive Products And Accessories For Personal Care, Hygiene, Beds		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_091200111_0103_1_2	Toilet Attachments And Accessories - Seat And/Or Toilet Raiser/Toileting Bidet		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_091203053_0103_1_2	Mobile Shower Commode - Low Transporter		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_091203055_0103_1_2	Mobile Shower Commode - Child Transporter		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_091203111_0103_1_2	Shower Commode - Wheeled		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_091203121_0103_1_2	Shower Commode - Wheeled - Custom Made		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_093300115_0103_1_2	Toilet And Bathroom Equipment Rental		WK	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_093305121_0103_1_2	Bathing Support - Special Design		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_093307111_0103_1_2	Change Table/Shower Trolley - Manual Or Fixed		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_093307211_0103_1_2	Change Table/Shower Trolley - Powered Adjustment		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_098800044_0103_1_2	Personal Care And Safety Equipment - Other	Includes other reasonable and necessary personal care and safety equipment not listed, due to impact of participant's disability.	EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_120303111_0105_1_2	Walking Supports - Sticks, Canes And Crutches		EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_120600115_0105_1_2	Walking Equipment Rental		WK	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_120606111_0105_1_2	Walking Frame Or Walker		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_120606131_0105_1_2	Rollator And Wheeled Walkers - Paediatric - Special Design		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_120612100_0105_1_2	Walking Tables	Devices with wheels and supporting table or forearm support	EA	N	N						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_121200011_0109_1_2	Assistive Products Relating To Vehicles And Transport Safety		EA	N	Y						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_121205111_0109_1_2	Vehicle - Accessories/Adaptions For Driver Control e.g. Steering/Braking/Accel		EA	N	Y						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_121208111_0109_1_2	Vehicle - Accessories/Adaptions For Ancillary Functions e.g. Lights, Locking		EA	N	N						X	X	X	X

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0109	Vehicle Modifications	5	Assistive technology	05_121209121_0109_1_2	Car Seating And/Or Seat Belts - Modifier Installed		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_121212111_0103_1_2	Specialised Child Car Seats - No Vehicle Modification Required		EA	N	Y						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_121215111_0109_1_2	Vehicle Hoist For Passenger Only + Sling System		EA	N	Y						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_121218111_0109_1_2	Vehicle Hoist For Wheelchair And Passenger + Accessories		EA	N	Y						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_121221111_0109_1_2	Vehicle Hoist or Ramp For Loading And/Or Securing Unoccupied Wheelchair		EA	N	Y						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_121227121_0109_1_2	Vehicle Chassis And/Or Body Modification For Access - Wheelchair Passengers		EA	N	Y						X	X	X	X
0108	Assistance With Travel/Transport Arrangements	5	Assistive technology	05_121227122_0108_1_2	Rental Vehicle - Adapted For Access		WK	N	N						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_121227221_0109_1_2	Vehicle Chassis And Body Modification For Access - Wheelchair Seated Driver		EA	N	Y						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_121230111_0109_1_2	Wheelchair Carrier/Trailer		EA	N	Y						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_121290111_0109_1_2	Vehicle Modification Engineers Certification Cost		EA	N	N						X	X	X	X
0112	Assistive Equipment For Recreation	5	Assistive technology	05_121800121_0112_1_2	Bicycle, Tricycle And/Or Carts - Adapted For Functional Needs		EA	N	Y						X	X	X	X
0112	Assistive Equipment For Recreation	5	Assistive technology	05_121805111_0112_1_2	Bicycle - Adapted For Hand Propulsion		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122200112_0105_1_2	Mobility Equipment Rental		WK	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122203107_0105_1_2	Wheelchair - Manual Folding - Child		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122203121_0105_1_2	MWC Self-Propel + Custom Folding/Rigid Frame (Add Specialised Seating)		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122203211_0105_1_2	MWC Basic Folding/Light Weight/Transit		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122203221_0105_1_2	MWC Lightweight/Ultra-Light Weight (Without Seating)		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122203321_0105_1_2	MWC - Sport And Recreation Use		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122218111_0105_1_2	MWC Attendant Propel + Custom Folding/Rigid Frame		EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122303111_0105_1_2	Scooter: Indoor/Outdoor Use		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122303191_0105_1_2	Scooter: Heavy Duty/Robust Activity Specific		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122303211_0105_1_2	Scooter (Electrically Powered) - Portable		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122303511_0105_1_2	Scooter: Small Folding/Travel Light-Weight Scooter		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122306111_0105_1_2	PWC Basic + Factory Seating		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122306139_0105_1_2	Wheelchair - Powered With Powered Standing Mechanism		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122306191_0105_1_2	PWC All Terrain/Heavy Duty Base (Without Seating)		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122306211_0105_1_2	PWC Basic Frame + Factory Control (Add Specialised Seating)		EA	N	Y						X	X	X	X

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0105	Personal Mobility Equipment	5	Assistive technology	05_122306221_0105_1_2	PWC Customised Base + Manual Postural Adjustment (Without Seating)		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122306321_0105_1_2	PWC Customised Base + Power Assist Height/Tilt-In-Space (Without Eating)		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122403111_0105_1_2	PWC Accessory - Alternate Operator Control System		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122409171_0105_1_2	MWC Accessory - Power-Assist Drive Technology		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122442171_0105_1_2	Wheelchair Accessory - Health-Related At/Ventilator Carrier		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122490111_0105_1_2	PWC Accessory - Powered Adjustment For Limbs Or Recline		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122707131_0105_1_2	Stroller/Pram/Buggy/Push Chair With Supportive Seating		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122707231_0105_1_2	Stroller/Pram/Buggy With Specialised Seating System		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122707331_0105_1_2	Paediatric Stroller/Wheelchair Height Adaptable Base - Specialised Seating System		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122715131_0105_1_2	Crawlers/Mobility Boards/Trolley		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_122718150_0105_1_2	Wheeled Stretcher - Self Propelled		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_123600112_0105_1_2	Transfer Equipment Rental		WK	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_123603111_0105_1_2	Mobile Hoist + Slings(X2) (Including Standing)		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_123606168_0105_1_2	Mobile Hoist - Seat Or Table		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_123612111_0105_1_2	Ceiling Hoist + Slings(X2)		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_123612511_0105_1_2	Hoists For Transfer Into/Out Of Pools/Adverse Environment		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_123621111_0105_1_2	Hoist Sling		EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_123621121_0105_1_2	Hoist Sling - Custom Made Or Bariatric		EA	N	N						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_123909111_0113_1_2	Visual Navigation - Tactile Maps/Acoustic Device		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_129000011_0105_1_2	Assistive Products And Accessories Relating To Personal Mobility Or Transfer		EA	N	Y						X	X	X	X
0123	Assistive Products For Household Tasks	5	Assistive technology	05_150000011_0123_1_2	Assistive Products And Accessories Relating To Participating In Household Tasks		EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	5	Assistive technology	05_180000011_0111_1_2	Assistive Products And Accessories Relating To Home Modification And Access		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_180315111_0103_1_2	Bed Furniture: Over-Bed Table Or Support		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_180909111_0103_1_2	Specialised Seating With Sit-Stand Assistance		EA	N	Y						X	X	X	X

