

**IN THE FAIR WORK COMMISSION**

**SUBMISSIONS**

**VEHICLE ALLOWANCE – APPLICATIONS TO VARY MULTIPLE AWARDS  
(AM2026/10, AM2026/11, AM2026/12 and AM2026/13)**

**FILED ON BEHALF OF:  
AGEING AUSTRALIA  
BUSINESS NSW  
AUSTRALIAN BUSINESS INDUSTRIAL**

**12 MAY 2025**

## **INTRODUCTION**

### **Ageing Australia**

Ageing Australia is the national peak body representing providers across the aged care sector, including retirement living, seniors housing, residential care, home care, community care and related services.

We represent the majority of service providers and work with them to build a sector where older Australians age with dignity, care and respect.

We advocate for a sector that champions excellence, sustainability, and innovation, ensuring our members have the tools, resources, and guidance they need to deliver exceptional services.

We use our united voice to amplify our members' contributions and concerns to government, media, and the wider community.

We are committed to reshaping the future of ageing in Australia by fostering collaboration and driving meaningful change, making it a celebrated and fulfilling journey.

### **Business NSW**

Business NSW (**BNSW**) is New South Wales' peak business organisation with nearly 100,000 business members in NSW and Australia, spanning all industry sectors and sizes. Operating across metropolitan and regional NSW, we field senior local leadership and teams throughout the state, representing the needs of business to all levels of government.

For nearly 200 years Business NSW (formerly the NSW Business Chamber) has been advocating to create a better NSW and Australia by representing the needs of businesses to create the economic conditions that allow our members to grow and drive NSW and the nation forward. Our experience has proven that planning and delivering with Government increases prosperity, creates new jobs, and builds better communities for everyone.

We work closely with our members, partners, stakeholders, local, state and federal government to advocate for practical policy solutions to ensure Australian businesses of all sizes can prosper.

### **Australian Business Industrial**

Australian Business Industrial (**ABI**) is the industrial relations affiliate of BNSW. ABI is federally registered under the *Fair Work (Registered Organisations) Act 2009* and engages in policy advocacy on behalf of its membership as well as engaging in industrial advocacy in State and Federal tribunals.

## IN THE FAIR WORK COMMISSION

### Vehicle Allowance – Application to vary multiple Modern Award

AM/2026/10 and ors

#### SUBMISSIONS IN RESPONSE ON BEHALF OF AGEING AUSTRALIA, BUSINESS NSW AND AUSTRALIAN BUSINESS INDUSTRIAL

### 1. INTRODUCTION

- 1.1 These submissions are filed on behalf of Australian Business Industrial (**ABI**), Business NSW (**BNSW**), and Ageing Australia in accordance with the direction made by His Honour Justice Hatcher on 20 April 2026 in response to the union applicants and the ACTU in AM2026/10, AM2026/11, AM2026/12 and AM2026/13.
- 1.2 Ageing Australia, ABI and BNSW also rely upon the following witness statements filed in these proceedings:
- (a) Statement of Sarah Newman, Chief Operating Officer - Home Care Home Services BaptistCare, dated 11 May 2026;
  - (b) Statement of Steve Burgess, Executive Manager People and Culture of The Flagstaff Group Limited, dated 11 May 2026;
  - (c) Statement of Matthew Zammit, Industrial Relations Lead, National Disability Services, dated 11 May 2026;
  - (d) Statement of Laura Biggins, Chief Financial Officer of KompleteCare Community and Home Care Pty Ltd, dated 12 May 2026; and
  - (e) Statement of Nathan Quinlivan, Chief Financial Officer of Kirinari Community Services Ltd, dated 12 May 2026; and
  - (f) Statement of Marcela Carrasco, Executive General Manager Home Care at HammondCare, dated 12 May 2026.
- 1.3 These submissions respond to the 45 applications, expressed in the same or substantially similar terms, seeking to vary 41 modern awards filed by eight unions (collectively **the Union Applications**), currently before the Fair Work Commission (**Commission**) for determination.
- 1.4 Ageing Australia, ABI and Business NSW acknowledge the circumstances giving rise to the Union Applications, including the impact of recent fuel price movements on

employees who incur work-related vehicle expenses, and accept that the underlying motivation of those applications to address those impacts is legitimate.

- 1.5 However, the recognition of those circumstances does not, of itself, establish the appropriateness of the approach advanced in the Union Applications.
- 1.6 Where proposed variations to modern awards are said to respond to exceptional, unforeseen external conditions or black swan events, any adjustment should remain confined to that context. Such measures are justified, if at all, by the particular and temporary nature of the circumstances said to give rise to them and should be framed accordingly.
- 1.7 In that regard, any variation directed to addressing fuel price volatility should not overreach. It should be structured as a targeted, time limited, and proportionate response, rather than one which operates beyond the period or conditions said to justify its introduction.
- 1.8 For the reasons that follow, Ageing Australia, ABI and BNSW respond to the Union Applications and advance an alternative approach which more appropriately reflects a necessary and measured modification to deal with the fuel price volatility.
- 1.9 The submissions in support of the Ageing Australia, ABI and BNSW position are set out as follows:

<b>Section 2</b>	<p><b>Context to proceedings: Fuel price increase and subsequent developments</b></p> <ul style="list-style-type: none"> <li>• Initial disruption and price impacts</li> <li>• Evolving conditions following initial shock</li> <li>• Government intervention</li> <li>• Supply side interventions</li> <li>• Current Fuel Price</li> <li>• Implications for proceedings</li> </ul>
<b>Section 3</b>	<p><b>History, purpose and adjustment framework of the vehicle allowance</b></p> <ul style="list-style-type: none"> <li>• History of the Vehicle Allowance</li> <li>• Modern award framework and adjustment mechanism</li> <li>• Composition of the CPI “private motoring” subgroup</li> </ul>
<b>Section 4</b>	<p><b>Impacts on the care and community sector</b></p> <ul style="list-style-type: none"> <li>• Distinct features of the care and community sector</li> <li>• Constraints on cost recovery</li> </ul>

	<ul style="list-style-type: none"> <li>• Implications for the present Applications</li> </ul>
<b>Section 5</b>	<p><b>Response to the Union Applications</b></p> <ul style="list-style-type: none"> <li>• Overview of the Union Applications</li> <li>• 12 month duration</li> <li>• Initial rebasing of allowance &amp; interaction with the Annual Wage Review</li> <li>• Monthly readjustments</li> <li>• Section 157: Variations not necessary to achieve the modern awards objective</li> <li>• Section 160: No ambiguity or uncertainty</li> </ul>
<b>Section 6</b>	<p><b>Preferred Approach</b></p> <ul style="list-style-type: none"> <li>• Overview of alternative approach</li> <li>• 3 month duration</li> <li>• Quarterly adjustments</li> <li>• Defined cent floor</li> <li>• Interaction with the Annual Wage Review Adjustment</li> <li>• Care and community sector increases subject to government funding</li> </ul>

## 2. CONTEXT TO PROCEEDINGS: FUEL PRICE INCREASE AND SUBSEQUENT MARKET DEVELOPMENTS

### Initial disruption and price impacts

- 2.1 The Union Applications arise against the backdrop of the conflict in the Middle East which started on 28 February 2026, when the United States of America and Israel jointly launched airstrikes on Iran (**Middle East Conflict**).<sup>1</sup>
- 2.2 In the immediate period following the commencement of the Middle East Conflict, global oil markets experienced a significant supply disruption associated with the interruption to shipping through the Strait of Hormuz. Prior to the escalation of the conflict, approximately 38 per cent of global crude oil and 20 per cent of refined oil supply transited through the Strait.<sup>2</sup>
- 2.3 Escalation of the conflict, including the periodic closure and re-opening of the Strait, temporarily resulted in a material decline in shipping volumes and increased volatility in global energy markets, with global oil prices increasing by approximately 27% between 27 February 2026 and 9 March 2026.<sup>3</sup>
- 2.4 Consistent with those developments, domestic fuel prices in Australia similarly saw an initial sharp increase. In March 2026, automotive fuel prices increased by 32.8% compared to the previous month, and exceeded the previous peak observed in September 2023 by 10.7%.<sup>4</sup>

### Evolving conditions following initial shock

- 2.5 The increase in fuel prices following the commencement of the conflict reflected a supply-side shock arising from the geopolitical instability and disruption to established energy supply routes.
- 2.6 Importantly, the data indicates that the most acute phase of the petrol price shock occurred in the period immediately following the escalation of the conflict in March. Oil

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<sup>1</sup>Donald J Trump, 'President Donald J Trump on the United States Military Major Combat Operations in Iran' (Video, 28 February 2026) The White House <<https://www.whitehouse.gov/videos/president-donald-j-trump-on-the-united-states-military-major-combat-operations-in-iran/>>.

<sup>2</sup> The Strait of Hormuz is the origin of roughly 30% of refined fuel that Australia imports from Asian refiners (<https://www.sbs.com.au/news/article/strait-of-hormuz-reopen/ytntn51>)

<sup>3</sup> United Nations Conference on Trade and Development, *Strait of Hormuz Disruptions: Implications for Global Trade and Development* (Report, 10 March 2026)

<https://unctad.org/publication/strait-hormuz-disruptions-implications-global-trade-and-development>

<sup>4</sup> Australian Bureau of Statistics, 'A History of Automotive Fuel Prices' (29 April 2026)

<<https://www.abs.gov.au/articles/history-automotive-fuel-prices>>

prices peaked during that period and have since declined from those highs, notwithstanding ongoing volatility.<sup>5</sup>

- 2.7 While the Middle East Conflict continues to remain unresolved, conditions have not remained static. The circumstances following the initial escalation of the conflict have evolved, both in global energy markets and in the domestic context.
- 2.8 In Australia, petrol prices have materially eased from their peak levels in March 2026 and are approaching pre-conflict levels<sup>6</sup> reflecting both stabilisation in international markets and the effect of domestic policy measures.
- 2.9 In addition, consumer behaviour observed in March 2026, including short-term stockpiling and heightened purchasing volumes, has begun to normalise. Recent transaction data from April 2026 indicates that fuel spending has continued to decline on a week-on-week basis following the initial escalation period, consistent with a reduction in precautionary purchasing behaviour and a return to more typical patterns of fuel consumption.<sup>7</sup>
- 2.10 Previously cancelled or delayed overseas shipments of petrol to Australia have also resumed, with shipping arriving in line with expected supply patterns.<sup>8</sup>
- 2.11 These developments indicate that the conditions which prevailed during the initial phase of the price shock, including volatility, supply disruption and demand-side responses such as stockpiling, have begun to ease as the Australian market has adjusted.
- 2.12 In parallel, domestic conditions have been materially affected by a series of Government policy interventions and supply-side measures directed toward stabilising fuel availability and reducing the impact of disruption.

### **Government intervention**

- 2.13 Since the start of the Middle East Conflict, the Commonwealth Government has implemented a number of market intervention measures directed towards addressing fuel prices.<sup>9</sup>

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<sup>5</sup> Australian Institute of Petroleum, 'Weekly Petrol Prices Report' (Report, Week Ending 10 May 2026) <<https://www.aip.com.au/sites/default/files/download-files/2026>>

<sup>6</sup> Australian Institute of Petroleum, 'Weekly Petrol Prices Report' (Report, Week Ending 10 May 2026) <<https://www.aip.com.au/sites/default/files/download-files/2026-05/Weekly%20Petrol%20Prices%20Report%20-%2010%20May%202026.pdf>>

<sup>7</sup> Westpac Banking Corporation, 'Fuel spend falls for two consecutive weeks' (Media Release, 19 April 2026) <<https://www.westpac.com.au/about-westpac/media/media-releases/2026/19-april/>>

<sup>8</sup> ABC News, 'Six fuel ships to Australia cancelled or deferred, Bowen confirms, though gap has been filled' (22 March 2026) <<https://www.abc.net.au/news/2026-03-22/six-fuel-ships-cancelled-oil-supply-iran/106483424>>

<sup>9</sup> Department of Climate Change, Energy, the Environment and Water (Cth), 'Securing Australia's fuel supply' (6 May 2026) <<https://www.dcceew.gov.au/about/news/securing-australias-fuel-supply>>

- 2.14 On 3 March 2026, the Federal Treasurer wrote to the ACCC conveying an expectation that competition laws would be actively enforced in relation to fuel pricing conduct, including potential price gouging and misleading conduct.<sup>10</sup> The Commonwealth also announced increased penalties for such conduct.<sup>11</sup>
- 2.15 On 12 March 2026, the Commonwealth Government announced amendments to Australia's fuel quality standards to allow higher sulphur levels resulting in approximately 100 million litres a month of additional petrol supply that would otherwise have been exported being redirected into the domestic supply.<sup>12</sup>
- 2.16 On 30 March 2026, the Commonwealth Government announced that it would halve the fuel excise on petrol and diesel for three months (reducing the cost of fuel by 26.3 cents per litre), together with a temporary reduction of the Heavy Vehicle Road User Charge to zero for three months.<sup>13</sup>
- 2.17 On 2 April 2026, the Commonwealth Government announced an agreement with State and Territory Governments to forgo increased GST revenue on fuel transactions, delivered through an additional excise reduction (5.7 cents per litre), bringing the combined reduction to 32 cents per litre.<sup>14</sup>

### **Supply side interventions**

- 2.18 In parallel with direct market intervention, the Commonwealth Government has also taken steps to address fuel supply.
- 2.19 The Commonwealth Government has diversified Australia's fuel imports, including increasing supply from the United States of America,<sup>15</sup> Argentina and Algeria.<sup>16</sup> This has resulted in the volume of fuel shipments arriving in Australia increasing relative to pre

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<sup>10</sup> Jim Chalmers, 'Letter from the Treasurer to the ACCC about fuel retailers' (3 March 2026) <<https://www.accc.gov.au/system/files/letter-from-treasurer-to-accc-about-fuel-retailers-3-march-2026.pdf>>.

<sup>11</sup> Prime Minister of Australia, 'Fuel excise halved for three months' (Media Release, 30 March 2026) <<https://www.pm.gov.au/media/fuel-excise-halved-three-months>>

<sup>12</sup> Chris Bowen, 'Securing more fuel for Australia's regions' (Media Release, 12 March 2026) <<https://minister.dcceew.gov.au/bowen/media-releases/securing-more-fuel-australias-regions>>

<sup>13</sup> Ibid.

<sup>14</sup> Prime Minister of Australia, 'Government delivering more fuel relief through deal with states' (Media Release, 2 April 2026) <<https://www.pm.gov.au/media/government-delivering-more-fuel-relief-through-deal-states>>

<sup>15</sup> Reuters, 'Exon, BP, Vitol ship most US fuel to Australia in a single month for three decades, traders say' (19 March 2026) <<https://www.reuters.com/business/energy/exxon-bp-vitol-ship-most-us-fuels-australia-single-month-three-decades-traders-2026-03-19/>>

<sup>16</sup> Veronic Apap, 'Australia's fuel supply: Where things stand and what we are watching' (23 April 2026) ABC News <<https://www.abc.net.au/news/2026-04-24/fuel-price-supply-explainer/106593698>>

conflict levels. Australia received approximately 92 shiploads of fuel in April 2026, compared to only 81 shiploads in January 2026, prior to the Middle East Conflict.<sup>17</sup>

2.20 This increase in inbound supply is further supported by forward shipping data, with approximately 56 fuel tankers enroute to Australia at the beginning of May 2026.<sup>18</sup>

2.21 These measures have translated into an improved domestic stock position, with Australia currently holding approximately 46 days of petrol supply, which is 10 days more than when the Middle East Conflict first began.<sup>19</sup>

### **Current fuel price**

2.22 Since March 2026, the Australian Competition and Consumer Commission (**ACCC**) has increased the frequency of its fuel price monitoring from quarterly to weekly reporting in response to heightened volatility in international fuel markets. As at the most recent Weekly Fuel Monitoring Report, released on 10 May 2026, records a continued easing in fuel prices.<sup>20</sup>

2.23 Whilst international fuel markets experienced significant volatility through March and part of April 2026, in the period since international refined fuel prices have stabilised.<sup>21</sup> That stabilisation has been accompanied by a continued decline in retail fuel prices in Australia.

2.24 As at 6 May 2026, across the five largest Australian capital cities (Sydney, Melbourne, Brisbane, Adelaide and Perth), daily average retail petrol prices were 76.1 cents per litre lower than at 31 March 2026,<sup>22</sup> significantly exceeding the 32 cents per litre reduction in fuel excise.

2.25 In regional areas, over the five weeks to 31 March 2026, approximately 98 per cent of monitored locations recorded decreases in average retail petrol prices exceeding 30 cents per litre.<sup>23</sup> Across more than 190 monitored regional locations, the average

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<sup>17</sup> Prime Minister of Australia, 'Press conference – Sydney' (6 May 2026) <<https://www.pm.gov.au/media/press-conference-sydney-6-may-2026>>

<sup>18</sup> Matt, 'Australia needs a higher number of tankers to meet fuel import requirements' (7 May 2026) Crude Oil Peak <<https://crudeoilpeak.info/australia-needs-a-higher-number-of-tankers-to-meet-fuel-import-requirements>>

<sup>19</sup> SBS, 'Australia now has more fuel on hand than before the war in the Middle East began' (23 April 2026) SBS News <<https://www.sbs.com.au/news/article/australia-now-has-more-fuel-on-hand-than-before-the-war-in-the-middle-east-began/hqtjdckd7>>

<sup>20</sup> Australian Institute of Petroleum, 'Weekly Petrol Prices Report' (Report, Week Ending 10 May 2026) <<https://www.aip.com.au/sites/default/files/download-files/2026>>

<sup>21</sup> Australian Competition and Consumer Commission, 'Weekly Fuel Price Monitoring Report – 8 May 2026' (Report, 8 May 2026) <<https://www.accc.gov.au/about-us/publications/weekly-fuel-price-monitoring-update>>

<sup>22</sup> Ibid, 17.

<sup>23</sup> Ibid.

reduction in retail petrol prices since 31 March 2026 was approximately 70 cents per litre.<sup>24</sup>

- 2.26 Compared with prices prior to the start of the Middle East Conflict, daily average retail petrol prices across the five largest cities on 6 May remained only 10.2 cents per litre higher.<sup>25</sup>
- 2.27 Whilst not as dramatic a reduction, a similar trajectory is evident in diesel prices. As at 6 May 2026, daily average retail diesel prices across the five largest cities were approximately 79.7 cents per litre lower than as at 31 March 2026.<sup>26</sup>
- 2.28 A similar trend is evident in regional markets. Over the five weeks to 31 March 2026, approximately 97 per cent of monitored regional locations recorded decreases in average retail diesel prices exceeding 30 cents per litre. Across more than 190 regional locations, the average reduction in retail diesel prices since 31 March was approximately 69 cents per litre.<sup>27</sup>

### **Implications for proceedings**

- 2.29 Ageing Australia, ABI and Business NSW acknowledge that there remains global uncertainty in oil markets while the Middle East Conflict continues. However, the matters set out above demonstrate that Australia is not in the same position as it was at the time of the initial price shocks in late February and March 2026.
- 2.30 In particular:
- (a) domestic fuel prices have moderated from their initial peak following the introduction of targeted relief measures; and
  - (b) the domestic policy and supply environment has been materially altered by a combination of temporary Government relief measures and structural resilience measures directed at stabilising supply and insulating the economy from future shocks.
- 2.31 In those circumstances, the Commission should not proceed on the basis that the conditions prevailing at the commencement of the Middle East Conflict represent a continuing or enduring state of affairs.
- 2.32 Rather, any award variation said to respond to those conditions should be targeted, time-limited and subject to reassessment, having regard to the dynamic nature of both global energy markets and the impact of the domestic policy response.

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<sup>24</sup> Ibid, 28.

<sup>25</sup> Ibid.

<sup>26</sup> Ibid, 28.

<sup>27</sup> Ibid, 28.