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0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_180921121_0103_1_2	Specialised Static Seating With Pressure Management And/Or Postural Support		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_180939111_0105_1_2	Customised Postural Support Componentry		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_180943112_0103_1_2	Seating/Standing Frame Equipment Rental		WK	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_181000121_0105_1_2	Custom Made Postural Seating System		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_181006111_0105_1_2	Seat Or Back Postural Support - Prefabricated (1 Piece)		EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_181006188_0105_1_2	Seat Or Back Support For Tissue Integrity Management (1 Piece)		EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_181009111_0105_1_2	Limb Or Positioning Postural Support - Prefabricated (1 Piece)		EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_181009121_0105_1_2	Limb, Foot Or Head Support For Tissue Integrity Management (1 Piece)		EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_181012111_0105_1_2	Head Postural Support - Prefabricated		EA	N	Y						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_181024111_0105_1_2	Wheelchair Accessory - Tray/Anterior Support		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_181200112_0103_1_2	Bed And Mattress Rental		WK	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_181200711_0103_1_2	Bed Access/Transfer Pole/Blocks/Rails/Rail-Covers		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_181207111_0103_1_2	Manual Beds: Bed Frame/Cot/Cradle		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_181210111_0103_1_2	Electric Beds: Adjustable Hi Lo Bed/Cot Frames With Repositioning Systems		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_181224711_0103_1_2	Custom Sleep Positioning System And Accessories		EA	N	Y						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_220000011_0124_1_2	Assistive Products And Accessories Supporting Comms And Information Needs		EA	N	Y						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_220000112_0124_1_2	Communication Equipment Rental		WK	N	N						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_220300011_0113_1_2	Assistive Products Relating To Vision		EA	N	Y						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_220318111_0113_1_2	Image Enlargement - Software		EA	N	N						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_220318211_0113_1_2	Electronic Reading Technology Using Video/Cctv		EA	N	Y						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_220600214_0119_1_2	Services To Non-CSO Adults Who Meet OHS Complex Criteria (AH Only)		EA	N	N						X	X	X	X
0134	Hearing Services	5	Assistive technology	05_220615111_0134_1_2	Hearing Aid (One) Higher Needs - Amount In Addition To Ohs Subsidy		EA	N	Y						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_220615211_0119_1_2	Hearing Aid (One) Non-CSO Complex Adult - AH Only - In Addition To OHS Subsidy		EA	N	Y						X	X	X	X

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0134	Hearing Services	5	Assistive technology	05_220615211_0134_1_2	Hearing Aid (Two) Higher Needs - Amount In Addition To Ohs Subsidy		EA	N	Y						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_220615212_0119_1_2	Hearing Aid (Two) Non-CSO Complex Adult - AH Only - In Addition To OHS Subsidy		EA	N	Y						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_220618111_0119_1_2	Vibro Tactile Devices		EA	N	Y						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_220621111_0119_1_2	Cochlear Implant Speech Processor And Coil - Cso - Ah Only (In Kind)		EA	N	N						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_220621211_0119_1_2	Cochlear Implant Speech Processor And Coil - Non Cso		EA	N	Y						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_220621218_0119_1_2	External Components For Other Implantable Devices	External components for other implantable devices	EA	N	N						X	X	X	X
0122	Hearing Equipment	5	Assistive technology	05_220627111_0122_1_2	Personal Amplifiers/Binaural Listener		EA	N	Y						X	X	X	X
0134	Hearing Services	5	Assistive technology	05_220627159_0134_1_2	Hearing Aid Maintenance Ohs Voucher Client Contribution		YR	N	N						X	X	X	X
0122	Hearing Equipment	5	Assistive technology	05_220627171_0122_1_2	Remote Control For Hearing Aids		EA	N	N						X	X	X	X
0122	Hearing Equipment	5	Assistive technology	05_220627232_0122_1_2	Tv Device For Hearing Assistance	Systems for delivering sound directly from the TV to the ear	EA	N	N						X	X	X	X
0122	Hearing Equipment	5	Assistive technology	05_220627271_0122_1_2	Music Devices		EA	N	N						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_220906234_0124_1_2	Voice Amplifiers For Personal Use	Device to amplify voice.	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_221200111_0103_1_2	Education Communication: Reading/Writing/Input/Output Items		EA	N	N						X	X	X	X
0111	Home Modification Design And Construction	5	Assistive technology	05_221200111_0111_2_2	Safety: Slip Resistance Coating/Grab And/Or Guide Rails		EA	N	N						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_221221111_0113_1_2	Communication: Note-Taking/Braille/Tactile Displays		EA	N	Y						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_2218112_0113_1_2	Vision Equipment Rental		WK	N	N						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_221824246_0119_1_2	Radio Frequency Transmission Systems For Hearing	Remote microphone sound transmission systems can be used to overcome difficulties with distance, background noise and reverberation.	EA	N	Y						X	X	X	X
0122	Hearing Equipment	5	Assistive technology	05_221830247_0122_1_2	Induction Loop Devices	Designed for individual use in private and public situations including reception counters, meetings and other appointments.	EA	N	N						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_222100111_0124_1_2	Face To Face Communication: Non-Electronic Comms Devices, Books And Tools		EA	N	N						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_222102111_0124_1_2	Software And Related Items For Advanced Comms Functions - Computer/Tablet/Phone		EA	N	N						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_222102211_0124_1_2	Adapted Commercial Comp Tablet Or Smartphone For Sensory Or Cognitive Disability		EA	N	Y						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_222106253_0124_1_2	Communication Amplifiers	Device to amplify voice	EA	N	N						X	X	X	X
0122	Hearing Equipment	5	Assistive technology	05_222106443_0122_1_2	Remote Microphone System	Remote microphone system	EA	N	Y						X	X	X	X

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0124	Communication And Information Equipment	5	Assistive technology	05_222109111_0124_1_2	Electronic Face To Face Comms - Speech Generating/Visual/Communication Devices		EA	N	Y						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_222109254_0124_1_2	Static - Single Button Device Which Provides Audible Message Output		EA	N	N						X	X	X	X
0122	Hearing Equipment	5	Assistive technology	05_222403225_0122_1_2	Adapted Landline Telephone	Assistive technology	EA	N	N						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_222406258_0113_1_2	Mobile Phone With Voice Output And Text Enlargement		EA	N	N						X	X	X	X
0111	Home Modification Design And Construction	5	Assistive technology	05_222421111_0111_2_2	Dwelling Adjustments Or Changes Required Not Otherwise Described		EA	N	N						X	X	X	X
0123	Assistive Products For Household Tasks	5	Assistive technology	05_222704111_0123_1_2	Safety Devices: Adapted Smoke Detector/Doorbells		EA	N	N						X	X	X	X
0122	Hearing Equipment	5	Assistive technology	05_222704266_0122_1_2	Baby Cry Alerting Systems For Hearing Impaired	Visual or vibrating alert	EA	N	N						X	X	X	X
0123	Assistive Products For Household Tasks	5	Assistive technology	05_222716260_0123_1_2	Adapted Devices For Phone Access/Alarms /Clocks/Programmable Memory Devices		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_222718111_0103_1_2	Seizure Mat, Location Alert Type Alarm Systems		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_222718115_0103_1_2	Monitored Alarm/Alert System		MON	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_222721111_0103_1_2	Safety Devices: Flashing – Vibrating Doorbell/Smoke Alert/Personal Alarms		EA	N	N						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_223003279_0124_1_2	Personal Reader - Speech Output		EA	N	Y						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_223030280_0124_1_2	Personal Reader - Speech And Visual Output		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_223612175_0103_1_2	Electronic Input Device - Visual, Neural Or Neuromuscular Control		MON	N	N						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_223621191_0124_1_2	Specialised Computer Input Device Using Eye Or Neural/Neuromuscular Control		EA	N	Y						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_223621271_0124_1_2	Head Pointer	Assistive products to position screen pointer and to select items on computer display.	EA	N	Y						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_223906111_0113_1_2	Alternate Format Printer - Computer - Braille Etc.		EA	N	Y						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_223906115_0113_1_2	Braille Printers - Lease - Annual Amount		MON	N	N						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_223907278_0124_1_2	Portable Audible Player For Computer		EA	N	N						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_223912111_0113_1_2	Print Disability Software/Lp Keyboard		EA	N	Y						X	X	X	X
0123	Assistive Products For Household Tasks	5	Assistive technology	05_241300112_0123_1_2	Ecu Rental		WK	N	N						X	X	X	X
0123	Assistive Products For Household Tasks	5	Assistive technology	05_241303121_0123_1_2	Environmental Control (Ecu)/ Safety-Related Products		EA	N	Y						X	X	X	X

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0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_242400111_0103_1_2	Technology And Other Device Positioning Systems		EA	N	Y						X	X	X	X
0112	Assistive Equipment For Recreation	5	Assistive technology	05_300000011_0112_1_2	Assistive Products Relating To Recreation And Sport		EA	N	Y						X	X	X	X
0112	Assistive Equipment For Recreation	5	Assistive technology	05_300000112_0112_1_2	Recreation Equipment Rental		WK	N	N						X	X	X	X
0112	Assistive Equipment For Recreation	5	Assistive technology	05_300309111_0112_1_2	Play: Adapted Toys/Switch Toys/Adapted Game Interface		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_301_0103_1_2	Equipment Alterations And Adjustments		EA	N	N						X	X	X	X
0112	Assistive Equipment For Recreation	5	Assistive technology	05_308800285_0112_1_2	Adapted Recreation Equipment - Other	Products such as card holders, camera holders and adaptions to enable a person with disability to participate in recreational activity.	EA	N	Y						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_351_0119_1_2	Hearing Services Program - Child 4-25 Years Old (AH Only)		EA	N	N						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_352_0119_1_2	Referral To Australian Hearing Community Service Obligation Program	For more info see http://hearingservices.gov.au/wps/portal/hso/site/eligibility/!ut/p/a1/04_Sj9CPykyssy0xPLMnMz0vMAfGjzOJ9PA2MDI1MDLz8jc2NDDzNg0LNzExdDQ28TPULsh0VAaWtp70!/	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_500000303_0103_1_2	Repairs - Other Equipment		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_500433443_0103_1_2	Repairs - Personal Care/Safety, After-Hours (One Unit)	Repairs - personal care/safety, after-hours (one unit)	EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_500612441_0135_1_2	Orthotic Repair	Orthotic repair	EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_500624304_0135_1_2	Minor Prosthetic Repair - Average Price		EA	N	N						X	X	X	X
0135	Customised Prosthetics	5	Assistive technology	05_500624305_0135_1_2	Major Prosthetic Repair - Average Price		EA	N	Y						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_500933306_0103_1_2	Bathing And Toileting Equipment Repair	Repairs to any toileting and bathing equipment	EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_501200307_0105_1_2	Repairs - Mobility Domain - Wheeled Mobility Minor Repair	Smaller repairs on newer chairs recently past warranty	EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_501200308_0105_1_2	Repairs - Mobility Domain - Wheeled Mobility Major Repair	Includes repairs for chairs usually over 4 years old, which may require work on actuators or other parts.	EA	N	Y						X	X	X	X
0109	Vehicle Modifications	5	Assistive technology	05_501212373_0109_1_2	Repair Vehicle Modification	Repairs to specialist vehicle hoists, tie downs, driving adaptions	EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_501224309_0105_1_2	Tyres		EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_501224310_0105_1_2	Battery Or Charger		EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_501236025_0105_1_2	Transfer Equipment Repair	Transfer equipment repair	EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_501288435_0105_1_2	Repairs - Mobility Domain - After-Hours (One Unit)	Repairs - mobility domain, after-hours (one unit)	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_501812311_0103_1_2	Electric Bed Repair		EA	N	N						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_502200312_0124_1_2	Communication Equipment Or ECU Repairs	Communication equipment or ECU repairs	EA	N	N						X	X	X	X