### 3. HISTORY, PURPOSE AND ADJUSTMENT FRAMEWORK OF THE VEHICLE ALLOWANCE

#### History of the Vehicle Allowance

- 3.1 The vehicle allowance is an expense-based allowance payable to reimburse employees for costs incurred in the use of a private motor vehicle for work purposes.
- 3.2 Those costs are not limited to fuel. They include the broader costs associated with the ownership and operation of a motor vehicle, including maintenance, wear and tear, depreciation and associated expenses.
- 3.3 The historical origin and purpose of the allowance reflects this broader application of the vehicle allowance.
- 3.4 Ageing Australia, ABI and BNSW's research indicates that the genesis of the vehicle allowance can be traced to the decision of the Commonwealth Conciliation and Arbitration Commission (as it was then) in *Re Theatre Managers*.<sup>28</sup>
- 3.5 In that decision, the Commission was required to determine a dispute concerning rates of pay and conditions of employment for theatre managers, including a claim for what was then termed a new "locomotive allowance".
- 3.6 In resolving the claim, the Commission in accepting the claim for the new locomotive allowance proceeded on the basis that "*any employee required by his employer to use his motor vehicle during the course of his duties should be compensated*".<sup>29</sup>
- 3.7 That formulation reflected a principle of general compensation for the use of a private asset in the employer's business, rather than reimbursement confined to a single category of expense or as a form of top up remuneration.
- 3.8 Consistently with that origin, subsequent arbitral consideration of the vehicle allowance proceeded on the same footing. In *Real Estate Industry (State) Award (1998)*,<sup>30</sup> the NSW Industrial Relations Commission observed that:

*"Standing costs reflect those costs which are associated with the ownership per se of a motor vehicle and which are incurred without the vehicle being used in any way. Running costs are those which are directly associated with the use of the vehicle and include fuel consumption, as well as wear and tear on the vehicle"*.<sup>31</sup>

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<sup>28</sup> *Re Theatre Managers* (1957) 416 Cth Arb Rp 10.

<sup>29</sup> *Ibid* at [1061].

<sup>30</sup> *Real Estate Industry (State) Award* [1998] NSWIRComm 574.

<sup>31</sup> *Ibid*.

- 3.9 The NSW Industrial Relations Commission went on to state that the purpose of the allowance is directed to “*the nature and extent of the reimbursement of the expense incurred by the employee in providing a motor vehicle for the purpose of carrying out work duties*”, and to ensuring “*fair and reasonable reimbursement to employees for expenditure incurred*”.<sup>32</sup>
- 3.10 Read together, these authorities establish that the vehicle (formally locomotion) allowance has, from its inception, been directed to compensating employees for the full range of costs associated with providing and operating a private motor vehicle for work purposes, not just as a form of reimbursement for fuel costs incurred.

### **Modern award framework and adjustment mechanism**

- 3.11 The more recent history of the vehicle allowance arises from the award modernisation process.
- 3.12 In *Re Award Modernisation* [2008] AIRCFB 1000, the Australian Industrial Relations Commission (as it was then) undertook a standardisation exercise across modern awards, including in respect of expense-related allowances.
- 3.13 As part of that process, the Commission determined to introduce a standardised vehicle allowance expressed as a per kilometre rate.<sup>33</sup>
- 3.14 In the same decision, the Commission adopted a standardised mechanism for the adjustment of expense-related allowances, linking adjustments to movements in the Consumer Price Index.<sup>34</sup>
- 3.15 The relevant reference point for vehicle allowances is the “private motoring” subgroup of the CPI.
- 3.16 Following the commencement of modern awards on 1 January 2010, the Commission confirmed in *Re Award Modernisation – Expense Related Allowances* [2010] FWA 3857 that expense-related allowances are to be adjusted in conjunction with changes to the standard rate, thereby maintaining their real value over time.
- 3.17 Consistently with those decisions, almost all modern awards now express the vehicle allowance as a per kilometre rate subject to automatic adjustment through the Annual Wage Review (AWR) adjustment process by reference to CPI movements.

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<sup>32</sup> Ibid.

<sup>33</sup> *Re Award Modernisation* [2008] AIRCFB 1000 at [74].

<sup>34</sup> Ibid.

- 3.18 Importantly, the modernisation process did not involve any reconsideration of the purpose or character of the allowance. It involved standardisation of the rate and the introduction of a uniform adjustment mechanism.
- 3.19 The use of the “private motoring” subgroup as the adjustment benchmark is consistent with the historical conception of the allowance as a composite reimbursement, rather than one directed to a single category of cost.

### **Composition of the CPI “private motoring” subgroup**

- 3.20 The “private motoring” subgroup forms part of the broader CPI basket and reflects household expenditure associated with vehicle ownership and use.
- 3.21 As at 26 November 2025, the subgroup accounts for approximately 11.14% of the total CPI weighting.<sup>35</sup>
- 3.22 The private motoring subgroup comprises the following components, expressed as a proportion of the total CPI:
- (a) motor vehicles 3.50%;
  - (b) spare parts and accessories for motor vehicles 0.87%;
  - (c) automotive fuel 3.42%;
  - (d) maintenance and repair of motor vehicles 2.05%; and
  - (e) other services in respect of motor vehicles 1.30%.<sup>36</sup>
- 3.23 These weightings reflect the relative contribution of each component to overall private motoring costs, as determined by the Australian Bureau of Statistics to reflect expenditure patterns.
- 3.24 However, when the private motoring subgroup components are expressed as a proportion of the subgroup (rather than of total CPI), the weightings are as follows:
- (a) motor vehicles: 31.42%;
  - (b) spare parts and accessories: 7.81%;
  - (c) automotive fuel: 30.70%;
  - (d) maintenance and repair: 18.40%; and
  - (e) other services: 11.67%.

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<sup>35</sup> Australian Bureau of Statistics, *Consumer Price Index, Australia, March 2026* (Web Page, 29 April 2026) <https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/mar-2026/>

<sup>36</sup> Ibid.

- 3.25 Automotive fuel therefore accounts for 30.7% of the private motoring subgroup, and approximately 3.4% of total CPI.
- 3.26 In these circumstances, movements in the “private motoring” subgroup may not provide an appropriate benchmark for adjusting the vehicle allowance. While automotive fuel comprises 30.7% of the subgroup, the remaining 69.3% is made up of other components, including motor vehicles, maintenance and repair, and other services. Movements in these components may reflect cost pressures that are unrelated to fuel prices and therefore may not provide a reliable measure of fuel cost movements.

## 4. CARE & COMMUNITY INDUSTRY

### Distinct features of the care and community sector

- 4.1 The Union Applications operate across a broad range of industries. However, their impact is not uniform. In particular, the care and community sector, most notably including in home aged care and disability service, are characterised by structural features that distinguish them from the broader economy.
- 4.2 Unlike most industries in which increased labour costs may be absorbed or recovered through increased pricing, employers in aged care and disability are constrained by funding frameworks, regulated pricing settings and fixed funding allocations.<sup>37</sup>
- 4.3 These government settings are rarely adjusted in real time in response to changes in providers' operating costs.
- 4.4 The aged care home care sector currently operates under two principal schemes:
- (a) the Support at Home program, which commenced on 1 November 2025 and replaced the Home Care Packages program; and
  - (b) the Commonwealth Home Support Programme (CHSP).<sup>38</sup>
- 4.5 Under Support at Home:
- (a) funding is allocated to individual clients through assessed budgets;
  - (b) providers are paid through:
    - (i) a care management component (approximately 10% of funding); and
    - (ii) hourly charges for service delivery; and
  - (c) the price of a service must reflect the full cost of delivery, including labour, administration and transport-related costs.<sup>39</sup>
- 4.6 Providers are required to publish their pricing for Support at Home services and agree that pricing with individual participants before commencing services.<sup>40</sup>
- 4.7 Changes to pricing require agreement with individual clients and updated service arrangements, rather than unilateral adjustment by providers.<sup>41</sup>

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<sup>37</sup> :Laura Biggins , Witness Statement of Laura Biggins dated 12 May 2026 at [13].

<sup>38</sup> Australian Government, *My Aged Care*, 'Aged care programs' (Web Page, <<https://www.myagedcare.gov.au/aged-care-programs>>) accessed 8 May 2026.

<sup>39</sup> Sarah Newman , Witness Statement of Sarah Newman dated 11 May 2026, at [20].

<sup>40</sup> Australian Government, Department of Health, Disability and Ageing, 'Prices for Support at Home participants' (Web Page, <<https://www.health.gov.au/our-work/support-at-home/charging-for-support-at-home-services/prices-for-support-at-home-participants?language=en>>) accessed 6 May 2026; Witness Statement of Sarah Newman dated 11 May 2026 at [23].

<sup>41</sup> Sarah Newman , Witness Statement of Sarah Newman dated 11 May 2026 at [24].

- 4.8 Similarly, in the disability sector, service delivery is predominantly funded through
- (a) the National Disability Insurance Scheme (NDIS), which: caps or prescribes price limits for supports; and
  - (b) defines the scope of funded services through participant plans and scheme rules.<sup>42</sup>
- 4.9 Pricing and cost recovery are determined by the National Disability Insurance Scheme (NDIS) framework, with the prices and allowances that providers may charge subject to the limits set out in the *NDIS Pricing Arrangements and Price Limits 2025–26*.<sup>43</sup>
- 4.10 Within that framework:
- (a) prices for supports are capped or otherwise constrained by the NDIS pricing arrangements; and
  - (b) the vehicle allowance under the *Social, Community, Home Care and Disability Services Industry Award* (SCHADS Award) is reflected within the NDIS pricing framework for 2025-2026 as a reference point for participant charges for travel-related costs.<sup>44</sup>
- 4.11 In practice, where costs increase, providers are required to operate within fixed participant budgets for the duration of the plan, and are not able to unilaterally increase prices beyond those funding limits.<sup>45</sup>
- 4.12 These features mean that, as a general proposition, providers do not operate in a conventional market in which costs can be passed through to consumers by adjusting pricing.

#### **Constraints on cost recovery**

- 4.13 In this operating environment, both aged care and disability providers are not able to respond to changes in operating costs through real-time price adjustments except as permitted by funding or program mechanisms or through individual client consent.
- 4.14 In both sectors, therefore, the recovery of increased costs is mediated by funding structures and program rules, rather than determined by ordinary market mechanisms or unilateral pricing decisions by providers.

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<sup>42</sup> National Disability Insurance Agency, National Disability Insurance Scheme, 'What is the NDIS?' (Web Page, <<https://www.ndis.gov.au/understanding-ndis/about-ndis/what-ndis>>) accessed 6 May 2026.

<sup>43</sup> Matthew Zammit, Witness Statement of Matthew Zammit, dated 11 May 2026 Annexure MZ-1.

<sup>44</sup> NDIS Pricing Arrangements and Price Limits 2025–26 at p 24 and 25.

<sup>45</sup> Nathan Quinlivan, Witness Statement of Nathan Quinlivan, dated 11 May 2026 at [24]; Matthew Zammit, Witness Statement of Matthew Zammit dated 11 May 2026 at [13].

- 4.15 The evidence indicates that increases in fuel prices may give rise to both direct and indirect increases in providers' operating costs, including increases in fleet fuel expenditure and charges imposed by external service providers, which are largely borne by providers within existing funding settings.<sup>46</sup>
- 4.16 Consistent with this, the Commission previously recognised in the Aged Care Work Value Proceedings<sup>47</sup> that the impact of increases in employment costs in the aged care sector depends upon Government funding settings, and that the absence of clarity in relation to funding is a relevant consideration in assessing both cost impact and implementation of award variations observing at [1006] that:

*“At present, we are unable to reach a concluded view on whether the proposed interim variation determination is necessary to achieve the modern awards objective. One of the matters we are required to take into account in forming that evaluative judgment is ‘the likely impact of any exercise of modern award powers on business, including on ... employment costs’ (s.134(f)). As is evident from the discussion earlier in this chapter, the likely impact on employers of the interim increase we propose to award will be ameliorated to the extent of Government funding support for that increase. The extent of funding support is not yet known.”<sup>48</sup>*

- 4.17 The Full Bench also recognised that funding uncertainty has practical consequences not only for cost recovery but for implementation of award variations. It adopted a staged approach and deferred questions of timing and phasing of increases pending further evidence regarding funding impacts.

#### **Application of the Vehicle Allowance**

- 4.18 It is important to note that the vehicle allowance in the care sector does not, and is not intended to, reimburse all costs associated with an employee's use of a private motor vehicle for work purposes.
- 4.19 Rather, the allowance operates as a limited contribution towards the costs of vehicle use incurred in the performance of work duties, consistent with the historical intention of the award as set out at paragraphs [3.1]–[3.10], including travel between client locations during a shift.

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<sup>46</sup> Nathan Quinlivan, Witness Statement of Nathan Quinlivan dated 11 May 2026 at [13].

<sup>47</sup> [2022] FWCFB 200.

<sup>48</sup> Ibid, 1006.

4.20 The allowance does not extend to the reimbursement of all work-related travel. As recently confirmed by the Full Bench of the Commission in *Secker v Social, Community, Home Care and Disability Services Industry Award 2010* ('Secker'):

*“it is widely understood across the home care sector that the travel allowance in clause 20.7 is not payable for an employee’s travel from home or returning home after the conclusion of their shift.”*<sup>49</sup>

4.21 In reaching that conclusion, the Full Bench in *Secker* relied on the Commission’s earlier consideration of travel-related entitlements during the four yearly review of the SCHADS Award conducted in 2020–2021. In that review, the Full Bench did not expand travel-related entitlements. Instead, it addressed concerns regarding fragmented working arrangements by restructuring the provisions relating to broken shifts and introducing minimum payment protections.<sup>50</sup>

4.22 Consistent with that approach, the Full Bench in *Secker* rejected the application to vary the SCHADS Award to require payment for travel between an employee’s home and their first or last client appointment. Reinforcing that the vehicle allowance is confined to a limited contribution for defined work-related travel. Any increase to the vehicle allowance cannot be understood as a comprehensive reimbursement mechanism for broader vehicle costs that fall outside the established scope of the allowance.

### **Implications for the Union Applications**

4.23 The structural features identified above have direct consequences for the present Union Applications. In particular, increases to the vehicle allowance operate as increases to the cost of service delivery within funding models which do not provide for contemporaneous or automatic adjustment to recover those costs. In the aged care home care sector, those costs must be accommodated within:

- (a) the service pricing structures under Support at Home, which are required to incorporate all costs of delivery; and
- (b) the funding allocations available under client budgets or program settings.<sup>51</sup>

4.24 In the disability sector recoverable prices and charges are constrained by:

- (a) the NDIS Pricing Arrangements and Price Limits;

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<sup>49</sup> [2025] FWCFB 67 at [83].

<sup>50</sup> [2021] FWCFB 5244.

<sup>51</sup> Sarah Newman, *Witness Statement of Sarah Newman* (Statement, 11 May 2026) at [19] - [31]; Nathan Quinlivan, *Witness Statement of Nathan Quinlivan* (Statement, 11 May 2026) at [20]-[27]; Laura Biggins, *Witness Statement of Laura Biggins* (Statement, 12 May 2026) at [14] - [17]; Marcela Carrasco, *Witness Statement of Marcela Carrasco* (Statement, 12 May) at [13] - [23].

- (b) services being delivered within participant plans which provide a fixed funding allocation for a defined period; and
  - (c) recovery of transport-related costs depends upon participant agreement and the availability of funding within those plans.<sup>52</sup>
- 4.25 Further, both funding models involve practical constraints on the adjustment of pricing. These include requirements for individual agreement with clients or participants and the administrative processes associated with updating pricing structures and service arrangements.
- 4.26 Accordingly, an increase to the vehicle allowance does not give rise to a commensurate or immediate increase in recoverable revenue. Rather, the recovery of those costs is contingent upon:
- (a) funding settings and program mechanisms;
  - (b) the availability of funding within existing client or participant allocations; and
  - (c) agreement processes which operate at the individual client or participant level.
- 4.27 In circumstances where an increase is set at a rate that exceeds what can reasonably be accommodated within those settings, or is applied over a sustained period without corresponding funding adjustment, the consequence is that providers must absorb those costs as part of their operating expenditure. For a large number of providers this in turn will have impacts on their financial sustainability and the manner in which services are delivered within existing funding allocations.

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<sup>52</sup> Nathan Quinlivan, *Witness Statement of Nathan Quinlivan* (Statement, 11 May 2026) at [15]-[19]; Stephen Charles Burgess, *Witness Statement of Stephen Charles Burgess* (Statement, 11 May 2026) at [9] -[10]; Laura Biggins, *Witness Statement of Laura Biiggins* (Statement, 12 May 2026) at [18] -[19]; Matthew Zammit, *Witness Statement of Matthew Zammit* (Statement, 11 May 2026) at [8] - [13].

## **5. RESPONSE TO UNION APPLICATIONS**

### **Overview of the Union Applications**

- 5.1 Each of the Union Applications seek to insert a temporary schedule (proposed as Schedule XY) directed to vehicle allowance rates, framed as a response to recent fuel price movements and the change to monthly CPI publication.
- 5.2 In substance, the proposed schedule in all the Union Applications appear to operate in three ways:
- (a) rebasing vehicle allowance rates to December 2025 (to provide a datum point said to align with the availability of the monthly private motoring series);
  - (b) out-of-cycle adjustment by reference to the movement indicated by the monthly series (with the ACTU noting that, at the time of filing, the March 2026 private motoring figure had not yet been published and was due on 29 April 2026);
  - (c) a monthly re-evaluation of the allowance by reference to the corresponding monthly movement in the private motoring sub-group, with an express feature that the allowance would not be reduced where the index movement is negative.
- 5.3 The proposed schedule is said to operate for twelve months, with a proposed sunset date of 5 May 2027. The ACTU in its submissions has also invited the Commission to consider flowing any outcome on to the remaining modern awards containing a vehicle allowance not currently the subject of one of the Union Applications.
- 5.4 The submissions below address each of these elements of the proposed Schedule.
- 5.5 Notwithstanding the above, there remain a number of unresolved questions as to how the Union Applications proposed scheme would operate in practice, including:
- (a) how the proposed Schedule is intended to interact with the existing AWR adjustment mechanism (and the standard expense-related allowance adjustment clause), including whether the Schedule displaces, suspends, or operates in parallel with the AWR adjustment during its operation, and what occurs if an AWR determination takes effect during the Schedule period;
  - (b) who will determine the monthly rate. The proposal assumes the allowance will be “adjusted monthly” by reference to “the most recently published” ABS private motoring sub-group index, but it is not clear who determines and publishes the operative per-kilometre rate each month (or where an employer is supposed to obtain an authoritative “current rate”), as distinct from each employer independently locating ABS data and performing its own calculation; and

- (c) which month's data applies to which pay period. The Schedule ties adjustments to monthly index movements and (at commencement) to "the first full pay period on or after 5 May 2026", but it does not resolve how employers are to determine which month's index is to be applied to which pay period where payroll cut-offs and pay cycles do not align with calendar months including where employers process and pay wages "in advance" (however described) such that payroll is finalised before the relevant month's index is published or before the relevant work period has elapsed.

### **12 month duration**

- 5.6 A central difficulty with the proposal advanced by the union parties is that it seeks to establish a mechanism by which the allowance would be recalculated monthly for a period of 12 months. The proposal cannot be regarded as a short-term or emergency measure. It is, in substance, a rolling indexation mechanism operating continuously outside the ordinary award review framework.
- 5.7 The ACTU has sought to justify this approach by reference to the Commission's response during the COVID-19 pandemic. However, that comparator does not support the breadth or duration of the present proposal. To the contrary, it demonstrates that the Commission has in the past adopted a cautious approach to temporary variations, confining them to clearly defined and genuinely temporary interventions where exceptional circumstances are said to justify departure from ordinary award settings.
- 5.8 As the ACTU notes at paragraphs [82]–[84] of its submissions, the Commission inserted temporary schedules into modern awards during the pandemic in order to respond rapidly to extraordinary circumstances. Critically, however, those variations were drafted as temporary emergency measures of limited duration, subject to ongoing review and reconsideration as circumstances evolved.
- 5.9 In particular, the Full Bench rejected submissions that pandemic leave provisions should initially operate for six months instead opted to adopt the temporary COVID schedules for three months.<sup>53</sup> Consistent with the Commission's statement of April 2020, the position adopted was that this decision did not set a precedent and any continuation of the measures would depend upon the duration of the pandemic and whether the circumstances necessitated further intervention.<sup>54</sup>

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<sup>53</sup> [2020] FWCFB 183 at [50].

<sup>54</sup> [2020] FWCFB 1760 at [60].