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0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_502206151_0119_1_2	Cochlear And Other Implantable Processor Repairs		EA	N	N						X	X	X	X
0119	Specialised Hearing Services (Equipment Special Assess Setup)	5	Assistive technology	05_502206413_0119_1_2	Voice Generators		EA	N	Y						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_502218315_0113_1_2	Vision Equipment Repair		EA	N	N						X	X	X	X
0112	Assistive Equipment For Recreation	5	Assistive technology	05_503000316_0112_1_2	Specialised Recreation Equipment Repairs		EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_700912325_0103_1_2	Toilet And Bathroom Equipment Delivery - Set Up/Training	Equipment delivery, removal from wrapping, fitting/adjusting for participant's disability specific needs and or training.	H	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_701206326_0105_1_2	Walking Equipment Delivery - Set Up/Training	Equipment delivery, removal from wrapping, fitting/adjusting for participant's disability specific needs and or training.	EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_701236327_0105_1_2	Transfer Equipment Delivery - Set Up/Training	Equipment delivery, removal from wrapping ready, fitting/adjusting for participant and or training.	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_701809328_0103_1_2	Seating/Standing Frame Equipment Delivery To A Participant	Equipment delivery, removal from wrapping, fitting/adjusting for participant's disability specific needs and or training.	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_701809338_0103_1_2	Seating/Standing Frame Equipment Delivery - Set Up/Training	Equipment delivery, removal from wrapping ready, fitting/adjusting for participant and or training.	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_701812329_0103_1_2	Bed/Mattress Equipment Delivery - Set Up/Training	Equipment delivery, removal from wrapping, fitting/adjusting for the participant's disability specific needs and/or training in usage.	EA	N	N						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_702218330_0113_1_2	Vision Equipment Delivery - Set Up/Training	Equipment delivery, removal from wrapping, fitting/adjusting for participant and or training.	EA	N	N						X	X	X	X
0124	Communication And Information Equipment	5	Assistive technology	05_702288440_0124_1_2	Programming/Customisation Of Electronic Equipment	Programming / customisation of electronic equipment	H	N	N						X	X	X	X
0123	Assistive Products For Household Tasks	5	Assistive technology	05_702413331_0123_1_2	ECU Equipment Delivery - Set Up/Training	Equipment delivery, removal from wrapping, fitting/adjusting for participant disability specific needs and/ or training.	EA	N	N						X	X	X	X
0112	Assistive Equipment For Recreation	5	Assistive technology	05_703000332_0112_1_2	Recreation Equipment Delivery - Set Up/Training	Equipment delivery, removal from wrapping, set up adjustment and training for the participant's disability specific needs.	EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_705012333_0105_1_2	Mobility Equipment Delivery - Set Up/Training	Equipment delivery, removal from wrapping ready, fitting/adjusting for participant and or training.	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_710912335_0103_1_2	Toilet And Bathroom Equipment Delivery	Equipment delivery and removal from wrapping ready for use	EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_711206336_0105_1_2	Walking Equipment Delivery To A Participant	Equipment delivery and removal from wrapping ready for use	EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_711236337_0105_1_2	Transfer Equipment Delivery To A Participant	Equipment delivery and removal from wrapping ready for use	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_711812339_0103_1_2	Bed/Mattress Equipment Delivery To A Participant	Equipment delivery and removal from wrapping ready for use	EA	N	N						X	X	X	X
0113	Vision Equipment	5	Assistive technology	05_712218340_0113_1_2	Vision Equipment Delivery To A Participant	Equipment delivery and removal from wrapping ready for use	EA	N	N						X	X	X	X
0123	Assistive Products For Household Tasks	5	Assistive technology	05_712413341_0123_1_2	ECU Equipment Delivery To A Participant	Equipment delivery and removal from wrapping ready for use	EA	N	N						X	X	X	X
0112	Assistive Equipment For Recreation	5	Assistive technology	05_713000342_0112_1_2	Recreation Equipment Delivery To A Participant	Equipment delivery and removal from wrapping ready for use	EA	N	N						X	X	X	X
0105	Personal Mobility Equipment	5	Assistive technology	05_715012343_0105_1_2	Mobility Equipment Delivery	Equipment delivery and removal from wrapping ready for use	EA	N	N						X	X	X	X

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0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_71888439_0103_1_2	General Satchel/Post Delivery Of Equipment To A Participant	General satchel/post delivery of equipment to a participant	EA	N	N						X	X	X	X
0103	Assistive Products For Personal Care And Safety	5	Assistive technology	05_801288434_0103_1_2	Flexible Equipment Package (For Changing Need) - Annual Amount	Flexible equipment package (for changing need) - annual amount	EA	N	Y						X	X	X	X
0130	Assistance Animals (Other Innovative Supports)	5	Assistive technology	05_900101111_0130_1_2	Assistance Dog (Including Dog Guide)		EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_121703375_0111_2_2	Stair Climber Directed By Attendant For Wheelchair	Portable tracked device which a wheelchair attaches to and then is tracked upstairs by attendant.	EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_181806381_0111_2_2	Grab Rails - Internal Supply And Install		EA	N	N						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_181806382_0111_2_2	Home Modifications - Rails - External		EA	N	N						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182400121_0111_2_2	Internal Dwelling Access/Doors /Minor Steps		EA	N	N						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182400221_0111_2_2	Home Modifications - Kitchen Adaption - No Structural Work		EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182400321_0111_2_2	Bathroom/Shower/Toilet/Taps & Sinks/Grab Rails		EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182488377_0111_2_2	Home Modifications - Bathroom Mod - Extensive Structural Work	Extensive structural bathroom changes. For example, removal of a bath or hobless-shower, electrical work, relocating plumbing, widening doorway, waterproofing or changes to the fit-out such as toilet, tap ware, basin, shower, rails paint and tiles.	EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182488378_0111_2_2	Home Modifications - Bathroom Mod - Incl. Combining Bathroom, Toilet Or Laundry	Modifications to combine bathroom, toilet and laundry. Includes bath removal, hobless shower creation, plumbing relocation, electrical work, doorway changes, waterproofing and changes to bathroom fittings.	EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182490112_0111_2_2	CHM – Building Works Project Management		EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182495121_0111_2_2	CHM – Deposit		EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182495221_0111_2_2	CHM – Progress Stage		EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182495321_0111_2_2	CHM – Practical Completion		EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182495421_0111_2_2	CHM – Certification And Compliance Approval		EA	N	Y						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182499111_0111_2_2	Certification Or Approval Of Home Modifications		EA	N	N						X	X	X	X
0111	Home Modification Design And Construction	6	Home modifications	06_182499211_0111_2_2	Project Management Of Home Modifications		EA	N	N						X	X	X	X

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0111	Home Modification Design And Construction	6	Home modifications	06_182499311_0111_2_2	Consultation About Home Modification Designs With Builder		EA	N	N						✗	✗	✗	✗
0111	Home Modification Design And Construction	6	Home modifications	06_183003384_0111_2_2	Elevator - Home		EA	N	Y						✗	✗	✗	✗
0111	Home Modification Design And Construction	6	Home modifications	06_183010387_0111_2_2	Lifts/Stair Climbers/Elevator	Seat and rails attached to stairs or incline for ambulant person to ride up stairs on.	EA	N	Y						✗	✗	✗	✗
0103	Assistive Products For Personal Care And Safety	6	Home modifications	06_183015111_0103_2_2	Portable Fibreglass Ramp		EA	N	N						✗	✗	✗	✗
0111	Home Modification Design And Construction	6	Home modifications	06_183018396_0111_2_2	Ramps Timber With Galvanised Rails - 300 Per Lineal Meter	Permanently installed timber ramp with galvanised rails	EA	N	Y						✗	✗	✗	✗
0111	Home Modification Design And Construction	6	Home modifications	06_183018397_0111_2_2	Ramps Concrete With Galvanised Rails - 400 Per Lineal Meter	Permanently installed concrete ramp with galvanised rails	EA	N	Y						✗	✗	✗	✗
0111	Home Modification Design And Construction	6	Home modifications	06_183018398_0111_2_2	Ramps Modular Aluminium Removable - 2400mm X 1200mm	Temporary removable ramps which are not portable	EA	N	Y						✗	✗	✗	✗
0111	Home Modification Design And Construction	6	Home modifications	06_183018399_0111_2_2	Ramps Modular Aluminium Removable - 600mm X 1200mm	Temporary removable ramps which are not portable	EA	N	Y						✗	✗	✗	✗
0111	Home Modification Design And Construction	6	Home modifications	06_183018400_0111_2_2	Ramps Modular Aluminium Removable - 2400mm X 1800mm (Landing)	Temporary removable ramps which are not portable	EA	N	Y						✗	✗	✗	✗
0111	Home Modification Design And Construction	6	Home modifications	06_183018401_0111_2_2	Ramps Modular Aluminium Removable - 1200mm X 1200mm (Landing)	Temporary removable ramps which are not portable	EA	N	Y						✗	✗	✗	✗
0111	Home Modification Design And Construction	6	Home modifications	06_183018403_0111_2_2	Fixed Dwelling Access/Entrance/Ramp		EA	N	N						✗	✗	✗	✗
0131	Specialised Disability Accommodation	6	Home modifications	06_431_0131_2_2	Specialist Disability Accommodation (SDA)	SDA is an adjusted contribution to the cost of the physical building, including the land it is on. The quote will reflect unique dwelling price based on the SDA enrolment process.	EA	N	Y						✗	✗	✗	✗
0131	Specialised Disability Accommodation	6	Home modifications	06_432_0131_2_2	SDA Vacancy - Person-Specific Adjustment	A temporary payment for providers, available in limited circumstances when a participant moves out of an SDA dwelling accommodates 4 or more residents.	EA	N	Y						✗	✗	✗	✗
0106	Assistance In Coordinating Or Managing Life Stages, Transitions And Supports	7	Support Coordination	07_001_0106_8_3	Level 1: Support Connection	Assistance for participants to implement their plan by strengthening the ability to connect with the broader systems of supports and understand the purpose of the funded supports and participate in the community. Support Connection will assist a participant to understand the aspects of the plan, assisting in ongoing management of supports, and answer questions as they arise.	H	Y	N			\$60.16	\$84.22	\$90.24	✓	✓	✓	✓
0106	Assistance In Coordinating Or Managing Life Stages, Transitions And Supports	7	Support Coordination	07_002_0106_8_3	Level 2: Coordination Of Supports	Further qualifications/experience required to strengthen a participant's ability to design and the build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment. Coordination of Supports is to focus on supporting participants to direct their lives, not just their services. This may include resolving points of crisis, and developing resilience in the participant's network.	H	Y	N			\$98.06	\$137.28	\$147.09	✓	✓	✓	✓

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0117	Development Of Daily Living And Life Skills	7	Support Coordination	07_003_0117_8_3	CB and Training in Plan and Financial Management by a Support Coordinator	Capacity building and training in plan administration and management with a participant to strengthen their ability to undertake tasks associated with the management of their supports. Providers of this support are to assist the participant to build capacity to undertake all aspects of plan administration and management, including: engaging providers; developing service agreements; maintaining records; claiming payments from the NDIA; and paying providers.	H	Y	N			\$58.52	\$81.93	\$87.78	✓	✓	✓	✓
0132	Support Coordination	7	Support Coordination	07_004_0132_8_3	Level 3: Specialist Support Coordination	Generally delivered in a time limited, outcomes focused manner and by an appropriately qualified and experienced practitioner to meet the individual needs of the participant's circumstances. Necessitated by specific high complex needs or high level risks in a participant's situation, to reduce complexity in the participant's support environment in the context of broader systems of support, whilst also assisting the participant to connect with NDIS supports, negotiate solutions with multiple stakeholders and build capacity and resilience.	H	Y	N			\$186.58	\$261.21	\$279.87	✓	✓	✓	✓
0106	Assistance In Coordinating Or Managing Life Stages, Transitions And Supports	8	Improved living arrangements	08_005_0106_2_3	Assistance With Accommodation And Tenancy Obligations	Support is provided to guide, prompt or undertake activities to ensure the participant obtains and/or retains appropriate accommodation. May include assisting to apply for a rental tenancy or to undertake tenancy obligations.	H	Y	N			\$60.16	\$84.22	\$90.24	✗	✓	✗	✗
0106	Assistance In Coordinating Or Managing Life Stages, Transitions And Supports	9	Increased social and community participation	09_006_0106_6_3	Life Transition Planning Incl. Mentoring, Peer-Support And Indiv Skill Develop	Establishing volunteer assistance within the participant's home or community to develop skills. For instance, assistance in attending appointments, shopping, bill paying, taking part in social activities and maintaining contact with others.	H	Y	N			\$60.16	\$84.22	\$90.24	✓	✓	✗	✗
0117	Development Of Daily Living And Life Skills	9	Increased social and community participation	09_007_0117_6_3	Skills Development In A Group	Training for the participant in a group of 2 or more to increase their independence in daily personal activities.	H	Y	N			\$29.26	\$40.96	\$43.89	✓	✓	✗	✗
0116	Innovative Community Participation	9	Increased social and community participation	09_008_0116_6_3	Innovative Community Participation	Mainstream services that promote inclusion of people with disability to expand opportunities for community participation and employment.	EA	N	N						✗	✗	✗	✗
0117	Development Of Daily Living And Life Skills	9	Increased social and community participation	09_009_0117_6_3	Individual Skills Development And Training	Individual life skills development and training including public transport training and support, developing skills for community, social and recreational participation.	H	Y	N			\$58.52	\$81.93	\$87.78	✓	✓	✗	✗
0125	Participation In Community, Social And Civic Activities	9	Increased social and community participation	09_010_0125_6_3	Community Participation Activities	Participation in community based activities that build skills and independence.	YR	N	N						✗	✗	✗	✗