- 5.10 Extensions were granted where evidence demonstrated that the relevant circumstances continued, but the Commission did not assume at the outset that exceptional conditions would necessarily persist for extended periods.
- 5.11 The significance of this comparator is not that the present circumstances are analogous to the COVID-19 pandemic. Rather, they illustrate the Commission's established approach where temporary intervention is said to be justified by exceptional and uncertain external conditions. In such circumstances, the Commission has preferred:
- (a) short and defined operative periods;
  - (b) temporary mechanisms capable of reassessment; and
  - (c) continuation only where further evidence establishes that ongoing intervention remains necessary.
- 5.12 The present proposal departs materially from that approach. The Union Applications seek the establishment of a monthly recalculation mechanism operating automatically for a full 12-month period yet provide no substantive basis for why such a mechanism should remain in place continuously without intermediate review by the Commission.
- 5.13 That is particularly significant given the acknowledged volatility of fuel markets and broader economic conditions. The Commission is presently being asked to implement a mechanism in circumstances of uncertainty, without any reliable basis to predict either the trajectory or duration of current fuel price movements over the proposed 12-month period.
- 5.14 In substance, the proposal asks the Commission to pre-emptively endorse a year-long alteration to award operation based on present conditions, rather than adopting a confined temporary response capable of reassessment as evidence develops.

#### **Initial rebasing of allowance & interaction with the AWR adjustment**

- 5.15 A further difficulty arises in respect of the proposal advanced by the union parties concerning the manner in which the proposed changes contained in the draft Schedule are intended to operate alongside the existing wage-setting framework, particularly having regard to the imminent AWR, the outcome of which will take effect from 1 July 2026.
- 5.16 The Union Applications proceed on the basis that the vehicle allowance should be "rebased" to December 2025 and thereafter adjusted by reference to monthly movements in the private motoring sub-group. However, neither the Union Applications nor the ACTU's submissions explain why it is necessary to depart from the established AWR mechanism at this point in time, or why the Commission should undertake an out-of-cycle rebasing exercise immediately prior to the conclusion of the current review and especially

given the immaterial period between the current proceedings and the AWR outcome on 1 July 2026.

- 5.17 The AWR process is the mechanism through which the Commission undertakes a coordinated and evidence-based assessment of economic conditions and the operation of award terms across the system. The introduction of a separate rebasing methodology at this point risks fragmenting that process and creating inconsistency in the way allowance adjustments are determined.
- 5.18 In addition, the operation of the proposed rebasing mechanism remains uncertain. In particular, it is not clear whether the proposed Schedule is intended to displace, suspend or operate concurrently with the ordinary AWR adjustment of expense-related allowances during its operative period. Nor is it clear how any increase arising from the AWR would be treated within the proposed rebasing framework, including whether it would be absorbed, offset or compounded.
- 5.19 These matters are not confined to technical drafting. They go to the coherence of the adjustment mechanism itself. Absent clarity as to how the proposed Schedule is intended to interact with the AWR, the Commission is unable to assess whether the resulting allowance would maintain alignment with the broader framework for expense-related allowances or produce unintended outcomes.

### **Monthly readjustments**

- 5.20 A further difficulty with the proposal advanced by the union parties lies in the operation of the monthly adjustment mechanism itself. The mechanism proceeds on the assumption that allowance rates can be recalculated and applied on a monthly basis in a consistent and administrable way across the modern award system. That assumption is not made out.
- 5.21 Under the proposed schedule in the Union Applications, the allowance is to be adjusted by reference to percentage movements in the most recently published ABS monthly private motoring sub-group index. This introduces a level of frequency and variability not presently reflected in the award system, where expense-related allowances are adjusted through a single, centralised process.
- 5.22 The proposal does not identify any central process by which a uniform operative per-kilometre rate will be determined and promulgated each month. Instead, the mechanism appears to assume that employers will need to take it upon themselves each month to identify the relevant index movement in the CPI sub-group data and convert it into an operative allowance rate by reference to their own previous months calculations. In practical terms, this leaves the calculation of what is intended to be a single award

entitlement to be performed on a decentralised basis by individual employers, with no authoritative “current rate” identified in the Schedule itself.

- 5.23 The practical operation of the mechanism is further complicated by the question of which month’s data applies to which pay period. The proposed schedule ties commencement adjustments to “*the first full pay period on or after 5 May 2026*” and thereafter to the “*most recently published*” monthly index. However, it does not resolve how employers are to determine the operative month’s index where payroll cut-offs and pay cycles do not align with calendar months, or where wages are processed and paid “in advance” such that payroll is finalised before the relevant monthly index is published or before the relevant work period has elapsed.
- 5.24 This uncertainty is not theoretical. It gives rise to material payroll complexity and increases the likelihood of inadvertent error. Where employers must, in effect, select an applicable month’s index, calculate the percentage movement, translate that movement into a new allowance rate, and then apply that rate to pay periods that do not neatly map onto calendar months, the mechanism is exposed to avoidable human and calculation error.
- 5.25 The evidence filed in these proceedings also indicates that payroll and billing systems may not readily accommodate multiple reimbursement rates for the same item within a single pay period and may require manual workarounds when rates change with that frequency.<sup>55</sup>
- 5.26 Accordingly, the proposed monthly mechanism risks producing divergence in the practical application of what is intended to be a single award entitlement, driven not by the terms of the award but by differences in payroll timing, processing practices and calculations adopted by individual employers. Those outcomes flow directly from the absence of a centralised rate-setting process and the lack of clarity as to how and when adjustments are to be applied.
- 5.27 These workability concerns are inconsistent with the modern awards objective, which requires that modern awards provide a stable, certain and readily administrable safety net. The union proposal itself recognises that monthly adjustment introduces additional regulatory complexity, but the difficulty is not merely one of burden. Rather, the mechanism is not framed in a way that ensures uniform and reliable application across the system.

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<sup>55</sup> Matthew Zammit, Witness Statement of Matthew Zammit dated 11 May 2026 at [15]; Marcela Carrasco, Witness Statement of Marcela Carrasco dated 12 May 2026 at [27] – [30]; Nathan Quinlivan, Witness Statement of Nathan Quinlivan at [28] – [30].

5.28 In that respect, the proposal is not confined to addressing a short-term dislocation. It introduces a decentralised and continuously operating method of rate-setting for the duration of the schedule, in circumstances that materially increase the scope for inconsistency and error. That outcome is at odds with the requirement that modern awards operate in a simple, stable and sustainable manner.

#### **No downward adjustment**

5.29 The proposed temporary mechanism is intended to operate as a short-term, responsive measure directed at extraordinary movements in fuel costs affecting employees who are required to use their own vehicles in the performance of work. The rationale for the mechanism is therefore inherently tied to prevailing market conditions and the volatility of retail fuel prices.

5.30 In that context, it would be inconsistent with the purpose of the temporary schedule for the allowance to adjust only in circumstances of upward movement in the relevant CPI sub-group, but not downward movement. The proposed mechanism is designed to maintain relativity with actual fuel costs, not to create a ratcheting effect disconnected from underlying economic conditions.

5.31 As the Commission has previously recognised in relation to temporary award schedules introduced in response to exceptional market conditions, temporary mechanisms are appropriately framed so that they can respond dynamically to changing circumstances over the life of the arrangement. A mechanism that permits increases but prohibits decreases ceases to operate as a responsive market-based adjustment and instead becomes a one-way structural increase to the allowance.

5.32 The ACTU's submission does not adequately account for the possibility of a significant decline in fuel prices following a temporary spike or "oil shock". Fuel prices, particularly petrol are cyclical.<sup>56</sup> If the allowance is re-pegged upward to reflect elevated fuel prices during a temporary disruption, but prevented from adjusting downward when prices normalise, the mechanism would cease to reflect actual employee expense.

5.33 In those circumstances, prohibiting downward adjustment would undermine the stated objective of maintaining alignment between the allowance and the underlying cost being compensated. The allowance would instead become detached from the CPI sub-group on which it is based.

5.34 A symmetrical adjustment mechanism, permitting both upward and downward movement by reference to the same objective CPI measure, is therefore the more appropriate

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<sup>56</sup> Australian Competition and Consumer Commission, 'Petrol Price Cycles in the 5 Largest Cities' (Web Page) <<https://www.accc.gov.au/consumers/petrol-and-fuel/petrol-price-cycles-in-the-5-largest-cities>>.

approach for a temporary award schedule intended to respond to market conditions. It preserves the integrity of the methodology, maintains consistency with the compensatory character of the allowance, and avoids embedding temporary price distortions into award settings beyond the period in which they arise.

- 5.35 The temporary nature of the arrangement is itself significant. Because the mechanism is confined to a limited operational period and subject to subsequent review, there is no basis to permanently insulate the allowance from downward market movements while simultaneously permitting upward adjustments. Such an approach would distort the temporary nature of the measure and produce outcomes unrelated to the actual cost movements said to justify the variation.

**Section 157: Variations not necessary to achieve the modern awards objective**

- 5.36 Section 157(1)(a) of the Fair Work Act (**FW Act**) empowers the Commission to vary a modern award only if it is satisfied that making the determination is necessary to achieve the modern awards objective.

- 5.37 Section 138 of the FW Act provides that modern awards must include terms that are permitted or required by the FW Act:

*“only to the extent necessary to achieve the modern awards objective and (to the extent applicable) the minimum wages objective”*

- 5.38 The mandatory requirement to include only terms that are necessary is important.

- 5.39 There is a distinction that 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.”<sup>57</sup>*

- 5.40 The modern awards objective, in s 134, requires the Commission to ensure that modern awards, together with the National Employment Standards, provide a fair and relevant minimum safety net of terms and conditions, taking into account the matters in s 134(1)(a)–(h).

- 5.41 Putting the operation of the modern awards objective, the Full Bench in *Variation of awards on the initiative of the Commission* observed that:

*“What is ‘necessary’ to achieve the modern award objective in a particular case is a value judgement, taking into account the s 134 considerations to the extent that they are relevant having regard to the context, including the circumstances*

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<sup>57</sup> *Shop Distributive and Allied Employees Association v \$2 and Under* (No.2) [2012] FCA 480 at [46].

*pertaining to the particular modern award, the terms of any proposed variation and the submissions and evidence.*<sup>58</sup>

- 5.42 Accordingly, the relevant inquiry is not whether the union parties' objective is attractive as a matter of public policy, but whether the particular variations proposed in the Union Applications are required to maintain a fair and relevant minimum safety net, having regard to the s 134 considerations in their proper context.

#### The ACTU's framing

- 5.43 The ACTU characterises the vehicle allowance as an expense-related allowance and submits that the variations sought "*do no more than ensure the allowance maintains its value and properly compensates employees for expenses incurred in the service of their employer*".<sup>59</sup>
- 5.44 The ACTU also frames the Union Applications by reference to an overarching principle that workers should not be "*out of pocket or subsidising their employers*" in circumstances of surging oil and fuel prices.<sup>60</sup>
- 5.45 Whilst ABI, BNSW and Ageing Australia agree with the general proposition that employees should not be required to bear work-related costs incurred in the service of their employer, that proposition does not answer the statutory question under s 157: whether the specific mechanism proposed by the Union Applications is necessary to achieve the modern awards objective.
- 5.46 That task must be undertaken recognising that the vehicle allowance is a composite expense allowance.
- 5.47 As the ACTU's materials themselves identify automotive fuel comprises approximately 30.2% of the private motoring sub-group. In fact, more recent ABS weighting data from December 2024 indicates that automotive fuel comprises approximately 30.7% of the sub-group (as detailed at 3.24 above), with the balance directed to other cost components including vehicle ownership, maintenance and associated services.

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

- 5.48 Ageing Australia, ABI and BNSW accept that the Full Bench has previously held that allowances and other penalty rates earned in ordinary time, need to be taken into account in assessing earnings for the purposes of the low paid threshold.<sup>61</sup>

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<sup>58</sup> [2020] FWCFB 1837 at [117].

<sup>59</sup> ACTU Submission dated 24 April 2026 at [58], [91], [113] – [114].

<sup>60</sup> ACTU Submission dated 24 April 2026 at [90].

<sup>61</sup> Annual Wage Review 2023 – 2024 [2024] FWCFB 3500 at [73].

- 5.49 However, the question for the Commission is not whether low-paid employees may experience cost pressures. Rather, it is whether the particular variation proposed in the Union Applications is necessary to address those pressures in the context of the modern awards objective.
- 5.50 In this respect, the evidence relied upon by the Unions requires careful examination. Much of that material concerns the cost of travel to and from work, including general petrol expenses incurred by apprentices in commuting to their place of employment.<sup>62</sup> However, as the Full Bench recently re-confirmed in the *Steven Secker* decision<sup>63</sup> the vehicle allowance in the SCHADS Award is not directed to compensating employees for travel between their home and their first place of work. Accordingly, to the extent that the Union evidence relies on difficulties associated with the cost of commuting, it appears to largely identify a broader cost-of-living issue which is not addressed through the vehicle allowance framework.
- 5.51 Further, even if the Unions Applications are granted, there is no guarantee that it would increase the earnings of employees across the sectors covered. If employers are required to pay a higher vehicle allowance rate for employees using their own vehicle, they may take a range of steps to address the increased cost where possible, including:
- (a) change rostering practices so that employees are engaged to travel less or are required to use a company vehicle;
  - (b) may also decide to offset the additional cost by reducing the hours of work of employees so that the total number of hours they are paid will not increase; or
  - (c) reduce the service they offer clients.<sup>64</sup>

s 134(1), (c) and (e): Workforce participation and gender considerations

- 5.52 The ACTU relies on witness evidence that rising fuel costs are affecting workers' capacity to accept shifts, undertake call-out visits, or work in locations said to be no longer financially viable, and submits that this bears on workforce participation and gender equality considerations.<sup>65</sup>
- 5.53 Again, this submission requires careful consideration of what the vehicle allowance is directed to compensate. Under the vast majority of the Awards subject to the Union Application, the vehicle allowance is paid to compensate for work-related travel

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<sup>62</sup> Statement of Melissa Coad at [14], [24(a)]; Statement of Lachlan Timms at [35] – [37]; Statement of Scott Cowen at [14], [29], [31], [33].

<sup>63</sup> [2025] FWCFB 67.

<sup>64</sup> Stephen Burgess, Witness Statement of Stephen Burgess Dated 11 May 2026 at [13] - [15].

<sup>65</sup> ACTU Submission dated 24 April 2026 at [126].

undertaken in the course of employment, not travel between an employee's home and their first work location.

5.54 In that context, the evidentiary examples relied upon by the ACTU, including reduced willingness to accept shifts or travel from home to work locations, appears to provide evidence of impacts outside of the vehicle allowance's application, as they relate to categories of travel that are not covered by the allowance. The same considerations arise in relation to the ACTU's reliance on workforce participation and social inclusion factors. To the extent the unions evidence points to employees declining shifts in some locations<sup>66</sup>, it does not demonstrate that the allowance mechanism requires temporary structural adjustment in order to meet the modern awards objective.

s 134(1)(g): A simple, stable and sustainable award system (workability and certainty)

5.55 For the reasons set out above (in particular at [5.20]–[5.27]), the proposed mechanism gives rise to significant issues of workability, consistency and implementation. Those matters are relevant to the consideration in s 134(1)(g), which requires a system that is simple, stable and capable of consistent application.

5.56 Similarly, the matters identified above concerning payroll complexity, systems limitations and increased administrative burden are directly relevant to s 134(1)(f). For the reasons already given, those consequences are not merely incidental features of the proposal, but flow from the design of the mechanism itself.

5.57 In that context, ABI, BNSW and Ageing Australia contend that this factor weights against the variation sought being granted.

s 134(1)(f): Impact on business, including regulatory burden and employment costs

5.58 As the ACTU acknowledges, the proposed schedule would increase regulatory burden.<sup>67</sup>

5.59 However, the ACTU submits that burden is not significant and is justified.<sup>68</sup> That submission should not be accepted. The regulatory burden is not confined to the fact of "monthly reassessment" in the abstract. As detailed in sections 3 and 4 above, it arises from the combination of

- (a) the absence of a centralised published operative rate;
- (b) the need for employers to perform monthly calculations by reference to external data; and

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<sup>66</sup> ACTU Submission dated 24 April 2026 at [94].

<sup>67</sup> ACTU Submission dated 24 April 2026 at [138] – [145].

<sup>68</sup> ACTU Submission dated 24 April 2026 at [143] – [144].

(c) the unresolved application issues across payroll cycles. Those features increase compliance risk and the scope for inadvertent under or overpayment.

5.60 Further the evidence of Ageing Australia, ABI, and BNSW witnesses indicates that for many employers' payroll systems, service agreements and funding structures are not configured to accommodate high-frequency changes of this kind without manual intervention, increased administrative cost and operational disruption.<sup>69</sup>

5.61 In sectors such as aged care and disability services, those impacts are compounded by funding frameworks that constrain the ability of providers to recover costs in real time. As addressed in Section 4, increases in employment costs do not necessarily translate into increased recoverable revenue, and may therefore be absorbed by providers with significant implications for service delivery and financial sustainability. To date the Government has not proposed an increase in funding for providers in the care and community sector impacted by these applications.

5.62 Those considerations weigh against the introduction of a mechanism that materially increases administrative burden and employment costs in circumstances where the case for that mechanism has not been borne out.

s 134(1)(h): inflation and the performance of the national economy

5.63 The ACTU submits that the proposed schedule is unlikely to have a marked effect on broader economic considerations.<sup>70</sup> Respectfully, that submission does not fully engage with the current economic context in which the Union Applications have been made.

5.64 As the Governor of the Reserve Bank recently observed, developments in the Middle East are contributing to inflation, with higher fuel prices expected to have second-round effects across goods and services, in circumstances where inflationary pressures were already elevated at the start of 2026.<sup>71</sup> Similarly, the Commonwealth Treasurer has stated that the conflict is exacerbating existing inflation challenges, and that those pressures are expected to persist for some time.<sup>72</sup>

5.65 In that context, the design of any temporary measure directed to fuel-related costs is material. Whilst the vehicle allowance is said to be an expense allowance, Ageing

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<sup>69</sup> Marcela Carrasco, *Witness Statement of Marcela Carrasco* (Statement, 12 May) at [26] - [31]; *Witness Statement of Matthew Zammit* (Statement, 11 May 2026) at [15]; Nathan Quinlivan, *Witness Statement of Nathan Quinlivan* (Statement, 11 May 2026) at [28] - [30]; Laura Biggins, *Witness Statement of Laura Biggins* (Statement, 12 May 2026) at [14] - [17] and [20]; Sarah Newman, *Witness Statement of Sarah Newman* (Statement, 11 May 2026) at [27].

<sup>70</sup> ACTU Submission dated 24 April 2026 at [149].

<sup>71</sup> Reserve Bank of Australia, 'Statement by the Monetary Policy Board: Monetary Policy Decision' (Media Release No 2026-12, 5 May 2026) <<https://www.rba.gov.au/media-releases/2026/mr-26-12.html>>

<sup>72</sup> Jim Chalmers, 'Reserve Bank Decision' (5 May 2026) <<https://ministers.treasury.gov.au/ministers/jim-chalmers-2022/media-releases/reserve-bank-decision-1>>

Australia, ABI and BNSW nonetheless accept that for the purposes of the current proceedings, any temporary intervention may in fact be better described as ensuring employee take-home pay does not go backwards for those who use their private vehicle for work purposes. However, the mechanism adopted must be tightly constrained so that it does not result in employees being better off than they were prior to the commencement of the Middle East conflict, otherwise it risks further driving inflation.