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0128	Therapeutic Supports	10	Finding and keeping a job	10_011_0128_5_3	Employment Related Assessment And Counselling	This support is designed to provide workplace assessment and/or counselling to assist participants successfully engage in employment. For workplace assessments - if a participant is employed and on award wages, then in most instances a work place assessment is available through the Employment Assistance Fund administered by JobAccess and is a free service to employers. For employment related counselling, this service may benefit participants who have, for example, experienced traumatic injury and need significant support (over and above a mainstream employment related service) to develop a new work pathway.	EA	Y	N			\$193.99	\$271.59	\$290.99	✓	✓	✓	✓
0133	Specialised Supported Employment	10	Finding and keeping a job	10_012_0133_5_3	Assistance In Specialised Supported Employment Level 1 DMI	Assistance in specialised supported employment Level 1 DMI	WK	N	N						✗	✗	✗	✗
0133	Specialised Supported Employment	10	Finding and keeping a job	10_013_0133_5_3	Assistance In Specialised Supported Employment Level 2 DMI	Assistance in specialised supported employment Level 2 DMI	WK	N	N						✗	✗	✗	✗
0133	Specialised Supported Employment	10	Finding and keeping a job	10_014_0133_5_3	Assistance In Specialised Supported Employment Level 3 DMI	Assistance in specialised supported employment Level 3 DMI	WK	N	N						✗	✗	✗	✗
0133	Specialised Supported Employment	10	Finding and keeping a job	10_015_0133_5_3	Assistance In Specialised Supported Employment Level 4 DMI	Assistance in specialised supported employment Level 4 DMI	WK	N	N						✗	✗	✗	✗
0102	Assist To Access/Maintain Employ/Ed (Assist Access/Maintain Employ)	10	Finding and keeping a job	10_016_0102_5_3	Individual Employment Support	This support can be applied to any working age participant (including students reaching working age) with an employment goal. This may include supports to: <ul style="list-style-type: none"> • explore what work would mean for them (discovery) • build essential foundation skills for work • managing complex barriers to obtaining and sustaining employment • specialised job customisation • supports to transition from an ADE to open employment. • develop a career plan • other capacity building supports which are likely to lead to successful engagement in a DES. 	H	Y	N			\$59.03	\$82.64	\$88.55	✓	✓	✓	✓

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0102	Assist To Access/Maintain Employ/Ed (Assist Access/Maintain Employ)	10	Finding and keeping a job	10_017_0102_5_3	Employment Preparation And Support In A Group - Group Of 3	These support can be applied to any working age, as above, but is offered in a group environment. This may include supports to: <ul style="list-style-type: none"> • explore what work would mean for them (discovery) • build essential foundation skills for work • managing complex barriers to obtaining and sustaining employment • specialised job customisation • supports to transition from an ADE to open employment. • develop a career plan • other capacity building supports which are likely to lead to successful engagement in a DES. • Please note: this support item would not applied to a Certified education course, even if run within the provider's services, as this would be funded through the Vocational Education system. (e.g. Certificate I in Workplace Education) 	H	Y	N			\$19.68	\$27.55	\$29.52	✓	✓	✓	✓
0133	Specialised Supported Employment	10	Finding and keeping a job	10_018_0133_5_3	Supported Employment Start-Up Fee (ADE)	Supported employment administrative start-up fee, paid only once when a participant starts with an ADE.	EA	N	N						✗	✗	✗	✗
0133	Specialised Supported Employment	10	Finding and keeping a job	10_020_0133_5_3	Support In Employment (ADE)	Support in employment (ADE)	EA	N	N						✗	✗	✗	✗
0102	Assist To Access/Maintain Employ/Ed (Assist Access/Maintain Employ)	10	Finding and keeping a job	10_021_0102_5_3	School Leaver Employment Supports	School leaver employment supports are capacity building supports for students transitioning from school to employment. These supports should be included, where reasonable and necessary, as part of the students scheduled plan review in the final year of school to ensure supports are available at school exit.	EA	N	N						✗	✗	✓	✗
0110	Behaviour Support	11	Improved relationships	11_022_0110_7_3	Specialist Behavioural Intervention Support	Highly specialised intensive support interventions to address significantly harmful or persistent behaviours of concern. Development of behaviour support plans that temporarily use restrictive practices, with intention to minimise use of these practices.	H	Y	N	\$234.83	\$214.41		\$328.76	\$352.25	✓	✓	✓	✓
0110	Behaviour Support	11	Improved relationships	11_023_0110_7_3	Behaviour Management Plan Incl. Training In Behaviour Management Strategies	Training for carers and others in behaviour management strategies required due the participant's disability.	H	Y	N	\$193.99	\$193.99		\$271.59	\$290.99	✓	✓	✓	✓
0117	Development Of Daily Living And Life Skills	11	Improved relationships	11_024_0117_7_3	Individual Social Skills Development	Social skills development with an individual, for participation in community and social activities.	H	Y	N			\$58.52	\$81.93	\$87.78	✓	✓	✓	✓
0128	Therapeutic Supports	12	Improved health and wellbeing	12_025_0128_3_3	Dietician Consultation And Diet Plan Development	Individual advice to a participant on managing diet for health and well-being due to the impact of their disability.	H	Y	N	\$193.99	\$193.99		\$271.59	\$290.99	✓	✓	✓	✓
0128	Therapeutic Supports	12	Improved health and wellbeing	12_026_0128_3_3	Dietician Group Session - Group of 3	Group based specialist dietary advice on managing diet for well-being due to the impact of their disability. This assumes a group of 3.	H	Y	N	\$64.66	\$64.66		\$90.52	\$96.99	✓	✓	✓	✓
0126	Exercise Physiology And Physical Wellbeing Activities (Physical Wellbeing)	12	Improved health and wellbeing	12_027_0126_3_3	Exercise Physiology	Individual advice to a participant regarding exercise required due to the impact of their disability.	H	Y	N			\$166.99	\$233.79	\$250.49	✓	✓	✓	✓

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0126	Exercise Physiology And Physical Wellbeing Activities (Physical Wellbeing)	12	Improved health and wellbeing	12_028_0126_3_3	Exercise Physiology In A Group - Group of 3	Advice to a participant regarding exercise required due to the impact of their disability, provided in group setting, assuming a group of 3.	H	Y	N			\$55.66	\$77.92	\$83.49	✓	✓	✓	✓
0126	Exercise Physiology And Physical Wellbeing Activities (Physical Wellbeing)	12	Improved health and wellbeing	12_029_0126_3_3	Personal Training	Personal training provided to a participant due to the impact of their disability.	H	Y	N			\$56.89	\$79.65	\$85.34	✓	✓	✓	✓
0102	Assist To Access/Maintain Employ/Ed (Assist Access/Maintain Employ)	13	Improved learning	13_030_0102_4_3	Transition Through School And To Further Education	Provision of skills training, advice, assistance with arrangements and orientation to assist a person with disability moving from school to further education.	H	Y	N			\$60.16	\$84.22	\$90.24	✗	✓	✗	✗
0127	Management Of Funding For Supports In Participants Plan	14	Improved life choices	14_031_0127_8_3	CB and Training in Plan and Financial Management by a Plan Manager	Capacity building and training in plan administration and management with a participant to strengthen their ability to undertake tasks associated with the management of their supports. Providers of this support are to assist the participant to build capacity to undertake all aspects of plan administration and management, including: engaging providers; developing service agreements; maintaining records; claiming payments from the NDIA; and paying providers.	H	Y	N			\$58.52	\$81.93	\$87.78	✗	✓	✗	✗
0127	Management Of Funding For Supports In Participants Plan	14	Improved life choices	14_033_0127_8_3	Plan Management And Financial Capacity Building - Set Up Costs	A one-off (per plan) establishment fee for setting up of the financial management arrangements for managing of funding of supports.	EA	Y	N			\$227.53	\$318.54	\$341.30	✗	✓	✗	✗
0127	Management Of Funding For Supports In Participants Plan	14	Improved life choices	14_034_0127_8_3	Plan Management - Financial Administration	A monthly fee for the ongoing maintenance of the financial management arrangements for managing of funding of supports.	MON	Y	N			\$102.28	\$143.19	\$153.42	✗	✓	✗	✗
0118	Early Intervention Supports For Early Childhood	15	Improved daily living skills	15_001_0118_1_3	Capacity Building Supports For Early Childhood Interventions - Psychology	Capacity building supports, including key worker, to assist a child with developmental delay and/or disability and their family/carers in home, community and early childhood education settings, to work towards increased functional independence and social participation. To be delivered by a Psychologist.	H	Y	N	\$234.83	\$214.41		\$328.76	\$352.25	✓	✓	✓	✓
0118	Early Intervention Supports For Early Childhood	15	Improved daily living skills	15_002_0118_1_3	Capacity Building Supports For Early Childhood - Group up to 4 - Psychology	Group based specialist interventions to assist a child with disability or developmental delay and their family in home, care, community and education settings. Maximum group of 4. To be delivered by a Psychologist.	H	Y	N	\$78.28	\$71.47		\$109.59	\$117.42	✓	✓	✓	✓
0118	Early Intervention Supports For Early Childhood	15	Improved daily living skills	15_003_0118_1_3	Capacity Building Supports For Early Childhood Interventions - Physiotherapy	Capacity building supports, including key worker, to assist a child with developmental delay and/or disability and their family/carers in home, community and early childhood education settings, to work towards increased functional independence and social participation. To be delivered by a Physiotherapist.	H	Y	N	\$224.62	\$193.99		\$314.47	\$336.93	✓	✓	✓	✓
0118	Early Intervention Supports For Early Childhood	15	Improved daily living skills	15_004_0118_1_3	Capacity Building Supports For Early Childhood - Group up to 4 - Physiotherapy	Group based specialist interventions to assist a child with disability or developmental delay and their family in home, care, community and education settings. Maximum group of 4. To be delivered by a Physiotherapist	H	Y	N	\$74.87	\$64.66		\$104.82	\$112.31	✓	✓	✓	✓

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0118	Early Intervention Supports For Early Childhood	15	Improved daily living skills	15_005_0118_1_3	Capacity Building Supports For Early Childhood Interventions - Other Therapy	Capacity building supports, including key worker, to assist a child with developmental delay and/or disability and their family/carers in home, community and early childhood education settings, to work towards increased functional independence and social participation.	H	Y	N	\$193.99	\$193.99		\$271.59	\$290.99	✓	✓	✓	✓
0118	Early Intervention Supports For Early Childhood	15	Improved daily living skills	15_006_0118_1_3	Capacity Building Supports For Early Childhood - Group up to 4 - Other Therapy	Group based specialist interventions to assist a child with disability or developmental delay and their family in home, care, community and education settings. Maximum group of 4.	H	Y	N	\$64.66	\$64.66		\$90.52	\$96.99	✓	✓	✓	✓
0118	Early Intervention Supports For Early Childhood	15	Improved daily living skills	15_007_0118_1_3	Capacity Building Supports For Early Childhood Allied Health Assistant – Level 1	Capacity building supports, including key worker, to assist a child with developmental delay and/or disability and their family/carers in home, community and early childhood education settings, to work towards increased functional independence and social participation. To be delivered by an allied health assistant working under the delegation and direct supervision at all times of a therapist. The allied health assistant must be covered by the professional indemnity insurance of the supervising therapist (or the therapist's employing provider).	H	Y	N			\$56.16	\$78.62	\$84.24	✓	✓	✓	✓
0118	Early Intervention Supports For Early Childhood	15	Improved daily living skills	15_008_0118_1_3	Capacity Building Supports For Early Childhood Allied Health Assistant – Level 2	Capacity building supports, including key worker, to assist a child with developmental delay and/or disability and their family/carers in home, community and early childhood education settings, to work towards increased functional independence and social participation. To be delivered by an allied health assistant working under the delegation and supervision of a therapist, where the therapist is satisfied that the allied health assistant is able to work independently without direct supervision at all times. The allied health assistant must be covered by the professional indemnity insurance of the supervising therapist (or the therapist's employing provider).	H	Y	N			\$86.79	\$121.51	\$130.19	✓	✓	✓	✓
0106	Assistance In Coordinating Or Managing Life Stages, Transitions And Supports	15	Improved daily living skills	15_035_0106_1_3	Assistance With Decision Making, Daily Planning and Budgeting	Provision of time limited support to assist a person to develop and maintain daily budget, including assisting in planning purchases.	H	Y	N			\$46.31	\$64.83	\$69.47	✓	✓	✓	✓
0114	Community Nursing Care For High Needs	15	Improved daily living skills	15_036_0114_1_3	Individual Assessment And Support By A Nurse	Provision of care, training and supervision of a delegated worker to respond to the complex care needs of a participant where that care is not the usual responsibility of the health system.	H	Y	N			\$99.83	\$139.76	\$149.75	✓	✓	✓	✓
0117	Development Of Daily Living And Life Skills	15	Improved daily living skills	15_037_0117_1_3	Individual Skill Development And Training Including Public Transport Training	Individual training provided in the home for general life skills to increase independence.	H	Y	N			\$46.31	\$64.83	\$69.47	✓	✓	✓	✓
0117	Development Of Daily Living And Life Skills	15	Improved daily living skills	15_038_0117_1_3	Training For Carers/Parents	Training for carers in matters related to caring for a person with disability.	H	Y	N			\$58.52	\$81.93	\$87.78	✓	✓	✓	✓