- 5.66 The proposed mechanism does not contain those constraints. In particular, its reliance on month-to-month movements in the private motoring sub-group, within which fuel is a highly volatile and fast-moving component, and the absence of downward adjustment creates a real risk that the vehicle allowance will exceed both the actual expense incurred (as a component of the vehicle allowance) and employees' take home pay pre the Middle East Conflict, particularly as fuel prices continue to moderate. In those circumstances, the temporary mechanism set out in the proposed schedules risks operating not as a temporary stabiliser, but as a net uplift in take-home pay.
- 5.67 To the extent that occurs, the measure could have consequences beyond reimbursement of expense, including a modest increase in disposable income, with potential flow-on effects.
- 5.68 It is also notable that, in other regulatory contexts concerned with vehicle cost reimbursement, a more constrained approach is adopted. For example, the Australian Taxation Office does not determine its cents-per-kilometre rate by direct or immediate reference to fuel price movements alone, it may also consider changes in the broader economic and legislative context.<sup>73</sup>

The "out of pocket" premise against current fuel costs

- 5.69 The ACTU submits that the proposed schedules are intended to restore recent erosion in the real value of vehicle allowances, including by reference to fuel price movements, and points to the volatility in petrol and diesel prices following the Middle East conflict.<sup>74</sup>
- 5.70 However, current publicly available pricing indicates petrol prices have materially eased from the March 2026 peak. For example, national fuel pricing data published on 10 May 2026 reports an Australian petrol price of approximately AUD 1.821 per litre.<sup>75</sup>
- 5.71 If the vehicle allowance is disaggregated by reference to the fuel share identified in the ACTU's own materials (automotive fuel comprising 30.2% of the private motoring

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<sup>73</sup> Sydney Morning Herald, 'How Drivers Could Get Bigger Tax Deductions for Car Expenses Within Months' (21 April 2026)

<sup>74</sup> ACTU Submission dated 24 April 2026 at [95]

<sup>75</sup> Australian Institute of Petroleum, *Weekly Petrol Prices Report* (Report, Week Ending 10 May 2026) <<https://www.aip.com.au/sites/default/files/download-files/2026>>

sub-group), the implied “fuel component” of a \$0.99/km allowance is approximately 29.9 cents per kilometre.

- 5.72 On reasonable vehicle efficiency assumptions of 11.1 litres per 100km)<sup>76</sup>, a retail petrol price of \$1.821 per litre corresponds to an approximate fuel cost of 20.2 cents per kilometre, materially below the 29.9 cents per kilometre implied by the allowance’s fuel share
- 5.73 Whilst Ageing Australia, ABI and BNSW recognise that that does not resolve all issues of fairness or employee experience during volatility, it does nevertheless demonstrate that the “out of pocket” proposition cannot simply be assumed to follow from fuel price movements. It also reinforces the need for any temporary measure (if adopted) to be targeted and proportionate, rather than designed in a way that risks over-compensating employees relative to the cost movement said to justify intervention.

#### **Section 160: No ambiguity or uncertainty**

- 5.74 The ACTU’s contention that the proposed variation may be made pursuant to s 160 of the FW Act on the basis that it resolves uncertainty in the operation of the standard adjustment clause is misconceived.<sup>77</sup> The Union Applications do not identify any genuine ambiguity or uncertainty in the relevant award provisions. Rather, they seek to alter their substantive operation.
- 5.75 The proper approach to s 160 was considered by the Full Bench of the Australian Industrial Relations Commission in *Re Tenix Defence Pty Limited*,<sup>78</sup> and endorsed more recently by the Full Court in *Bianco Walling*.<sup>79</sup> As *Tenix* made clear, the Commission must first determine, by objective construction of the instrument read as a whole and in context, whether an ambiguity or uncertainty in fact exists. Only once that threshold is satisfied does any discretion to vary arise.
- 5.76 While the Full Bench in *Tenix* observed that the Commission will generally “*err on the side of finding an ambiguity or uncertainty where there are rival contentions advanced and an arguable case is made out for more than one contention*”, that observation does not dispense with the requirement that a genuine ambiguity or uncertainty first be established. Mere disagreement with the operation or practical consequences of a provision is insufficient.

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<sup>76</sup> Australian Bureau of Statistics, *Survey of Motor Vehicle Use, Australia, 12 Months Ended 30 June 2020* (21 December 2020) <<https://www.abs.gov.au/statistics/industry/tourism-and-transport/survey-motor-vehicle-use-australia/latest-release>>

<sup>77</sup> ACTU Submission dated 24 April 2026 at [109] – [112].

<sup>78</sup> PR917548, 9 May 2002.

<sup>79</sup> [2020] FCAFC 50 at [71]; [2021] FWCFB 115 at [15].

5.77 No such uncertainty arises here. The relevant award provisions are not reasonably susceptible to more than one meaning. The clauses prescribe:

- (a) the allowance payable;
- (b) the circumstances in which it is payable; and
- (c) the mechanism by which it is adjusted.

5.78 By way of example, clause 20.1 of the Social, Community, Home Care and Disability Services Industry Award 2010, which is in materially identical terms to the equivalent clauses in the awards subject to this proceeding, provides for the adjustment of expense-related allowances as follows:

#### **20.1 Adjustment of Expense Related Allowances**

(a) At the time of any adjustment to the standard rate, each expense-related allowance will be increased by the relevant adjustment factor. The relevant adjustment factor for this purpose is the percentage movement in the applicable index figure most recently published by the Australian Bureau of Statistics since the allowance was last adjusted.

(b) The applicable index figure is the index figure published by the Australian Bureau of Statistics for the *Eight Capital Cities Consumer Price Index* (Cat No. 6401.0), as follows:

<b>Allowance</b>	<b>Applicable Consumer Price Index Figure</b>
Board and lodging	Weighted average eight capital cities - CPI
Clothing, equipment and tools allowance	Clothing and footwear group
Meal allowances	Take away and fast foods sub-group
Vehicle/travel allowance	Private motoring sub-group

5.79 Despite changes to frequency of the data set release by the ABS, the above clause operates coherently and without difficulty. There is no uncertainty as to its effect or practical operation. The clause does not limit the index to quarterly publication, and no such limitation is expressed or implied.

5.80 As to how the Commission may approach a comparison between quarterly and monthly index figures most recently published, we refer to the Australian Government's initial submission in the Fair Work Commission Annual Wage Review 2026, filed on 26 March

2026. In that submission, the Government explained that, when comparing monthly and quarterly datasets, the new monthly discretionary and non-discretionary CPI series “*have been converted to align with the relevant quarterly series to cover the entire period under question*”.<sup>80</sup>

- 5.81 The above approach demonstrates that the monthly CPI series can be reliably converted into a quarterly-equivalent dataset, preserving continuity with the historical quarterly series. Accordingly, there remains a stable and workable basis for comparison between the former quarterly CPI series and the newer monthly series. It follows that no uncertainty arises in the operation of the relevant award provisions.
- 5.82 Further, previously published quarterly CPI data has been re-referenced and aligned with the new monthly series. In addition, the Australian Bureau of Statistics issued guidance on this process in its Re-referencing the Quarterly Consumer Price Index (Information Paper, 28 January 2026), which explains the methodology for aligning series and, in particular, how to convert data back to a previous index reference period.<sup>81</sup>
- 5.83 The change therefore concerns the frequency and presentation of CPI publication, not the availability of an index capable of being applied under the existing award framework. At most, the ACTU identifies the existence of an additional or updated dataset; it does not identify any uncertainty in the meaning or operation of the award clauses themselves.
- 5.84 The Union Applications seek to alter the substantive adjustment mechanism contained in the awards. That is not the function of s 160. The authorities make clear that s 160 is not enlivened by mere disagreement as to the meaning or operation of an award.<sup>82</sup> The Commission must first be satisfied, on an objective construction of the instrument read in context, that the provision is reasonably capable of more than one meaning. Absent such ambiguity or uncertainty, the jurisdictional threshold is not met and no discretion to vary arises. Accordingly, Ageing Australia, ABI and BNSW submit the ACTU has failed to establish the jurisdictional prerequisite necessary to enliven s 160.

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<sup>80</sup> Australian Government, Submission to the Fair Work Commission, Annual Wage Review 2026, 26 March 2026, 18.

<sup>81</sup> Australian Bureau of Statistics, ‘Re-referencing the Quarterly Consumer Price Index’ (Information Paper, 28 January 2026) <<https://www.abs.gov.au/statistics/detailed-methodology-information/information-papers/re-referencing-quarterly-consumer-price-index>>.

<sup>82</sup>PR917548, 9 May 2002 at [20].

## **6. PREFERRED APPROACH**

### **Overview of alternative approach**

- 6.1 At the outset, Ageing Australia, ABI, and BNSW acknowledge that employees covered by modern awards who, in the course of their employment, incur costs associated with the use of their private vehicles should be appropriately compensated for expenses reasonably incurred doing so.
- 6.2 Further, it is accepted that, as a general proposition, award-reliant employees, particularly those in lower-paid classifications, should not be placed in a position where their take-home pay goes backwards as a result of the fuel crisis caused by the Middle East Conflict.
- 6.3 However, the existence of those considerations does not, of itself, determine the form of any variation to modern awards. The question for the Commission is whether the variation proposed in the Union Applications is a necessary variation in response to the circumstances identified.
- 6.4 For the reasons set out in these submissions, Ageing Australia, ABI, and BNSW submit that the approach advanced in the Union Applications goes beyond what is necessary. In particular, the proposed mechanism risks producing outcomes which extend beyond compensation for expenses or the prevention of a reduction in take-home pay and instead introduces a system of ongoing adjustment which may operate independently of the conditions said to justify the variation.
- 6.5 In those circumstances, if the Commission is minded to grant a variation, Ageing Australia, ABI, and BNSW submit that a more confined and structured approach should be adopted. Such an approach should:
- (a) be directed to addressing the immediate impact of fuel price volatility by being limited to 3 months in duration;
  - (b) provide for a single adjustment to the vehicle allowance rate at the commencement of the 3-month period, with that rate remaining fixed for the duration of that period;
  - (c) incorporate a floor as a safeguard to ensure alignment with purpose;
  - (d) clarify interaction with the AWR adjustments; and
  - (e) should recognise the need for government funding to accompany any increase in the care and community sector.
- 6.6 The alternative approach outlined below is directed to achieving that balance.

### **3 month duration**

- 6.7 As stated in paragraphs [5.9] - [5.11] above, the Commission's established approach to temporary emergency award variations has been to adopt short, defined operative periods, with any continuation dependent upon further review and evidence.
- 6.8 That approach is particularly appropriate in the present matter. The union parties seek the introduction of a mechanism responding to highly volatile and uncertain fuel price conditions arising from external geopolitical developments. By their nature, such conditions may change rapidly and unpredictably over relatively short periods.
- 6.9 In those circumstances, a 12-month operative period risks embedding into the award system a mechanism that may cease to reflect prevailing conditions well before its expiry. The proposal would therefore operate not as a temporary emergency response, but as an ongoing quasi-indexation mechanism detached from contemporaneous assessment by the Commission.
- 6.10 The more appropriate and proportionate course, mirroring that of the Commission's established approach during COVID-19, is a limited operative period of three months, with liberty to apply for any further extension should circumstances continue to justify the variation.<sup>83</sup>
- 6.11 A shorter operative period better accords with the modern awards objective and with the Commission's historical treatment of temporary emergency measures. It allows the Commission to respond promptly to immediate circumstances while preserving the capacity to reassess whether continued intervention remains necessary, proportionate, and justified on the evidence.
- 6.12 A 3-month duration would also ensure that any continuation of the variation occurs in the context of updated evidence concerning:
- (a) fuel price movements;
  - (b) the broader economic environment;
  - (c) impacts upon employers and employees; and
  - (d) whether the variation continues to achieve its intended purpose.
- 6.13 Importantly, a confined operative period would not prevent any continuation of the variation should circumstances warrant it. Rather, it would allow parties to apply to vary the award to provide for an extension supported by contemporary evidence, consistent

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<sup>83</sup> [2020] FWCFB 1837 at [21]

with the approach adopted by the Commission during the COVID-19 pandemic, whereby extensions were granted for some awards until 30 June 2022.<sup>84</sup>

- 6.14 In all the circumstances, if the Commission is minded to grant a temporary variation, we submit that the operative period should be limited to 3 months, with liberty to apply for any further extension should continuing circumstances justify ongoing intervention.

### **Adjusted Rate**

- 6.15 If a temporary variation is adopted, the adjustment mechanism should reflect both the nature of the issue and the practical capacity of employers to implement it. The Union Applications proceed on the premise that responding to fuel price volatility requires adjustment at a monthly frequency. That premise is not supported by the evidence in these proceedings.
- 6.16 In particular, the evidence from the care and community sector demonstrates the particular difficulties that will be faced by the sector if monthly readjustments are required.<sup>85</sup> The payroll systems, service agreements and billing processes across the care and community sector are structured around stable and predictable rates. For many employers, frequent changes to reimbursement rates would require manual intervention, recalculation of entitlements, and adjustments across payroll and client billing systems.<sup>86</sup> Those processes are not capable of being undertaken reliably at a monthly frequency without increased administrative complexity, inconsistency in application and a heightened risk of error.
- 6.17 Against that background, a more appropriate and proportionate response is the adoption of a single adjustment to the vehicle allowance rate at the commencement of the operative period, with that rate remaining fixed for the duration of the three-month period. Such an approach provides certainty for employers and employees alike. It avoids the need for ongoing recalibration and ensures the mechanism operates as a temporary and targeted response, rather than requiring constant adjustments which is administratively burdensome and open to error.<sup>87</sup>

### **Defined floor**

- 6.18 If the Commission is minded to grant a temporary variation, it is appropriate that the mechanism incorporate a defined boundary to ensure that the allowance remains

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<sup>84</sup> [2022] FWC 1531 at [2].

<sup>85</sup> Marcela Carrasco, *Witness Statement of Marcela Carrasco* (Statement, 12 May) at [25] - [31]; Nathan Quinlivan, *Witness Statement of Nathan Quinlivan* (Statement, 11 May 2026) at [28] - [30]; Laura Biggins, *Witness Statement of Laura Biggins* (Statement, 12 May 2026) at [21] - [23]; Sarah Newman, *Witness Statement of Sarah Newman* (Statement, 11 May 2026) at [27].

<sup>86</sup> *Ibid.*

<sup>87</sup> Marcela Carrasco, *Witness Statement of Marcela Carrasco* (Statement, 12 May) at [26] - [31].

confined to the purpose for which the variation is sought. In this context, the inclusion of a defined floor or cap would provide an important safeguard to ensure that the allowance does not move beyond the cost movement it is intended to address.

- 6.19 As set out above, the mechanism proposed in the Union Applications gives rise to a real risk that, over the life of the Schedule, the allowance may exceed both the expense incurred and pre-existing levels of take-home pay. That risk is accentuated by the volatility of the private motoring sub-group and the absence of any corresponding downward adjustment. In those circumstances, without a defined constraint, the allowance may cease to operate as a compensatory mechanism and instead produce outcomes disconnected from the cost said to justify the variation.
- 6.20 The inclusion of a defined floor is therefore consistent with the temporary and targeted nature of any intervention. It would ensure that the allowance responds to the relevant cost pressures, while preventing the mechanism from operating as an ongoing or open-ended adjustment detached from prevailing conditions.
- 6.21 This approach is consistent with the Commission's recent reasoning in the Contractual Chain Order proceedings.<sup>88</sup> In that matter, the Full Bench observed that:

*"Clause 5.3 provides that obligations in clause 4 shall cease to operate if the AIP measure for the NATG price for diesel falls below \$2.00 (i.e. 200 cents) per litre. This provision recognises that the RTCCO is intended to be an emergency measure only and its obligations are not intended to continue to operate, or operate again, after the price of fuel has returned to a measure of normality."<sup>89</sup>*

- 6.22 That observation reflects an important principle. Where the Commission introduces a measure in response to external cost shocks, the mechanism should be framed so that it operates only for so long as those conditions persist and does not produce outcomes which extend beyond them.
- 6.23 A defined floor or boundary is consistent with that principle. It ensures that the allowance remains anchored to the underlying cost movement, prevents the emergence of windfall outcomes as conditions normalise, and maintains the integrity of the temporary nature of the variation. In doing so, it supports a proportionate response which is appropriately confined to the circumstances said to justify intervention.

#### **Interaction with the AWR Adjustments**

- 6.24 Any temporary variation must clearly address its interaction with the AWR adjustment, particularly having regard to the imminent determination taking effect from 1 July 2026.

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<sup>88</sup> [2026] FWCFB 95.

<sup>89</sup> [2026] FWCFB 95 at [74].

- 6.25 As set out in Section 5, the Union Applications do not resolve whether the proposed Schedule is intended to operate concurrently with, or in substitution for, the ordinary adjustment of expense-related allowances arising from the AWR.
- 6.26 That uncertainty should not persist. To ensure fairness to both employers and employees, the interaction should be expressed clearly and in binary terms. The applicable allowance should be the higher of:
- (a) the rate determined under the Schedule; and
  - (b) the rate as adjusted by the AWR.
- 6.27 In this way, employees will be left better off by the interaction of the two mechanisms, without producing compounding increases across both.
- 6.28 This approach also produces a materially clearer and more workable outcome for employers. It avoids the need to apply successive percentage increases or to calculate percentage-on-percentage adjustments arising from the interaction of the Schedule and the AWR. Instead, the applicable allowance is determined by a straightforward comparison between two rates. This reduces complexity, minimises the risk of error, and supports compliance.
- 6.29 What should not occur is cumulative operation. The temporary Schedule should not operate alongside the AWR such that successive percentage-based increases compound upon one another.
- 6.30 Absent such an approach, there is a real risk that the allowance will be subject to compounding increases through the combined operation of the temporary mechanism and the AWR, producing outcomes which exceed both the underlying cost movement and the stated objective of preventing a reduction in employees' take-home pay.
- 6.31 This is not merely a technical concern. It goes directly to the proportionality of any variation and to its proper character as a temporary and targeted response. A mechanism which operates alongside the AWR risks transforming a short-term intervention into an ongoing structural increase.
- 6.32 The Commission's approach in prior proceedings supports a staged and controlled implementation of increases in circumstances involving external shocks or uncertainty. During the COVID-19 pandemic<sup>90</sup>, and in the context of the bushfires in 2019–2020<sup>91</sup>, the Commission adopted temporary measures of limited duration and adjusted the timing and

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<sup>90</sup> [2020] FWCFB 3500 at [12].

<sup>91</sup> *Ibid.*

operation of variations to ensure that they did not operate cumulatively with other award mechanisms in a manner that would produce unintended or disproportionate outcomes.<sup>92</sup>

6.33 A similar approach is warranted here. Framing the Schedule as operating on a non-cumulative, higher-of basis maintains the integrity of the Commission's wage setting framework while ensuring that the temporary mechanism operates as intended namely, as a confined response to a defined set of circumstances.

6.34 Such an approach ensures that the allowance remains proportionate, avoids compounding effects, and preserves the coherence of the Commission's broader adjustment framework.

### **Care and community sector increases subject to government funding**

6.35 Any variation to modern awards affecting the care and community sector must be considered in the context of the funding frameworks within which those sectors operate. As set out in Section 4, providers in aged care and disability services do not operate in a conventional market and are not able to unilaterally adjust prices to recover increases in labour costs.

6.36 The Commission has previously recognised, including in the aged care work value proceedings,<sup>93</sup> that the impact of award increases in this sector is inherently linked to the extent of Government funding support. In particular, the Commission observed that the capacity of employers to absorb increased employment costs depends upon the provision of funding, and that the absence of certainty as to funding is a relevant consideration in determining both the quantum and implementation of any award variation.

6.37 That principle has practical significance in the present matter. Where an increase to an expense-related allowance is imposed in a funding-constrained environment, it does not simply adjust an internal cost allocation. It has the effect of either reducing the level of services that can be delivered within a fixed funding envelope or increasing unrecovered operating costs at the provider level.

6.38 In those circumstances, any variation to the vehicle allowance in the care and community sector should be framed having regard to whether, and to what extent, the increase is supported by Government funding arrangements. To date Ageing Australia, ABI and BNSW are not aware of any undertakings that have been made by the Government in relation to funding increases for impacted providers in the care and community sector.<sup>94</sup> Absent such alignment, the increase does not operate as a reimbursement mechanism

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<sup>92</sup> Ibid, 550.

<sup>93</sup> [2022] FWCFB 200 at [60].

<sup>94</sup> Nathan Quinlivan, *Witness Statement of Nathan Quinlivan* (Statement, 11 May 2026) at [31]; Sarah Newman, *Witness Statement of Sarah Newman* (Statement, 11 May 2026) at [33].

in a practical sense, but instead imposes costs which cannot be sustainably accommodated within the existing funding framework.

**Filed on behalf of Ageing Australia, Business NSW and Australian Business Industrial by Australian Business Lawyers & Advisors:**

**12 May 2026**

**IN THE FAIR WORK COMMISSION**

**Matter No: AM2026/10 and others**

**Re Application by: ACTU and others**

**WITNESS STATEMENT OF SARAH NEWMAN**

I, Sarah Newman of [REDACTED] state as follows.

**BACKGROUND**

1. I am the Chief Operating Officer, Home Care at BaptistCare (ABN 90 000 049 525).
2. I have been employed with BaptistCare for 15 years and have held my current role for the past 10 years. During this time, I have overseen Home Care operations across the ACT, New South Wales, and Western Australia. Following BaptistCare's national merger in 2025, my responsibilities expanded to also include Victoria and Tasmania.
3. I oversee BaptistCare's delivery of Home Care to approximately 16,000 clients across Australia, supported by a workforce of approximately 1,800 employees.
4. I am aware of the application to vary the vehicle allowance in the *Aged Care Award 2020* and the *Social, Community, Home Care and Disability Services Industry Award 2020* made by the ACTU on behalf of the Health Services Union, with the matter number of AM2026/10.
5. This statement is made from my own knowledge and belief, except where stated otherwise. Where statements are not made from my own knowledge, they are made to the best of my knowledge, information and belief, which I believe to be true.

**BAPTISTCARE**

6. BaptistCare is an Australian not-for-profit organisation that provides aged care, home care, retirement living, disability support, housing assistance, and community services. It supports older Australians, people living with disability, and individuals experiencing

hardship through residential care, in-home support, mental health programs, and social services.

7. BaptistCare is one of Australia's largest integrated care and service providers. It employs approximately 12,000 employees and delivers services, which include retirement living and aged care, community housing and family and community services to more than 38,000 customers across New South Wales, the ACT, Victoria, Tasmania, South Australia, and Western Australia.

### **HOME CARE TEAM & THE VEHICLE ALLOWANCE**

8. BaptistCare's Home Care team travels just under 10 million kilometres each year providing services to clients in their homes, supporting them to remain independent.
9. Under our enterprise agreements, our Home Care workers are paid a vehicle allowance aligned with the *Aged Care Award 2020* including any movements made to it.
10. Where an employee's travel to and from their first client's home exceeds approximately 25 kilometres travelling, BaptistCare may enter into additional arrangement with that employee, on a case by case basis, to ensure that services can continue to be delivered effectively.

### **BAPTISTCARE RESPONSE TO FUEL CRISIS**

11. When fuel prices unexpectedly increased at the commencement of the Middle East conflict, we took proactive steps to assess the cost impact on our Home Care workforce.
12. In determining how to respond to the fuel increase, we undertook an assessment of the additional fuel costs incurred by the Home Care workforce, with a view to ensuring that Home Care workers remained appropriately compensated for additional fuel costs, while operating within our financial constraints of being a government-funded, not-for-profit provider of home care services.

13. As part of that assessment Baptist Care undertook an internal analysis of the cost of fuel for an average vehicle and determined that an increase of \$0.70 per litre in fuel prices equated to an increase of approximately \$0.05 per kilometre.
14. That analysis also indicated that fuel costs comprised approximately 20–25% of the total vehicle running cost reflected in the kilometre vehicle allowance.
15. Following this analysis, BaptistCare made the decision to temporarily increase the per kilometre vehicle allowance paid to our Home Care Team by this amount.
16. This decision has resulted in an additional cost to BaptistCare of approximately \$40,000 per month, which we are currently absorbing. This represents a material additional operating cost for BaptistCare’s operations as a not-for-profit provider of Home Care services.
17. BaptistCare communicated this adjustment to our home care workers to explain how the additional amount was calculated and what component of the per kilometre rate relates specifically to fuel. Attached to this statement and marked “**Annexure SN-1**” is a copy of this email correspondence dated 25 March 2026.
18. Since the temporary adjustment was implemented, I am not aware of any concerns being raised by home care workers indicating that the revised allowance is insufficient to cover work-related fuel costs.

## **THE HOME CARE SECTOR**

19. The Home Care Sector currently operates under two schemes, the Support at Home model, introduced in late 2025 and the Commonwealth Home Support Program (**CHSP**). Under each scheme, funding and pricing are determined through government settings, and are not adjusted in real time in response to changes in providers’ operating costs.

### Support at Home

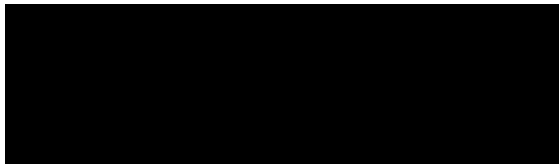
20. Under Support at Home, there are two components to how BaptistCare is paid for services. The first is a care management pool of funds. Of the total funding received each quarter, 10% is designated by the funder for care management. All care management activities must be billed against this 10% pool. Care management involves the care manager coordinating services for the client, managing the care plan, organising the suite of services, and monitoring whether those services are meeting the client's needs.
21. The remaining 90% of the funding is billed on an hourly basis for service delivery. All costs must be incorporated into this hourly rate, including employee wages, time worked, travel time between clients, kilometre allowances, leave, training, workplace health and safety requirements, and administrative costs. All costs associated with delivering the service, including compliance obligations, are included within a single hourly rate.
22. Under this model, funding is allocated to the client rather than being paid directly to BaptistCare as a provider. Each client receives an individual budget based on their assessed needs and determines how that funding is spent, including selecting their service provider.
23. The pricing of services is transparent. BaptistCare is required to publish its pricing on the My Aged Care website, and that pricing is monitored.
24. Unlike in residential aged care, where subsidies may be adjusted directly, the legislative framework for home care requires providers to obtain individual client agreement before any pricing changes can be implemented.
25. BaptistCare's client cohort receiving home care primarily consists of persons who are old, frail, and vulnerable. In my experience, changes to pricing can often be confusing and stressful for clients, who are often cautious or sceptical of any changes to financial arrangements.

26. In that context, there is a high level of trust placed in organisations such as BaptistCare and maintaining that trust is critical. For this reason, and as a matter of practice, as an organisation, we seek to minimise any disruption as a result of changes to pricing wherever possible.
27. There is also a significant administrative burden associated with changing prices. Given the requirement for individual consultation and consent, any pricing change requires substantial involvement from frontline care managers, who are responsible for coordinating client services and who are already managing complex client needs. The Support at Home reforms introduced in November 2025 have added further complexity to these roles.
28. Further, margins under the Support at Home, are incredibly skinny. In my experience, BaptistCare is seeing an increasing number of home care providers ceasing operations or seeking to transfer their businesses, including providers approaching BaptistCare to enquire whether it would be willing to acquire or take over those services due to a lack of financial sustainability.
29. Overall, the Support at Home operative environment has created a significant constraint on our ability to respond to changing costs. As we are not able to adjust pricing dynamically unless the Government introduces an alternative mechanism.

#### **Commonwealth Home Support Program**

30. The CHSP operates as an entry-level intervention model. It is block funded, meaning BaptistCare receives funding through contracts to deliver specified services such as personal care, domestic assistance, and allied health. For example, BaptistCare may receive a contract to deliver a specified value of domestic assistance services in a particular region, such as South West Sydney, at an agreed unit price per hour. We then onboard clients and deliver services within that funding envelope.

31. There are also specific “thin market” grants available for regional and remote areas, recognising that it costs more to deliver services in those locations.
32. During COVID-19 and again following the Fair Work Commissions work value decision, the Government adopted a different mechanism to address increased CHSP costs. Rather than requiring changes to core pricing, the Government introduced grant processes such as in November 2023 and January 2025. Under this process, BaptistCare reported the volume of services it delivered, and any additional costs incurred and then submitted claims for those costs as a separate funding stream. The Government then reimbursed BaptistCare for those additional amounts.
33. As at the time of preparing this statement, I am not aware of any indication from the Federal Government as to whether additional funding or any alternative mechanism will be made available to address any increase in costs that may arise from the application currently before the Commission.



**Sarah Newman**  
Chief Operating Officer - Home Care  
Home Services

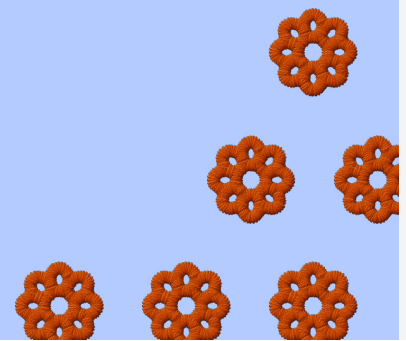
11 May 2026

**From:** [REDACTED] [communications@baptistcare.org.au](mailto:communications@baptistcare.org.au)>  
**Sent:** Wednesday, 25 March 2026 2:14 PM  
**To:** Sarah Newman [REDACTED]  
**Subject:** Temporary increase to Vehicle/Travel reimbursement to support rising fuel costs

[View this email in your browser](#)



An update  
for our teams



## Temporary increase to kilometre reimbursement to support rising fuel costs

Dear Sarah,

We know that rising fuel costs are being felt across the organisation, particularly for those of you who travel as part of your role.

To help ease some of this pressure, for employees who claim Vehicle/Travel (per km) reimbursement, **we will introduce a temporary increase of 5 cents per kilometre** for all reimbursable journeys from the start of your next full pay period.

This increase will apply to all existing reimbursement rates:

- **EA employees under the BaptistCare and BaptCare Agreements:** \$0.99 per kilometre will increase to \$1.04 per kilometre (employees working under other Agreements will receive a 5 cents per kilometre reimbursement increase to their Agreement rate)
- **Employees eligible for the ATO rate:** \$0.88 per kilometre will increase to \$0.93 per kilometre

The table below is an example of what the increase looks like for an employee who drives regularly as part of their role. It's a guide only to help show how this change may support you.

Average car in Australia	Amount
Fuel price	\$2.50+ per litre
Tank size (litres)	50
Distance per tank	~600km
Cost to fill tank	\$125
Money you receive now (based on ATO rate for a full tank)	\$528
Money you receive with the increase (for a full tank)	\$558

For an average car using 6–7 litres per 100km, the extra 5 cents per kilometre is roughly over 50 cents per litre in fuel support.

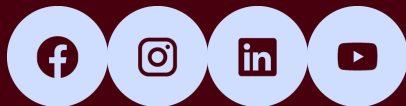
As a reminder, kilometre reimbursement is designed to cover the overall cost of using your vehicle, with fuel making up around 25% of the total rate and the remainder covering costs such as maintenance, insurance and depreciation.

We will continue to monitor fuel prices and may adjust this arrangement if circumstances change, with a formal review by the end of May 2026.

Thank you for the important work you do every day and for the flexibility you show in supporting our customers and communities.

In gratitude,

**Charles Moore**  
Chief Executive Officer



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**IN THE FAIR WORK COMMISSION**  
**Matter No: AM2026/10 and others**  
**Re Application by: ACTU and others**

**STATEMENT OF STEPHEN CHARLES BURGESS**

I, Stephen Charles Burgess, of [REDACTED] New South Wales, state as follows:

**BACKGROUND**

1. I am the Executive Manager People and Culture of The Flagstaff Group Limited (**Flagstaff**) a not-for-profit social enterprise.
2. I commenced with Flagstaff in August 2005 and have over 20 years of experiencing working within the disability sector, including extensive knowledge of the National Disability Insurance Scheme (**NDIS**).
3. Flagstaff is a registered NDIS Provider, providing a broad range of services and supports to people with a disability that deliver life skills pathways, community participation activities and work opportunities for people with a disability.
4. Flagstaff was formed in 1966 to provide meaningful employment for people with a disability and was originally known as 'Wollongong Sheltered Workshop', which performed a range of light engineering services for BHP.
5. Over the last sixty years Flagstaff has evolved significantly and now operates six commercial businesses providing employment for people for people with a disability along with its 'Life Choices' operations delivering personalised and tailored (non-employment related) supports.
6. Flagstaff employs a total of 350 people, 249 of whom are people with a disability, and delivers NDIS funded supports to 4602 NDIS Participants across the Illawarra, Shoalhaven and MacArthur regions.

7. I am aware of the multiple party Applications to vary modern awards with respect to vehicle allowances.
8. Whilst Flagstaff supports fair and reasonable pay and entitlements for employees, the intention of this statement is to outline the likely consequences any unfunded increase in the employee vehicle allowance would have on Flagstaff under the NDIS pricing framework, where providers operate within fixed funding arrangements.

### **IMPACT OF UNFUNDED INCREASES TO THE VEHICLE ALLOWANCE**

9. As a NDIS provider, Flagstaff operates under a fixed-price funding model, and increased costs cannot be simply 'passed on' to the customer (i.e. the Participant receiving the support). Therefore, unfunded increases in employment related costs without corresponding funding adjustments will directly impact service capacity and threaten both profitability and service sustainability.
10. It should also be noted that as an organisation operating commercial functions and NDIS funded supports., not all vehicle allowance costs incurred by Flagstaff are recoverable through NDIS claiming. In the current financial year (to date), Flagstaff has paid a total of 137,965.8 kilometres subject to the vehicle allowance. Of those kilometres, 82,541 kilometres relate to the delivery of NDIS-funded supports and have been claimed at the applicable NDIS rate. The remaining 55,424.8 kilometres were not undertaken in connection with NDIS-claimable activities (for example, travel to training, inter-site travel, or where no fleet vehicle is available), and therefore need to be absorbed by Flagstaff as an operating cost.
11. For Flagstaff, an immediate increase and any subsequent monthly increases to the vehicle allowance will contribute to an unsustainable operating model where essential service delivery costs cannot be recovered.

12. Flagstaff delivers a high volume of transport dependent supports in the Illawarra and Shoalhaven Regions including:
  - a) 60 (sixty) participants per week receiving 1:1 supports
  - b) 185 (one hundred and eighty-five) participants per week accessing group transport supports
13. Should the employee vehicle allowance increase uncapped and without corresponding funding and adjustments to NDIS transport funding limits, Flagstaff's current modelling indicates the business will need to take steps to address its inability to absorb the increased unrecovered transport costs.
14. This will impact participant outcomes by reducing access to employment pathways including school to work transition programs, capacity-building development, community participation and social inclusion.
15. If the proposed increase is implemented without funding adjustment Flagstaff has identified the following service delivery risks
  - a) **Withdrawal of Transport Dependent Supports;** 1:1 community access and home-based supports requiring travel become financially unviable resulting in ceasing or significantly reducing these supports
  - b) **Significant Reduction in Participant Access;** participants receiving regular transport supports will experience reduced frequency of supports, cancellation of non-essential programs and loss of access to employment and training opportunities
  - c) **Shift Away from Individualised Supports;** movement toward group (centre) based service models only, limiting individual choice and control, the flexibility of supports. It should be noted that Flagstaff participants with higher or complex needs would likely be disproportionately impacted by this.

d) **Program and Portfolio Contraction**; capacity-building programs reliant on community access e.g. employment pathways, social development programs may be significantly reduced in scale, consolidated and/or discontinued entirely where costs cannot be absorbed.



**Stephen Charles Burgess**

Executive Manager People and Culture

11 May 2026

## **IN THE FAIR WORK COMMISSION**

**Matter No: AM2026/10 and others**

**Re Application by: ACTU and others**

### **WITNESS STATEMENT OF MATTHEW ZAMMIT**

#### **Introduction**

1. National Disability Services (**NDS**) is Australia's leading peak body for disability service organisations. NDS works with Australian disability service providers to develop capability, be informed, voice their needs and collaborate to build high-quality and sustainable disability services for people with disability.
2. NDS members comprise largely of providers delivering supports under the National Disability Insurance Scheme (**NDIS**). NDS members deliver services to around 300,000 Australians with disability and employ a workforce of more than 100,000 people.
3. NDS acknowledges the application by Australian Council of Trade Unions (**ACTU application**) to vary the operation of clause 20.7(a) within the Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010.
4. Although NDS does not seek to support or oppose the ACTU application, we acknowledge the issue of cost pressures on workers who use their own vehicle as a result of increased petrol prices.
5. The purpose of this statement is to set out some information and matters which NDS considers are relevant and may be of assistance to the Commission and other parties to this matter.

#### **NDIS context to the ACTU application**

6. Presently, clause 20.7(a) of the SCHADS Award prescribes an allowance of 99 cents per km (**vehicle allowance**) to reimburse workers who are required to use their own private vehicle in the course of their employment. This vehicle allowance is reviewed annually.

7. NDS understands the ACTU application is seeking the vehicle allowance to be reviewed monthly, with reference to the Australian Bureau of Statistics (ABS) Private Motoring subgroup index figure, until May 2027.
8. Most prices and allowances that can be claimed under the NDIS are capped by the limits set out in the *NDIS Pricing Arrangements and Price Limits 2025-26* document (**NDIS price limits**), which is reviewed and updated each financial year. A copy of the NDIS price limits is attached to this statement and marked “**Annexure MZ-1**”
9. The vehicle allowance in the SCHADS Award is reflected on page 23 of the NDIS price limits document under ‘Provider Travel – Non Labour Costs’ and on page 29 ‘Claiming for Activity Based Transport’.
10. Although the amount that can be claimed for non-labour costs of travel and activity based transport is not subject to a fixed price limit providers must in advance seek NDIS participant approval of the amount that they will charge for non-labour costs and the participant must agree to these costs being claimed from their NDIS funding.
11. The vehicle allowance in the SCHADS Award (99 cents/km) is presented in the NDIS price limits document as guidance for participants on the “reasonable contribution” which may be charged by providers for non-labour costs of travel and activity based transport.
12. NDIS providers typically have a Service Agreement in place with any NDIS participants to whom they provide services. The Service Agreement typically includes details of what services are to be provided, the relevant prices, as well as details of how these may be updated annually to reflect changes to NDIS price limits and the SCHADS Award.
13. In my experience due to the nature of NDIS funding packages, it is not common for Service Agreements to include mechanisms that allow for services and pricing to be reviewed and updated outside of a package being reviewed, annual changes to NDIS price limits or the annual wage review.

## **Other considerations**

### 14. NDIS participants:

- a. have NDIS plans which provide a set budget to last at least 12 months.
- b. may not have sufficient funds in their current NDIS plans to cover their transport needs where the vehicle allowance is set to a higher amount than what was contemplated when their NDIS plan was approved.
- c. in my experience, would need to be made aware of any cost input changes such as changes to the rate of the vehicle allowance, or the frequency by which it is calculated, in order to support planning and use of their NDIS funding and avoid confusion.

### 15. NDIS providers:

- a. would in my experience face increased administrative complexity if the vehicle allowance were to change each month.
  - i. This includes updating payroll and billing systems and making manual adjustments each month that changes occur.
  - ii. Many of the systems used by our member providers do not have the functionality to have multiple reimbursement rates for the same item within a single pay period, yet this would be required where a change to the vehicle allowance occurs within a pay period.
- b. bear much of the responsibility in communicating any changes to NDIS participants, including where such changes occur in the middle of any NDIS participants' plan period.



**Matthew Zammit**

Industrial Relations Lead  
National Disability Services

11 May 2026

# **National Disability Insurance Scheme**

## **Pricing Arrangements and Price Limits**

**2025-26**

**Pricing Arrangements valid from 1 July 2025**

**Version: 1.0**

**(Released 16 June 2025)**

**ndis.gov.au**

**ndis**

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### Further information

Further information on the pricing arrangements for the National Disability Insurance Scheme can be found on the [NDIS website](#).

### Version Control

This document is subject to change. The latest version of this document is available on the [NDIS website](#).

Version	Page(s)	Details of Amendment	Date Published	Date of Effect
1.0	NA	NDIS Pricing Arrangements and Price Limits 2025-26	16 June 2025	1 July 2025

A table setting out all previous updates to this document can be found on page 103.