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0118	Early Intervention Supports For Early Childhood	15	Improved daily living skills	15_041_0118_1_3	Transdisciplinary Early Childhood Intervention	A coordinated & integrated program where multiple professionals share responsibility in evaluating, planning & implementing supports to improve capacity of a child with disability or developmental delay & their family. Quote based on annual amount.	EA	N	Y						✗	✗	✗	✗
0128	Therapeutic Supports	15	Improved daily living skills	15_042_0128_1_3	Counselling Group - Group Of 3	Facilitating self-knowledge, emotional acceptance and growth and the optimal development of personal resources through a group session. Assisting participants to gain their personal goals and gain greater insight into their lives. Group of 3.	H	Y	N			\$52.05	\$72.87	\$78.08	✓	✓	✓	✓
0128	Therapeutic Supports	15	Improved daily living skills	15_043_0128_1_3	Individual Counselling	Facilitating self-knowledge, emotional acceptance and growth and the optimal development of personal resources on a one to one basis. Assist participants to work towards their personal goals and gain greater insight into their lives.	H	Y	N			\$156.16	\$218.62	\$234.24	✓	✓	✓	✓
0128	Therapeutic Supports	15	Improved daily living skills	15_045_0128_1_3	Community Engagement Assistance	Program to empower participants and improve interactions between participants and their social networks. Assistance to engage effectively in the community through a group approach to help achieve goals, gain insight into their lives and make informed decisions.	H	Y	N			\$43.48	\$60.87	\$65.22	✓	✓	✓	✓
0129	Specialised Driver Training	15	Improved daily living skills	15_046_0129_1_3	Specialised Driver Training	Driving lessons required due to the impact of a participant's disability. This item should be in response to a driver trained specialist Occupational Therapist Assessment.	EA	N	Y						✗	✗	✗	✗
0135	Customised Prosthetics	15	Improved daily living skills	15_047_0135_1_3	Selection And/Or Manufacture Of Customised Or Wearable Technology	Selection and/or manufacturing of customised or wearable technology.	H	Y	N	\$193.99	\$193.99		\$271.59	\$290.99	✓	✓	✓	✓
0128	Therapeutic Supports	15	Improved daily living skills	15_049_0128_1_3	Multidisciplinary Team	Multidisciplinary team	EA	N	N						✗	✗	✗	✗
0114	Community Nursing Care For High Needs	15	Improved daily living skills	15_051_0114_1_3	Community Nursing Care For Continence Aid	Continence aids: assessment, recommendation, and training delivered by a nurse.	H	Y	N			\$99.83	\$139.76	\$149.75	✓	✓	✓	✓
0128	Therapeutic Supports	15	Improved daily living skills	15_052_0128_1_3	Therapy Assistant - Level 1	Allied health assistant working under the delegation and direct supervision at all times of a therapist. The allied health assistant must be covered by the professional indemnity insurance of the supervising therapist (or the therapist's employing provider).	H	Y	N			\$56.16	\$78.62	\$84.24	✓	✓	✓	✓
0128	Therapeutic Supports	15	Improved daily living skills	15_053_0128_1_3	Therapy Assistant - Level 2	Allied health assistant working under the delegation and supervision of a therapist, where the therapist is satisfied that the allied health assistant is able to work independently without direct supervision at all times. The allied health assistant must be covered by the professional indemnity insurance of the supervising therapist (or the therapist's employing provider).	H	Y	N			\$86.79	\$121.51	\$130.19	✓	✓	✓	✓
0128	Therapeutic Supports	15	Improved daily living skills	15_054_0128_1_3	Assessment, Recommendation, Therapy And/Or Training (Incl. AT) - Psychology	Assessment, Recommendation, Therapy And/Or Training (incl. AT). To be delivered by a Psychologist.	H	Y	N	\$234.83	\$214.41		\$328.76	\$352.25	✓	✓	✓	✓
0128	Therapeutic Supports	15	Improved daily living skills	15_055_0128_1_3	Assessment, Recommendation, Therapy And/Or Training (Incl. AT) - Physiotherapy	Assessment, Recommendation, Therapy And/Or Training (incl. AT). To be delivered by a Physiotherapist.	H	Y	N	\$224.62	\$193.99		\$314.47	\$336.93	✓	✓	✓	✓
0128	Therapeutic Supports	15	Improved daily living skills	15_056_0128_1_3	Assessment, Recommendation, Therapy And/Or Training (Incl. AT) - Other Therapy	Assessment, Recommendation, Therapy And/Or Training (incl. AT).	H	Y	N	\$193.99	\$193.99		\$271.59	\$290.99	✓	✓	✓	✓

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0128	Therapeutic Supports	15	Improved daily living skills	15_057_0128_1_3	Group Therapy - Group Of 3 - Psychology	Provision of interventions by more than one professional in a group session towards the participants agreed goals. Group of 3. To be delivered by a Psychologist.	H	Y	N	\$78.28	\$71.47		\$109.59	\$117.42	✓	✓	✓	✓
0128	Therapeutic Supports	15	Improved daily living skills	15_058_0128_1_3	Group Therapy - Group Of 3 - Physiotherapy	Provision of interventions by more than one professional in a group session towards the participants agreed goals. Group of 3. To be delivered by a Physiotherapist	H	Y	N	\$74.87	\$64.66		\$104.82	\$112.31	✓	✓	✓	✓
0128	Therapeutic Supports	15	Improved daily living skills	15_059_0128_1_3	Group Therapy - Group Of 3 - Other Therapy	Provision of interventions by more than one professional in a group session towards the participants agreed goals. Group of 3.	H	Y	N	\$64.66	\$64.66		\$90.52	\$96.99	✓	✓	✓	✓
0126	Exercise Physiology And Physical Wellbeing Activities (Physical Wellbeing)	15	Improved daily living skills	15_200_0126_1_3	Exercise Physiology	Individual advice to a participant regarding exercise required due to the impact of their disability.	H	Y	N			\$166.99	\$233.79	\$250.49	✓	✓	✓	✓
0126	Exercise Physiology And Physical Wellbeing Activities (Physical Wellbeing)	15	Improved daily living skills	15_201_0126_1_3	Exercise Physiology In A Group - Group of 3	Advice to a participant regarding exercise required due to the impact of their disability, provided in group setting, assuming a group of 3.	H	Y	N			\$55.66	\$77.92	\$83.49	✓	✓	✓	✓
0135	Customised Prosthetics	15	Improved daily living skills	15_306_0119_1_3	Selection And/Or Manufacture Of Customised Or Wearable Technology	Selection and/or manufacturing of customised or wearable technology.	EA	Y	N	\$193.99	\$193.99		\$271.59	\$290.99	✓	✓	✓	✓

The NDIS Price Guide is subject to change. The latest version of the NDIS Price Guide is available on the NDIS website.

Version	Details of Amendment	Date
1.0		25-Jun-19
1.1	<p>Updated the price limits for support items for Group Based Community Participation with ratios 1:2 - 1:5.</p> <p>Clarified that providers are not able to claim for non-face-to-face services for Group Based Community Participation with ratios 1:2 - 1:5.</p> <p>Corrected an error in the names of states in the state based columns.</p> <p>Updated the name of one Support Category from "Coordination of Supports" to "Support Coordination".</p>	28-Jun-19