# Contents

<b>Introduction.....</b>	<b>8</b>
Price regulation documents.....	8
<i>NDIS Pricing Arrangements and Price Limits</i> .....	8
<i>NDIS Support Catalogue</i> .....	8
<i>Addenda to the NDIS Pricing Arrangements and Price Limits</i> .....	8
<i>NDIS Pricing Arrangements for Specialist Disability Accommodation</i> .....	9
<i>NDIS Assistive Technology, Home Modifications and Consumables Code Guide</i> .....	9
<i>NDIS Disability Support Worker Cost Model</i> .....	9
<i>Priority of Interpretation</i> .....	9
Applicability of Price Limits.....	10
<i>Agency Managed Participants</i> .....	10
<i>Plan Managed Participants</i> .....	11
<i>Self-managing Participants</i> .....	11
<b>Support Purposes, Support Categories and Support Items .....</b>	<b>12</b>
Support Items.....	12
Support Purposes .....	12
Support Categories aligned to the NDIS Outcomes Framework.....	12
Registration Groups .....	14
Units of Measure.....	14
<b>General Claiming Rules.....</b>	<b>16</b>
Conflicts of Interest in the NDIS Provider Market.....	16
Service Agreements.....	16
Service Bookings .....	17
My providers .....	17
Claiming for support items that are subject to quotation .....	18
Claiming for support items that have a price limit .....	18
Claiming for support items that do not have a price limit.....	19
Time of Day and Day of Week.....	19
<i>Night-Time Sleepover supports</i> .....	20
Claiming for Telehealth Services.....	20
Claiming for Non-direct Services .....	21
<i>Non-Face-to-Face Support Provision</i> .....	21
<i>Provider Travel</i> .....	22
<i>Short Notice Cancellations</i> .....	27
<i>NDIA Requested Reports</i> .....	28

Claiming for Activity Based Transport.....	29
<i>Activity Based Transport – Social, Economic and Community Participation Supports</i> .....	29
<i>Activity Based Transport – Capacity Building Supports</i> .....	31
Regional, Remote and Very Remote Areas.....	32
<i>Modified Monash Model</i> .....	32
<i>Pricing Arrangements in Regional, Remote and Very Remote Areas</i> .....	34
Claiming for Group-Based Supports.....	34
Programs of Support .....	35
Claiming for Centre Capital Costs .....	35
Claiming for Establishment Fees for Personal Care/Participation Supports.....	36
Claiming for Irregular SIL Supports .....	37
Claiming for more than one worker or therapist.....	37
<i>Shadow Shifts</i> .....	38
<i>Supervision / Specific Training for Therapy Assistants</i> .....	38
<i>Case Conferences for Therapists</i> .....	38
Other Considerations .....	38
<i>Supports must be Reasonable and Necessary</i> .....	38
<i>Medicare and Insurance</i> .....	39
<i>Expenses Related to Recreational Pursuits</i> .....	39
<i>Prepayments</i> .....	39
<i>Subscription services</i> .....	40
<i>Co-payments for Capital items, including Assistive Technology</i> .....	41
<i>Other Fees and Charges</i> .....	41
<i>Goods and Services Tax (GST)</i> .....	41
<b>Special NDIS Pricing Arrangements.....</b>	<b>42</b>
High Intensity Supports .....	42
Implementing Intensive and Complex Behaviour Supports.....	42
Disability-Related Health Supports.....	42
Coronavirus (COVID-19) Response .....	43
<b>Core – Assistance with Daily Life .....</b>	<b>44</b>
Daily Personal Activities.....	44
<i>Assistance with Self Care Activities</i> .....	44
<i>Assistance with Self Care Activities – Night-Time Sleepover Support</i> .....	45
<i>Assistance from Live-in Carer</i> .....	45
<i>Assistance with Personal Domestic Activities</i> .....	45
<i>On-Call Overnight Monitoring</i> .....	46
High Intensity Daily Personal Activities.....	46
<i>Assistance with Self Care Activities</i> .....	46

<i>Specialised Home-Based Assistance for a Child</i> .....	47
Assistance with household tasks .....	47
<i>Assistance with Household Tasks</i> .....	47
<i>Linen Service</i> .....	48
<i>Preparation and Delivery of Meals</i> .....	48
Assistance with Daily Life Tasks in a Group or Shared Living Arrangement .....	48
<i>Assistance in Shared Living Arrangements – Supported Independent Living</i> .....	48
<i>Short Term Accommodation and Assistance (including the provision of respite care)</i> .....	51
<i>Medium Term Accommodation (MTA)</i> .....	52
<i>Onsite Shared Supports in SDA</i> .....	54
<i>Other living arrangements</i> .....	54
Individualised Living Options .....	54
<i>Exploration and Design</i> .....	54
<i>Support Model</i> .....	55
Capacity Building and Training in Self-Management and Plan Management.....	55
Disability Related Health Supports .....	57
<i>Nursing Supports</i> .....	57
<i>Therapy Supports and Early Childhood Supports</i> .....	59
<b>Core – Transport</b> .....	<b>61</b>
General Transport .....	61
Specialised Transport .....	61
<b>Core – Consumables</b> .....	<b>62</b>
<b>Core – Assistance with Social, Economic and Community Participation</b> .....	<b>63</b>
Assistance to Access Community, Social and Recreational Activities .....	63
<i>Participation in Community, Social and Civic Activities</i> .....	63
<i>Participation in Community, Social and Civic Activities – High Intensity Supports</i> .....	64
<i>Community, Social and Recreational Activities</i> .....	64
Group and Centre Based Activities .....	65
<i>Group and Centre Based Activities – Standard</i> .....	65
<i>Group and Centre Based Activities – High Intensity</i> .....	66
Supports in Employment .....	67
<i>Specialised Supported Employment</i> .....	67
<b>Capital – Assistive Technology</b> .....	<b>69</b>
<b>Capital – Home Modifications and Specialist Disability Accommodation</b> .....	<b>70</b>
Home Modifications.....	70
Specialist Disability Accommodation (SDA).....	70

<b>Capacity Building – Support Coordination .....</b>	<b>71</b>
Level 1: Support Connection .....	71
Level 2: Coordination of Supports .....	71
Level 3: Specialist Support Coordination.....	73
Psychosocial Recovery Coaches .....	74
<b>Capacity Building – Improved Living Arrangements.....</b>	<b>75</b>
Assistance with Accommodation and Tenancy Obligations .....	75
<b>Capacity Building – Increased Social and Community Participation.....</b>	<b>76</b>
Assistance in Coordinating or Managing Life Stages, Transitions and Supports .....	76
Development of Daily Living and Life Skills .....	77
Innovative Community Participation .....	77
Community Participation Activities .....	78
<b>Capacity Building – Finding and Keeping a Job.....</b>	<b>79</b>
Employment Related Assessment, Counselling and Advice .....	79
Employment Assistance including youth aged 15 to 25.....	80
<b>Capacity Building – Improved Relationships.....</b>	<b>84</b>
Specialist Behavioural Intervention Support .....	84
Individual Social Skills Development .....	85
<b>Capacity Building – Improved Health and Wellbeing .....</b>	<b>86</b>
Physical Wellbeing Activities .....	86
Dietetics .....	87
<b>Capacity Building – Improved Learning.....</b>	<b>88</b>
Transition through School and to Further Education.....	88
<b>Capacity Building – Improved Life Choices.....</b>	<b>89</b>
Plan Management – Financial Administration Supports.....	89
<b>Capacity Building – Improved Daily Living.....</b>	<b>90</b>
Early Intervention Supports for Early Childhood Supports – younger than 9.....	90
Therapy Supports (9 or older) .....	92
<i>Community Engagement Assistance.....</i>	<i>95</i>
Hearing Supports .....	95
Multidisciplinary Team Supports.....	96
Delivery of Disability Related Health Supports by a Nurse .....	96
Specialised Driver Training Support .....	99
Other Supports.....	99
Low Cost AT to support Capacity Building support delivery.....	100
Assistive Technology Mentors (AT Mentors) .....	102

Appendix A: History of Changes..... 103

## Introduction

The provision of supports for participants in the National Disability Insurance Scheme (NDIS) is subject to regulation by the National Disability Insurance Agency (NDIA) and the NDIS Quality and Safeguards Commission through the provisions of the *National Disability Insurance Scheme Act 2013* and its subordinate legislation.

This document, which is called the *NDIS Pricing Arrangements and Price Limits*, and its associated documents (see below), set out the pricing arrangements and price limits that the NDIA has determined will apply to the provision of supports for participants in the NDIS. The intent of these documents is to assist participants and providers, both current and prospective, to understand the ways in which price controls work in the NDIS. Price regulation is in place to help ensure that participants receive value for money when they purchase the supports that they need.

## Price regulation documents

### *NDIS Pricing Arrangements and Price Limits*

This document sets out the general pricing arrangements that apply to all supports in the NDIS and the specific arrangements that apply to individual supports.

### *NDIS Support Catalogue*

This document provides information on the current price limits for each support item and indicates for each price-limited support item the claim types (Travel, non-face-to-face, etc.) that can be used. Requirements specified in the *Support Catalogue* are part of the pricing arrangements and price limits that the NDIA has determined should apply to NDIS.

The NDIA sometimes deactivates support items. Deactivated support items cannot be used. Before a support is deactivated it is converted into a Legacy Support. These legacy supports are listed in a separate tab of the *Support Catalogue* for the information of providers and participants. Providers and participants should not create new service bookings for legacy supports. In general, claims for legacy supports should only continue to be made against a service booking if that service booking was in existence at the time the support was turned into a legacy support.

### *Addenda to the NDIS Pricing Arrangements and Price Limits*

These documents allow the NDIA to respond to changing market conditions in an efficient manner. They are used to make temporary changes to some of the support items and arrangements listed in the *NDIS Pricing Arrangements and Price Limits*. Addenda are not stand-alone documents and must be read in conjunction with the *NDIS Pricing Arrangements and Price Limits*. Requirements specified in Addenda are part of the pricing arrangements and price limits that the NDIA has determined will apply to NDIS.

- NDIS Bereavement Addendum: lists support items that providers can claim after a NDIS participant has died. There are three items in the current Addendum, one for plan managers, one for support coordinators and the other for supported independent living (SIL) providers to use in the event of a participant's death.
- COVID Addendum: Contains temporary measures introduced in direct response to the coronavirus pandemic and the regions and dates the measures are applicable.

### ***NDIS Pricing Arrangements for Specialist Disability Accommodation***

This document sets out the specific pricing arrangements that apply for Specialist Disability Accommodation (SDA). Providers of SDA supports are also subject to the general arrangements set out in the *NDIS Pricing Arrangements and Price Limits*.

### ***NDIS Assistive Technology, Home Modifications and Consumables Code Guide***

This document gives further information on the specific pricing arrangements that apply for these types of support. Providers of these supports are also subject to the general arrangements set out in the *NDIS Pricing Arrangements and Price Limits*.

### ***NDIS Disability Support Worker Cost Model***

The NDIA uses the Disability Support Worker Cost Model that is described within this document to determine the price limits for supports that are delivered by Disability Support Workers (DSWs).

The DSW Cost Model estimates the fully loaded cost of a billable hour of support considering: base pay; shift loadings; leave entitlements; salary on costs; employee allowances; operational overheads (including supervision costs, utilisation costs and workers' compensation costs); corporate overheads and margin.

The NDIA expects that providers pay their disability support workers in accordance with relevant awards and agreements. Participants should expect that the price for services is in line with the quality and cost of service provision. For example, where providers employ DSWs in line with Social and Community Services Employees section for the SCHADS Industry Award, a price for services at the limit would be justified.

**Note: The NDIA is not involved in individual employment disputes or wage negotiations. These matters are governed by industrial law and are a matter for relevant bodies to resolve such as the Fair Work Ombudsman.**

### ***Priority of Interpretation***

To the extent of any inconsistency between provisions of the various documents that set out the pricing arrangements for the NDIS, priority will be accorded in descending order to:

- (a) The *NDIS Pricing Arrangements and Price Limits*;
- (b) The *NDIS Support Catalogue*;
- (c) Any *Addenda to the NDIS Pricing Arrangements and Price Limits*;
- (d) The *NDIS Pricing Arrangements for Specialist Disability Accommodation*; and
- (e) The *NDIS Assistive Technology, Home Modifications and Consumables Code Guide*.

These documents are updated from time to time and are published on the [NDIS website](#). Participants and providers should always refer to the website version of a document when they are seeking to understand pricing arrangements that apply in the NDIS.

## Applicability of Price Limits

Supports can be subject to price regulation in different ways:

- **Price controlled supports** should only be claimed by a provider from a participant's plan when they are reasonable and necessary to meet a participant's needs and are subject to the conditions set out in the *NDIS Pricing Arrangements and Price Limits*.
- **Quotable supports** should only be claimed by a provider from a participant's plan if the support is specifically included in the participant's plan. They are subject to the conditions set out in the *NDIS Pricing Arrangements and Price Limits*.
- Some supports are not subject to price control. These supports should only be claimed by a provider from a participant's plan when they are reasonable and necessary to meet the participant's needs. They are subject to the other conditions set out in the *NDIS Pricing Arrangements and Price Limits*.

In most cases, support items subject to price limits have a single national price limit. In some cases, there are different price limits for different jurisdictions. Higher price limits can apply in remote and very remote areas.

The pricing arrangements do not only set the price limits for supports. They also specify when and how supports can be claimed, including what must have happened for a support to be claimable.

### Agency Managed Participants

A provider of a support that is agency managed in a participant's plan:

- Must be a Registered Provider with the NDIS;
- Must declare relevant prices and conditions to participants before delivering a service, including any notice periods or cancellation terms; and
- Must adhere to the arrangements prescribed in the *NDIS Pricing Arrangements and Price Limits*, including ensuring that their prices do not exceed the price limits.

The NDIA does not set the prices that providers charge participants. Each provider must agree the price for each support with each participant, subject to the price limits and pricing arrangements that are imposed by the NDIA.

**Providers should not indicate in any way to participants that the prices that they charge are set by the NDIA.**

In general, providers should not charge NDIS participants more for a support than they would charge anyone else for the same support. If the price a provider offers to a NDIS participant is different to that which they would offer to a person who was not an NDIS participant, then the provider should ensure that the participant is aware of this difference and the reasons for the difference.

Providers are required to acknowledge compliance with the *NDIS Pricing Arrangements and Price Limits* and its associated documents when submitting a payment request through the myplace Provider Portal.

## Plan Managed Participants

Plan managers must adhere to the arrangements prescribed in the *NDIS Pricing Arrangements and Price Limits*, including ensuring that the prices charged by providers do not exceed the price limits. This rule applies regardless of whether the participant purchases the support from a registered or an unregistered provider.

Plan managers must provide the Australian Business Number (ABN) of the service provider who delivers the support for all payment requests. The NDIA will only accept payment requests without an ABN if the service provider is exempt from quoting an ABN under Australian Taxation Office (ATO) rules. Exempt providers must complete the ATO's [Statement by a Supplier form](#). Plan managers are expected to keep a copy of the completed form.

Plan managers must always ensure that a valid tax invoice is included with relevant information about the goods/services purchased for all payment requests. A plan manager may be liable to pay back any amount not spent in accordance with a participant's plan.

Plan managers are required to acknowledge compliance with the *NDIS Pricing Arrangements and Price Limits* and its associated documents when submitting payment requests through the myplace Provider Portal.

## Self-managing Participants

Self-managing participants can use registered or unregistered providers and are not subject to the price limits or other pricing arrangements set out in the *NDIS Pricing Arrangements and Price Limits* and its associated documents.

# Support Purposes, Support Categories and Support 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 Items

Each support that a provider supplies to a participant can be classified as one of the support items listed in the NDIS *Pricing Arrangements and Price Limits* and in the *NDIS Support Catalogue*.

**Providers should claim payments against the support item that 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

## Support Purposes

NDIS participant budgets are allocated to three separate support purposes:

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 to 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 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 with additional categories in the new PACE system. 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, as well as the new support categories in PACE.

PURPOSE	OUTCOME DOMAIN	SUPPORT CATEGORY (LEGACY CRM)	SUPPORT CATEGORY (PACE)
CORE	Daily Living	01 Assistance with Daily Life	01 Assistance with Daily Life
			16 Home and Living
			21 Young People in Residential Aged Care (YPIRAC)-Cross Billing
	Daily Living	02 Transport	02 Transport
	Daily Living	03 Consumables	03 Consumables
	Social and Community Participation	04 Assistance with Social, Economic and Community Participation	04 Assistance with Social, Economic and Community Participation
CAPITAL	Home	06 Home Modifications and Specialised Disability Accommodation (SDA)	04 Assistance with Social, Economic and Community Participation
			05 Assistive Technology
			05 Assistive Technology
RECURRING	Daily Living	N/A	06 Home Modifications
			17 Specialised Disability Accommodation (SDA)
			19 Assistive Technology Maintenance Repair and Rental
CAPACITY BUILDING	Choice and Control	07 Support Coordination	18 Recurring Transport
	Home	08 Improved Living Arrangements	07 Support Coordination and Psychosocial Recovery Coaches
	Social and Community Participation	09 Increased Social and Community Participation	08 Improved Living Arrangements
	Work	10 Finding and Keeping a Job	09 Increased Social and Community Participation
	Relationships	11 Improved Relationships	10 Finding and Keeping a Job
			11 Relationships
	Health and Wellbeing	12 Improved Health and Wellbeing	20 Behaviour Support
	Lifelong Learning	13 Improved Learning	12 Health and Wellbeing
	Choice and Control	14 Improved Life Choices	13 Lifelong Learning
Daily Living	15 Improved Daily Living Skills	14 Choice and Control	
			15 Improved Daily Living Skills

## Registration Groups

Each support item specifies the Registration Group for which a Registered Provider who delivers the support must be registered with the NDIS Quality and Safeguards Commission. There are currently 36 Registration Groups.

Number	Registration Group Name
<b>General Registration Groups</b>	
0101	Accommodation / Tenancy Assistance
0102	Assistance to Access and Maintain Employment or Higher Education
0104	High Intensity Daily Personal Activities
0106	Assistance in Coordinating or Managing Life Stages, Transitions And Supports
0107	Daily Personal Activities
0108	Assistance with Travel/Transport Arrangements
0115	Assistance with Daily Life Tasks in a Group or Shared Living Arrangement
0116	Innovative Community Participation
0117	Development of Daily Living and Life Skills
0120	Household Tasks
0125	Participation in Community, Social and Civic Activities
0127	Management of Funding for Supports in Participants' Plans
0129	Specialised Driver Training
0130	Assistance Animals
0131	Specialised Disability Accommodation
0133	Specialised Supported Employment
0136	Group and Centre Based Activities
<b>Professional Registration Groups</b>	
0110	Specialist Positive Behaviour Support
0114	Community Nursing Care
0118	Early Intervention Supports for Early Childhood
0119	Specialised Hearing Services
0121	Interpreting and Translation
0126	Exercise Physiology and Personal Training
0128	Therapeutic Supports
0132	Specialised Support Coordination
0134	Hearing Services
0135	Customised Prosthetics
<b>Home and Vehicle Modification Registration Groups</b>	
0109	Vehicle Modifications
0111	Home Modifications
<b>Assistive Technology and Equipment Registration Groups</b>	
0103	Assistive Products for Personal Care and Safety
0105	Personal Mobility Equipment
0112	Assistive Equipment for Recreation
0113	Vision Equipment
0122	Hearing Equipment
0123	Assistive Products for Household Tasks
0124	Communication and Information Equipment

## Units of Measure

The NDIS payment system includes units of measure for each support item as follows:

• Each	• Hour	• Daily
• Week	• Month	• Annual

Providers should ensure that they record claims against a support item using the appropriate unit of measure for the support item.

## General Claiming Rules

Registered Providers can only make a claim for payment for a support once they have delivered or provided that support. Where price limits apply to a support, prices charged to participants must not exceed the price limit prescribed for that support in the *NDIS Pricing Arrangements and Price Limits*. Providers are responsible for ensuring that the claims for payment that they make accurately reflect the supports delivered, including the frequency, volume and type of support. Claims need to be made against the specific support item that aligns to the service delivered. Falsifying claims for payment 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.

## Conflicts of Interest in the NDIS Provider Market

In line with the [NDIA Position Statement on Conflicts of Interest in the NDIS Provider Market](#), providers are expected to make all efforts to avoid conflicts of interest. They should declare all conflicts of interest when they occur and be open with participants, their supports, or representatives with any conflicts of interest and associated risks and discuss options to manage these risks. Providers should document strategies for monitoring conflicts of interest.

The Position Statement states the limited circumstances where a conflict of interest may be unavoidable. In such cases, providers should complete a [Conflict of Interest Declaration Form](#). The Position Statement, Conflict of Interest Declaration Form and supporting resources are on [Conflicts of Interest in the NDIS Provider Market page of the NDIS website](#). For more information, providers can refer to the [NDIA Position Statement on Conflicts of interest in the NDIS provider market](#).

## 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 Agreements should be simple and set out how and when supports will be delivered. They can include information such as:

- What supports and services the provider has agreed to provide;
- The prices of those supports and services;
- How, when and where the supports and services are provided;
- The duration of the Service Agreement and when and how the Agreement will be reviewed;
- How the participant or the provider may change or end the Service Agreement;
- How any problems or issues that may arise will be handled;
- Participant responsibilities under the Service Agreement; and
- Provider responsibilities under the Service Agreement.

Providers should not seek to impose conditions on participants through Service Agreements that are not in line with those set out in the *NDIS Pricing Arrangements and Price Limits* and its associated documents.

## Service Bookings

Service bookings are used to set aside funding in a participant's plan for a registered provider for a support they will deliver. Service bookings can be made by the participant or provider in the myplace portal. Providers claim payments against the service booking in the myplace portal. Each service booking sets out the specific support items or support category delivered and period of service delivery within the plan dates. Service bookings are not the same as service agreements.

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. **A provider must have a service booking in place to make a payment claim in the Portal.** Further information can be found on the [NDIS website](#).

## My providers

NDIS Plans in our PACE system don't have service bookings.

"My providers" are the providers a participant regularly works with and records as part of their NDIS plan.

By recording a provider, participants are letting us know that a provider can receive payments for claims on their NDIS plan.

Being recorded as my providers means less administration and time spent chasing details and following up claims. This is because my providers claims are generally paid within 2 to 3 days.

Participants can still choose to use any provider, however if a claim is made by a provider who is not recorded as my providers, we'll check with the participant or their nominee by SMS to confirm the claim is for a NDIS support they agreed to.

Only participants who have a plan developed in the PACE system need to record my providers.

Participants or their nominees with a plan in the PACE system need to tell us who their my providers are when they have:

- NDIA-managed supports funded within their NDIS plan.
- Specialist disability accommodation, home and living supports and/or behaviour supports.
- A plan manager. Only the plan manager needs to be recorded as a my provider.

A plan manager needs to be recorded as a my provider to be paid, but participants don't need to record providers for their plan managed supports if they don't want to.

Self-managing participants do not need to record my providers for their plan.

Providers with existing active service bookings, who deliver home and living supports will automatically be recorded as my providers at the NDIS support category level when the participant's plan is approved in the PACE system.

## Claiming for support items that are subject to quotation

Providers can only claim for a support item that is subject to quotation from a participant's plan if they provided a quotation to the NDIA for the support item and it is a stated item in the participant's plan. When the NDIA approves a quote, then it will create a service booking for the support item that the provider can use for claiming purposes.

## Claiming for support items that have a price limit

Where a support item has a price limit then the provider cannot agree a price for the support with the participant that is greater than the price limit. Claims should be made in the units specified for the item and at the agreed unit price, which must not be higher than the applicable price limit.

Where a provider delivers less than a full unit of support, they should claim according to the time spent delivering the support. This includes claims for travel time, non-face-to-face supports, NDIA requested report writing, or cancellations.

Claims must be made by either claiming a quantity of units or of hours, not both. Claims will be paid by multiplying the unit price by the quantity claimed.

The amounts in the table are indicative, demonstrating how claims vary with time spent.

Support Duration	Unit Quantity (Hour)	Hour Format	Total claim amount if unit price is set to \$193.99
10 Minutes	0.17	0:10	\$32.33
20 Minutes	0.33	0:20	\$64.66
30 Minutes	0.50	0:30	\$97.00
40 Minutes	0.67	0:40	\$129.33
50 Minutes	0.83	0:50	\$161.66
60 Minutes	1.00	1:00	\$193.99

### Example – Claiming for a support subject to price limit

A Support Coordination provider has agreed to deliver a support to a participant at an hourly rate of \$100. If the provider provides support for 30 minutes, then can claim for a quantity of 0.5 units or claim 0:30 hours. This should be claimed at a unit price of \$100 and will result in a payment of \$50. They should not claim for 1 unit at \$50.

### Example – Claiming for a support subject to price limit

A provider has agreed to deliver a support to a participant at an hourly rate of \$190. If the provider delivered 45 minutes, they can claim for a quantity of 0.75 units or claim 0:45 hours. This should be claimed at a unit price of \$190 and will result in a payment of \$142.50. They should not claim 1 unit at \$142.50.

## Claiming for support items that do not have a price limit

Where a support item does not have a price limit then the provider and participant should agree on the reasonable price for the support. If necessary, they should also agree on the billing schedule for the support. For example, they might agree that a support should be claimed weekly. These claims are subject to the general claiming rules, including that, in general, supports can only be claimed for after they have been delivered.

The provider should claim for that item by reference to the “notional unit price” if there is one set out in the *NDIS Support Catalogue* or the *NDIS Assistive Technology, Home Modifications and Consumables Code Guide*.

### Example – Claiming for Low Cost AT

A Provider has agreed to deliver a text player to a participant at a cost of \$530.

The relevant support item (03\_220300911\_0113\_1\_1: Low Cost AT for Vision Related AT) is not subject to a price limit but has a “notional” unit price of \$1.00.

The provider would submit a payment request for 530 units at \$1.00 a unit for a total amount of \$530.

### Example – Claiming for Activity Based Transport

The activity based transport support items are not subject to price limits but have a “notional” unit limit of \$1.00.

If, as in the above example, the non-labour costs of the activity based transport was \$21.50 (in this example against the support item 04\_590\_0125\_6\_1) then the provider would submit a payment request for 21.5 units at \$1.00 a unit for a total cost of \$21.50.

## Time of Day and Day of Week

In determining which price limit is applicable to a support, the important consideration is when the support is provided to the participant, not the shift of the worker used to deliver that support as determined by the applicable Industry Award or Enterprise Bargaining Agreement.

For NDIS claiming purposes, the provider must first determine the day of the week on which the support was provided on and then the time of the day during which the support was delivered. (Note: weekday means Monday, Tuesday, Wednesday, Thursday, or Friday).

- A **Night-time Sleepover Support** is any support to a participant delivered on a weekday, a Saturday, a Sunday or a Public Holiday that:
  - Commences before midnight on a day and finishes after midnight on that day; and
  - Is for a continuous period of eight (8) hours or more; and
  - The worker is allowed to sleep when they are not providing support.
- A **Public Holiday Support** is any support to a participant that starts at or after midnight on the night prior to a Public Holiday and ends before or at midnight of that Public Holiday (unless it is a Night-time Sleepover Support).
- A **Saturday Support** is any support to a participant that starts at or after midnight on the night prior to a Saturday and ends before or at midnight of that Saturday (unless it is a Public Holiday or Night-time Sleepover Support).
- A **Sunday Support** is any support to a participant that starts at or after midnight on the night prior to a Sunday and ends before or at midnight of that Sunday (unless it is a Public Holiday or Night-time Sleepover Support).
- A **Weekday Support** is any other support:

- For Disability Support Workers:
  - A **Weekday Daytime Support** is any support to a participant that starts at or after 6:00 am and ends before or at 8:00 pm on a single weekday (unless it is a Public Holiday or Night-time Sleepover Support).
  - A **Weekday Evening Support** is any support to a participant that starts at or after 8:00 pm and finishes at or before midnight on a single weekday (unless it is a Public Holiday or Night-time Sleepover Support).
  - A **Weekday Night Support** is any support to a participant that commences at or before midnight on a weekday and finishes after midnight on that weekday, or commences before 6:00 am on a weekday and finishes on that weekday (unless it is a Public Holiday, Saturday, Sunday or Night-time Sleepover Support).
- For Nurses delivering Nursing Supports:
  - A **Weekday Daytime Support** is any support to a participant that commences before 12.00 noon on a Weekday and finishes on the same day (unless it is a Public Holiday, Weekday Evening, or Weekday Night Support).
  - A **Weekday Evening Support** is any support to a participant that commences not earlier than 12.00 noon on a Weekday and finishes after 6.00 pm on the same day (unless it is a Public Holiday Support).
  - A **Weekday Night Support** is any support to a participant that commences on or after 6.00 pm on a Weekday and finishes before 7.30 am on the following day (unless it is a Public Holiday Support).

If a support to a participant does not meet one of the above criteria, then it needs to be billed as two or more separate supports. An exception to this general rule occurs when a particular support crosses a shift boundary and the same worker delivers the entire support. In this case, the higher of the relevant price limits applies to the entire support and the provider should make the claim against the relevant support item. Providers are required to discuss this billing arrangement with the participant.

### Night-Time Sleepover supports

This support provides a participant with assistance with, or supervision of, personal tasks of daily life where overnight support is needed, but the caregiver can sleep when not required to provide support. This support applies to any day of the week and on public holidays. This support item includes up to two hours of active supports provided to the participant for the duration of the period. Providers may claim for the third or additional hour at Saturday rates on weekdays, or at applicable rates on other days (Saturday, Sunday or Public Holidays).

Note: there is no night-time sleepover support item for nurses.

## Claiming for Telehealth Services

Telehealth can be used to deliver direct supports where appropriate and with the agreement of the participant.

Providers can only claim Telehealth Services where the following conditions are met:

- The delivery of the support by telehealth is appropriate; and

- The proposed charges for the activities comply with the *NDIS Pricing Arrangements and Price Limits* and with the Service Agreement with the participant; and
- 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 (that is, the provider explains the value of these activities to the participant); and
- The provider has the agreement of the participant in advance (that is, the service agreement between the participant and provider specifies that Telehealth services can be claimed).

Providers have a duty of care to their participants to ensure they are providing the same standard of care through video technology as in a clinical setting.

Claims for Telehealth Services should be made using the relevant support item as indicated in *NDIS Pricing Arrangements and Price Limits* by using the "Telehealth Services" option in the myplace portal.

## Claiming for Non-direct Services

### Non-Face-to-Face Support Provision

Providers can only claim from a participant's plan for the Non-Face-to-Face delivery of a support item if all of the following conditions are met:

- The *NDIS Pricing Arrangements and Price Limits* indicates that providers can claim for Non-Face-to-Face Support Provision in respect of that support item; and
- The proposed charges for the activities comply with the *NDIS Pricing Arrangements and Price Limits* and with the Service Agreement with the participant; and
- The activities are part of delivering a specific disability support item to that participant or in the case of group-based supports, are required to enable the group support to be delivered (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 (that is, the provider explains the value of these activities to the participant); and
- The provider has the agreement of the participant in advance (that is, the service agreement between the participant and provider specifies that Non-Face-to-Face supports can be claimed).

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 claimed against this support item.

The costs of training and up-skilling staff, and of supervision, are included in the base price limits for supports and are not considered 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 claim a support item from a participant's plan if they have completed activities that are part of the support for that participant. Charging a fee that is not linked to completed activities is not permitted.

Time spent on administration, such as the processing of NDIS payment claims for all clients, 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, including the costs of administration tasks. Examples of administrative activities that are covered by the overhead component of the support price limits and that should not be billed as Non-Face-to-Face supports include, but are not limited to:

- 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 a quoting tool;
- Making service bookings; and
- Making payment claims.

The fee charged for Non-Face-To-Face supports must be reflective of the needs of the participant in the context of the relevant support, and in agreement with the participant.

Claims for Non-Face-to-Face supports are made using the relevant support item, using the "Non-Face-to-Face" option in the myplace portal.

### Provider Travel

Providers can only claim from a participant's plan for travel costs in respect of the delivery of a support item if all the following conditions are met:

- The *NDIS Pricing Arrangements and Price Limits* indicates that providers can claim for Provider Travel in respect of that support item; and
- The proposed charges for the activities comply with the *NDIS Pricing Arrangements and Price Limits* and
- The activities are part of delivering a specific disability support item to that participant; and
- The support is delivered directly (face-to-face) to the participant; and
- The provider explains the activities to the participant, including why they represent the best use of the participant's funds (that is, the provider explains the value of these activities to the participant); and
- The provider has the agreement of the participant in advance (that is, the 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 because 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.

### **Provider Travel – Labour Costs (Time)**

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 participant is when the support is delivered.)

In addition to the above travel, providers delivering core and capacity-building supports are permitted to claim for provider travel in respect of a support item can also claim for the time spent travelling from the last participant to their usual place of work. Note, this travel is only claimable when the provider must pay their worker for the return travel time. 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 participant is when the support is delivered.)

For therapy supports providers, including early childhood therapy, the price limit for provider travel time is 50% of the regular price limit for these items. For example, if a speech pathologist travelled for 1 hour in an MMM5 area to deliver support to a participant, the maximum claimable for this travel time component would be \$97.00 (which represents 50% of the direct hourly price limit of \$193.99). This does not impact the amount that can be claimed for non-labour costs.

Where a worker is travelling to provide services to more than one participant in a 'region', then it is reasonable for a provider to apportion all of the travel time (including the return journey where applicable) between the participants who received support from the worker. This apportionment should be agreed with each participant in advance as part of the service agreement.

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.

### **Provider Travel – Non-Labour Costs**

If a provider incurs costs, in addition to the cost of a worker's time, when travelling to deliver Face-to-Face supports to a participant (such as 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. The NDIA considers that the following would be reasonable contributions:

- For a vehicle owned by the provider or the worker, up to \$0.99 a kilometre; and
- For other forms of transport or associated costs, such as road tolls, parking, public transport fares, up to the full amount.

Claims can only be made for the non-labour costs associated with provider travel in respect of a support where the rules governing provider travel allow a claim for provider travel time to be made.

Claims for the non-labour costs of provider 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) and for the travel time associated with the provider travel. The non-labour costs should be claimed against the relevant "Provider Travel – non-labour costs" support item as indicated in the *NDIS Pricing Arrangements and Price Limits*.

Support items

These support items can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. Where a worker is travelling to provide services to more than one participant in a 'region' then the provider should apportion the non-labour travel costs (including the return journey where applicable) between the participants, with the agreement of each participant in advance.

These support items are not subject to price limits. See page 19 for further information on how to claim for support items that are not subject to a price limit.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_799_0102_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0104_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0106_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0107_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0110_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0114_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0115_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0117_8_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0118_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0119_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0120_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0126_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0128_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0129_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0132_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
04_799_0104_6_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
04_799_0125_6_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
04_799_0133_5_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0134_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
01_799_0135_1_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
04_799_0136_6_1	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
07_799_0106_6_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
07_799_0117_8_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
07_799_0132_8_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
08_799_0106_2_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
09_799_0106_6_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
09_799_0117_6_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
10_799_0102_5_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
10_799_0128_5_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
10_799_0133_5_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
11_799_0110_7_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
11_799_0117_7_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
12_799_0126_3_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
12_799_0128_3_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
13_799_0102_4_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
14_799_0127_8_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
15_799_0106_1_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
15_799_0103_6_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
15_799_0114_1_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
15_799_0117_1_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
15_799_0118_1_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_799_0119_1_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
15_799_0126_1_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
15_799_0128_1_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
15_799_0134_1_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00
15_799_0135_1_3	Provider travel - non-labour costs	Each	\$1.00	\$1.00	\$1.00

**Example – Provider Travel – Core support – Single Participant – MMM 1-3**

A support worker, employed by a provider, travels for 25 minutes (30 kilometres) to a participant in zone 3 of the Modified Monash Model. They provide two hours of support to the participant. They then spend 25 minutes (30 kilometres) returning to their usual place of business.

The provider and participant have agreed an hourly rate of \$50.00. **They have also agreed that the provider can claim for travel time and for the non-labour costs associated with that travel (at \$0.78 per kilometre).**

The 25 minutes of travel to the participant is less than the 30-minute time cap, and so the provider is entitled to claim for the whole 25 minutes of travel time to the participant. They are also entitled to claim for the 25 minutes spent travelling back to their usual place of business as the provider is required to pay their worker for this time and it fits within the 30-minute time-cap.

Because the worker uses his or her own car to drive to the participant, the provider has agreed to pay the worker \$0.78 per kilometre travelled. The provider can also seek reimbursement for this cost from the participant’s plan under the Service Agreement.

The provider’s claim for this support is in three 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 against support item 01\_301\_0104\_1\_1;
- \$41.67 for the 50 minutes travel to and from the participant against support item 01\_301\_0104\_1\_1 using the drop-down field “Provider Travel”; and
- \$46.80 for the 60 kilometres travel to and from the participant against support item 01\_799\_0104\_1\_1.

**Example – Core support – Multiple Participants – MMM 4-5**

A disability support worker travels for 65 minutes (60 kilometres) to Participant A in zone 4 of the Modified Monash Model. They then provide two hours of the support to participant A. The worker then travels 25 minutes (50 kilometres) to Participant B, who is also located in zone 4. They deliver one hour of support to participant B. They then spend 40 minutes (40 kilometres) returning to their usual place of business.

The provider who employs the worker has agreed to pay the worker for the time they spend travelling.

The provider and participants have agreed an hourly rate for the supports of \$50.00. They have also agreed that the provider can charge for their travel time (to and from all the participants) and for the non-labour costs associated with that travel (at \$0.78 per allowable kilometre) and that the provider can apportion the costs of the travel between all the participants.

The provider is entitled to apportion to total of 90 minutes (65+25) of travel time to participants A and B. This is less than the 60-minute time-cap that can be claimed against each participant. They are also entitled to claim for the time spent travelling back to their usual place of business as the provider is required to pay the worker for this time and it fits under the time-cap. In total, 130 minutes of travel (65 + 25 + 40) can be claimed, apportioned as 65 minutes for each participant.

Because the worker uses his or her own car to drive to the participant, the provider has agreed to pay the worker \$0.78 per kilometre travelled. The provider can also seek reimbursement for this cost from the participants’ plans under the Service Agreement. However, they are only entitled to claim for 150 kilometres.

The provider’s claim for these supports is in three parts for each participant, which should be shown separately on their invoice to the participant and claimed for separately.

Participant A

- \$100.00 for the two hours of support against support item 01\_301\_0104\_1\_1;
- \$54.17 for the 65 minutes travel to, between and from participants against support item 01\_301\_0104\_1\_1 using the drop-down field “Provider Travel”; and
- \$58.50 for 75 kilometres travel to and between participants against support item 01\_799\_0104\_1\_1.

Participant B

- \$50.00 for the one hour of support against support item 01\_301\_0104\_1\_1;

- \$54.17 for the 65 minutes travel to, between and from participants against support item 01\_301\_0104\_1\_1 using the drop-down field "Provider Travel"; and
- \$58.50 for 75 kilometres travel to and between participants against support item 01\_799\_0104\_1\_1.

**Example – Capacity building support -Single Participant – MMM 1-3**

A Speech Pathologist employed by a provider travels for 35 minutes (40 kilometres) to a participant in zone 3 of the Modified Monash Model. They provide two hours of Speech Pathology support to the participant. They then spend 25 minutes (40 kilometres) returning to their usual place of business.

The provider who employs the worker has agreed to pay the worker for the time they spend travelling.

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 at a rate of \$97.00 per hour and for the non-labour costs associated with that travel (at \$0.78 per kilometre).**

Because this is in a MMM1-3 area, the provider is entitled to claim for travel to the participant up to the 30-minute time cap. The 5 minutes of travel to the participant above the cap is not claimable. They are also entitled to claim for the time spent travelling back to their usual place of business claiming the 25 minutes of return travel. In total, 55 minutes of travel can be claimed.

Because the worker uses his or her own car to drive to the participant, the provider has agreed to pay the worker \$0.78 per kilometre travelled. There is a service agreement between the provider and the participant which states the provider is able to claim the non-labour costs associated with this travel. Because the travel time for both the journey to and from the participant are claimable in this case, the non-labour costs associated with both periods of travel can also be claimed under the service agreement.

The provider's claim for these supports is in three parts, which should be shown separately on their invoice to the participant and claimed for separately.

- \$380.00 for the two hours of support against support item 15\_622\_0128\_1\_3
- \$88.91 for the 55 minutes travel to the participant against support item 15\_622\_0128\_1\_3 using the drop-down field "Provider Travel"; and
- \$62.40 for the non-labour costs of 80 kilometres travel to and from the participant against support item 15\_799\_0128\_1\_3.

***Provider Travel (in Remote and Very Remote Areas)***

In remote and very remote areas (MMM6 and MMM7), providers delivering core and capacity building supports may enter specific arrangements with participants to cover travel costs, up to the relevant hourly rate for the support item, or up to 50% of the relevant hourly price limit for the support item for therapeutic support providers. Providers should assist participants to minimise the travel costs that they need to pay (for example, by co-ordinating appointments with other participants in an area, so that travel costs can be shared between participants, or by considering the delivery of the support by telehealth where appropriate).

## Short Notice Cancellations

Where a provider has a Short Notice Cancellation (or no show), they can claim up to 100% of the agreed fee associated with the activity from the participant's plan, subject to the *NDIS Pricing Arrangements and Price Limits* and the terms of the service agreement with the participant.

Providers can only claim from a participant's plan for a Short Notice Cancellation of the delivery of a support item to the participant if all of the following conditions are met:

### **Short Notice Cancellation – 2 clear business days**

- This policy typically applies to non-DSW supports where a participant has provided less than two (2) clear business days' notice of cancellation for a support, or if a participant does not show up for a scheduled support within a reasonable time or is not present at the agreed place within a reasonable time when the provider is travelling to deliver the support.
- The NDIS Pricing Arrangements and Price Limits document indicates that providers can claim for a Short Notice Cancellation – 2 clear business days, in respect of that support item.
- Providers may choose to waive the short notice cancellation fee at their discretion (this may relate to the individual circumstances of the participant) or offer better terms of a notice period from their own policies.
- The provider was not able to find alternative billable work for the relevant worker and, if not a sole trader/partnership, are required to pay the worker for the time that would have been spent providing the support
- Providers should document the terms of short notice cancellations policies in participant service agreements.

### **Short Notice Cancellation – 7 days**

- This policy typically applies to DSW supports where a participant has provided less than seven (7) days' notice of cancellation for a support for a support, or if a participant does not show up for a scheduled support within a reasonable time or is not present at the agreed place within a reasonable time when the provider is travelling to deliver the support.
- The NDIS Pricing Arrangements and Price Limits document indicates that providers can claim for a Short Notice Cancellation - 7 days, in respect of that support item.
- The provider was not able to find alternative billable work for the relevant worker and, if not a sole trader/partnership, are required to pay the worker for the time that would have been spent providing the support
- Providers may choose to waive the short notice cancellation fee at their discretion (this may relate to the individual circumstances of the participant) or offer better terms of a notice period from their own policies.
- Providers should document the terms of short notice cancellations policies in participant service agreements.

For supports delivered to a group of participants, if a participant cancels their attendance and if the provider is unable find another participant to attend the group session in their place then, if the other requirements for a Short Notice Cancellation are met, the provider is permitted to bill the participant who has made the short notice cancellation at the previously agreed rate that they would have billed if the participant had attended the group session. All other participants in the group should also be billed as though all participants had attended the group.

Claims for a Short Notice Cancellation should be made using the same support item that would have been used if the support had been delivered, using the “Cancellation” option in the myplace portal.

There is no hard limit on the number of Short Notice Cancellations (or no shows) for which 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.

**Example – Short Notice Cancellation 2 clear business days**

An appointment for one-hour support is scheduled for 10 am on a Tuesday following a Public Holiday on Monday of the same week.

A participant cancels the appointment after 10 am on the Thursday before the Public Holiday. The provider is not able to find alternative billable work for the relevant worker assigned to the support and is required to pay the worker for the time that would have been spent providing the service.

If the Service Agreement between the participant and the provider has included cancellation arrangements, then the provider can claim for this support. The claim should be made at the agreed rate for the service against the relevant support item using the drop-down field “Cancellation” when lodging the claim.

**Example – Short Notice Cancellation 7 days**

A one-hour support is scheduled for 10 am on a Tuesday following a Public Holiday Monday.

The participant cancels the support at 10 am on the Tuesday before the Public Holiday Monday 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.

If the Service Agreement between the participant and the provider has included cancellation arrangements, then the provider can claim for this support. The claim should be made at the agreed rate for the service against the relevant support item using the drop-down field “Cancellation”. The public holiday does not change the 7 days notice period

**Example – Provider waives the Short Notice Cancellation fee**

A participant misses their appointment with a therapist. The therapist follows this up with the participant and leaves a voicemail message. When the participant doesn’t respond, the therapist follows up the participant again expressing their concern for the participants well-being and reminding them of the cancellation policy. The participant responds to the second message and apologises and explains they couldn’t attend due to sensory overload from an unforeseen event that occurred of the day of the appointment. The therapist empathises with the participant and reschedules the appointment, waiving the cancellation fee.

**Example – More restrictive cancellation fee agreed**

A participant negotiates a cancellation agreement with the provider where the provider can claim for cancellations if less than 48 hours notice was given. A one-hour support is scheduled for 10am Tuesday following a public holiday Monday. The participant cancels at 10am Friday.

A short-notice cancellation would be claimable, as this would be in line with the agreement with the participant.

**NDIA Requested Reports**

Providers can only claim from a participant’s plan for a NDIA Requested Report if all of the following conditions are met:

- The *NDIS Pricing Arrangements and Price Limits* indicates that providers can claim for NDIA Requested Reports in respect of that support item and the proposed charges for the activities comply with the *NDIS Pricing Arrangements and Price Limits*; and
- The provider has the agreement of the participant in advance (i.e., the service agreement with the participant should specify that NDIA Requested Reports can be claimed); and
- The report is requested by the NDIA.

A report is considered to have been requested by the NDIA if it is a report that is required at the commencement of a plan that outlines plan objectives and goals, or at plan review that measures functional outcomes against the originally stipulated goals, or that makes recommendations for ongoing needs (informal, community, mainstream or funded supports). Providers may also claim for other NDIA-requested therapy report that is stipulated as being required in a participant’s plan.

Claims for NDIS requested reports should be made using the relevant support item, using the “NDIA Report” option in the myplace portal.

## Claiming for Activity Based Transport

### Activity Based Transport – Social, Economic and Community Participation Supports

Providers of supports in the Assistance with Social, Economic and Community Participation Support Category (“community participation supports”) can, at the request of a participant, transport a participant to, or from, or as part of, a community participation support. In these cases, the provider is entitled, with the agreement of the participant, to bill the participant’s plan for the time that support workers spend providing the transport support (as part of the community participation support). They are also entitled to bill for any non-labour costs associated with transporting the participant (again, as part of the community participation support).

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 apportioned amongst participants. This claim should be made using the relevant community participation support item and against the participant’s core budget.

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 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. The following is a guide as to what these contributions might be:

- For a vehicle that **is not** modified for accessibility, up to \$0.99 a kilometre;
- For a vehicle that is modified for accessibility or a bus, up to \$2.76 a kilometre;
- For other forms of transport or associated costs, such as road tolls, parking, and public transport fares, up to the full amount.

### Support items

These non-labour costs should be claimed against the relevant activity-based transport support item. These support items can be delivered to individual participants and to groups of participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. Where a provider is transporting two or more participants on the same trip, these additional costs should be apportioned amongst participants, with the agreement of each participant in advance.

These support items are not subject to price limits. See page 19 for further information on how to claim for support items that are not subject to a price limit.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_590_0125_6_1	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00
04_591_0136_6_1	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00
04_592_0104_6_1	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00

General Claiming Rules

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04_821_0133_6_1	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00
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## Activity Based Transport – Capacity Building Supports

Providers of the following capacity building support items are also, with the agreement of a participant, permitted to claim for Activity Based Transport when delivering those supports.

Registration Group	Support Category	Support Number	Support Name
<b>102 – Assistance to Access and Maintain Employment or Higher Education</b>	Finding and keeping a job	10_016_0102_5_3	Employment Support
	Improved learning	13_030_0102_4_3	Transition Through School And To Further Education
<b>106 – Assistance In Coordinating Or Managing Life Stages, Transitions And Supports</b>	Improved living arrangements	08_005_0106_2_3	Assistance With Accommodation And Tenancy Obligations
	Increased social and community participation	09_006_0106_6_3	Life Transition Planning Incl. Mentoring, Peer-Support And Individual Skill Develop
	Support Coordination	07_101_0106_6_3 to 07_105_0106_6_3	Psychosocial Recovery Coaching
<b>117 – Development Of Daily Living And Life Skills</b>	Increased social and community participation	09_009_0117_6_3	Skills Development And Training
	Improved relationships	11_024_0117_7_3	Individual Social Skills Development

### Support items

These support items can be delivered to individual participants or groups of participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. Where a provider is transporting two or more participants on the same trip, these additional costs should be apportioned amongst participants, with the agreement of each participant in advance.

These support items are not subject to price limits. See page 19 for further information on how to claim for support items that are not subject to a price limit.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
07_501_0106_6_3	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00
08_590_0106_2_3	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00
09_590_0106_6_3	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00
09_591_0117_6_3	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00
10_590_0102_5_3	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00
10_590_0133_5_3	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00
11_590_0117_7_3	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00
13_590_0102_4_3	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00

**Example – Activity Based Transport**

A provider has agreed to deliver a support in the Assistance with Social, Economic and Community Participation Support Category to a participant and the participant has requested that the provider transport the participant from their home to a local swimming pool and back again, as part of that support.

The transport by a non-disability modified vehicle takes 25 minutes to arrive at the swimming pool, including the time to assist the participant to and from the vehicle and getting them set up to participate in the activity. The support worker accompanies the participant in the vehicle. They then provide 40 minutes of support to the participant at the pool. Afterwards, they spend 20 minutes returning the participant to their home by the same vehicle. The pool is 10 kilometres from the participant’s home.

The provider and participant have agreed an hourly rate of \$50.00, which is below the price limit for this item. This amount also applies to the support worker’s time when transporting participants.

The provider and participant have also agreed for the provider to claim for the activity-based transport costs, which in this case they have agreed are the support worker’s car park fee (\$4.50) and vehicle running costs at a rate as agreed with the participant of \$0.85 a kilometre (2x10 km) against support line item

The provider’s claim for the support will be claimed in the Portal as:

- \$70.83 for the 40 minutes of direct support at the swimming pool and 45 minutes transport time against support item 04\_104\_0125\_6\_1;
- \$21.50 for the non-labour costs of the activity-based transport against the support item 04\_590\_0125\_6\_1.

Note: The provider may also be able to make a claim for the time taken by the worker to travel to the participant before the support commences (see the discussion of Provider Travel above).

**Regional, Remote and Very Remote Areas**

Different pricing arrangements can apply depending on whether a support is delivered in a regional remote or very remote area.

**Modified Monash Model**

To determine whether a support is being delivered in a regional remote or very remote area the NDIA uses a modification of the Modified Monash Model (MMM). From the 24 October 2020, the 2019 version of the MMM will be used by the NDIS.

The MMM determines regional, remote and very remote areas using a scale based on population size and locality (see Table below).

Description	NDIA Zone	MMM	Inclusion
<b>Metropolitan</b>	MMM 1	1	All areas categorised as Major Cities of Australia in the Australian Bureau of Statistics Australian Statistical Geography Standard – Remoteness Areas (ASGS-RA) framework (see <a href="#">the ABS website</a> ).
<b>Regional Centres</b>	MMM 2-3	2	Areas categorised as Inner Regional Australia or Outer Regional Australia in the ASGS-RA 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 in the ASGS-RA 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.
<b>Regional Areas</b>	MMM 4-5	4	Areas categorised as Inner Regional Australia or Outer Regional Australia in the ASGS-RA 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 categorised as Inner Regional Australia or Outer Regional Australia in the ASGS-RA, except areas on islands that have a population of less than 1,000 and are not classified as MM2, MM3 or MM4.
<b>Remote</b>	MMM 6	6	All areas categorised as Remote Australia in the ASGS-RA, except areas on a populated island that is separated from the mainland and is more than 5km offshore; and Areas categorised as Inner Regional Australia or Outer Regional Australia in the ASGS-RA that are islands that have a population of less than 1,000 and are not otherwise classified.
<b>Very Remote</b>	MMM 7	7	All other areas – that being areas classified as Very Remote Australia in the ASGS-RA, and areas on a populated island that is separated from the mainland in the ABS geography and is more than 5km offshore.

Providers and participants can determine the MMM rating of a location using the Health Workforce Locator tool on the Department of Health's [website](#).

**Isolated Towns Modification**

The NDIA modifies the Modified Monash Model classification of some locations. Where a location is surrounded by Remote or Very Remote areas then the NDIA classifies that enclave as a Remote area for planning and pricing purposes. The following Table sets out the enclaves that the NDIA has reclassified.

NDIA Enclave	Postcode	Location Name	State	MMM Rating	NDIS MMM Rating
Balranald	2715	Balranald	NSW	5	6
Broken Hill	2880	Broken Hill	NSW	3	6
Hay	2711	Hay	NSW	5	6
	2711	Hay South	NSW	5	6
Ravenswood/Warren	2824	Ravenswood	NSW	5	6
	2824	Warren	NSW	5	6
Cardwell	4849	Cardwell	QLD	5	6
Charters Towers	4820	Queenton	QLD	4	6
	4820	Charters Towers	QLD	4	6
	4820	Alabama Hill	QLD	4	6
	4820	Breddan	QLD	4	6
	4820	Broughton	QLD	4	6
	4820	Grand Secret	QLD	4	6
	4820	Millchester	QLD	4	6
	4820	Mosman Park	QLD	4	6
	4820	Richmond Hill	QLD	4	6
	4820	Southern Cross	QLD	4	6
	4820	Toll	QLD	4	6
4820	Towers Hill	QLD	4	6	
Dysart	4745	Dysart	QLD	5	6
Emerald	4702	Bluff	QLD	5	6
	4702	Comet	QLD	5	6
	4702	Jellinbah	QLD	5	6
	4717	Blackwater	QLD	5	6
	4720	Emerald	QLD	4	6
Moranbah	4741	Coppabella	QLD	5	6
	4744	Moranbah	QLD	4	6
Roma	4455	Roma	QLD	4	6
	4455	Blythdale	QLD	5	6
	4455	Euthulla	QLD	5	6
	4455	Orange Hill	QLD	5	6
Geraldton	6514	Greenhead	WA	5	6
	6514	Leeman	WA	5	6
	6530	Geraldton	WA	3	6
	6535	Horrocks	WA	5	6
Kambalda	6442	Kambalda West	WA	5	6
	6442	Kambalda East	WA	5	6
Kalgoorlie	6430	Kalgoorlie	WA	3	6
	6430	Broadwood	WA	3	6
	6430	Hannans	WA	3	6
	6430	Karlkurla	WA	3	6
	6430	Lamington	WA	3	6
	6430	Mullingar	WA	3	6
	6430	Piccadilly	WA	3	6
	6430	Somerville	WA	3	6

NDIA Enclave	Postcode	Location Name	State	MMM Rating	NDIS MMM Rating
	6430	South Kalgoorlie	WA	3	6
	6430	West Kalgoorlie	WA	3	6
	6430	West Lamington	WA	3	6
	6430	Williamstown	WA	3	6
	6432	Boulder	WA	3	6
	6432	South Boulder	WA	3	6
	6432	Victory Heights	WA	3	6
Merredin	6415	Merredin	WA	5	6
Gunbalanya	0822	Gunbalanya	NT	6	7

### Pricing Arrangements in Regional, Remote and Very Remote Areas

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 Metropolitan areas, Regional Centres or Regional Areas. However, some different pricing arrangements do apply in Regional Areas (MMM4-5) as set out in the *NDIS Pricing Arrangements and Price Limits*.

When a support is provided directly to a participant, and the worker delivering the support is at the same location as the participant, the price limit that applies to the support is determined by the location of the participant at the time of service. For example, if a participant living in a Remote location visits a provider to receive a service, the support is subject to the price limit that applies to that location – not the Remote price limit.

When a support is provided directly to a participant via telehealth, the price limit that applies to the support should, in general, be the price limit that would apply if the participant was receiving the support at the place that the person who is delivering the support is located at the time of service. However, participants in Remote or Very Remote areas can agree that those price limits should apply to the support if they are satisfied that the support provides value for money.

When a support is not provided directly (for example, **Non-Face-to-Face Support Provision** or **NDIA Requested Reports**) then the price limit that applies to the support is the price limit that would apply if the participant was receiving the support at the place that the person who is delivering the support is located at the time of service delivery.

### Claiming for Group-Based Supports

When a support item is delivered to more than one person at the same time (a group of people) then, unless the *NDIS Pricing Arrangements and Price Limits* states otherwise, the price limit for each participant is the applicable price limit set out in the relevant support table divided by the number of people in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the lower price limit as set out above.

Providers can only claim for supports that are related to the reasonable and necessary needs of a participant. Where a participant attends a group-based session then a provider should only claim for the time of more than one worker against that participant’s plan if all those workers were involved in the direct support of the participant for the time claimed.

## Programs of Support

A provider of group-based supports in any of the following categories can enter into an agreement with a participant for a “program of support”, especially where the program is towards the achievement of a specified outcome:

- Any support in the Assistance in Shared Living Arrangements – Supported Independent Living section of the *Assistance with Daily Life* Support Category;
- Any support in the *Assistance with Social, Economic and Community Participation* Support Category, including Supports in Employment; and
- Any support in any Capacity Building Support Category.

Under this approach, providers claim against the plans of all the participants who had agreed to attend an instance of support in the program of support as though they had attended (whether or not they did) – as long as the provider had the capacity to deliver the support. Supports delivered as part of a program of supports are not subject to the short notice cancellation rules.

Note: Providers in Registration Group 0118 (Early Intervention Supports for Early Childhood) can include 1:1 supports in a program of support but only where these are provided in combination with group supports.

Programs of support must be no longer than six months (unless specifically allowed for in the *NDIS Pricing Arrangements and Price Limits*; where a Program of Support is longer than 12 weeks, providers must ensure that participants have an opportunity to regularly review their program of support. Participants must be able to exit from a program of supports without cost, subject to a notice period of no more than two (2) weeks. Providers and participants can agree to a new Program of Support at any time.

Where a participant stops attending an agreed program of support but does not provide a notice, a provider may only continue claiming for a total of four (4) consecutive weeks from when the participant stopped attending. This is considered an unplanned exit. A provider is not able to continue to claim past four (4) consecutive weeks of non-attendance, unless the participant notifies the provider during that period that they wish to continue in the Program of Support.

Providers who offer programs of support must enter into an agreement with each participant specifying the program of support, including its length, exit rules and intended outcomes. These agreements must be consistent with the *NDIS Pricing Arrangements and Price Limits*. In particular, providers cannot pre-claim for programs of support. Each instance of support in the program of support has to be delivered before the provider can claim for that instance of support.

## Claiming for Centre Capital Costs

A provider delivering supports in one of the following Registration Groups can claim an additional amount for the costs of running and maintaining a facility (Centre) through the relevant Centre Capital Cost support item when a support item (“the primary support”) in the *Assistance with Social, Economic and Community Participation* Support Category is delivered in the facility:

- High Intensity Daily Personal Activities (0104);
- Specialised Supported Employment (0133); and
- Group and Centre Based Activities (0136).

If the primary support is being delivered to a group of participants, then the provider can claim up to price limit of the relevant Centre Capital Cost support item in respect of each of the participants for each hour of the support.

When a support is delivered partially in a Centre and partially in the Community, and the Centre is available at all times during the support if required, then providers can claim up to the price limit for the relevant Centre Capital Cost support item for the entire period of the support.

The Centre Capital Cost support items can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, this support item can be used to claim for:

- **Short Notice Cancellation – 7 days**

These support items are subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_599_0104_6_1	Centre Capital Cost	Hour	\$2.59	\$3.63	\$3.89
04_599_0133_5_1	Centre Capital Cost	Hour	\$2.59	\$3.63	\$3.89
04_599_0136_6_1	Centre Capital Cost	Hour	\$2.59	\$3.63	\$3.89
10_599_0133_5_3	Centre Capital Cost	Hour	\$2.59	\$3.63	\$3.89

## Claiming for Establishment Fees for Personal Care/Participation Supports

These support items recognise the otherwise non-claimable costs that providers face in establishing arrangements with participants. They can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*

These support items are claimable by a provider who assists a participant with the implementation of their NDIS Plan, who has made an agreement with the participant to supply a minimum of 20 hours per month for three or more consecutive months of:

- **Personal Care Supports** – that is, supports in the Activities of Daily Living Support Category that are delivered by providers in the Registration Groups:
  - Daily Personal Activities (0107); or
  - High Intensity Daily Personal Activities (0104); or
- **Participation Supports** – that is, supports in the Social, Economic and Community Participation Support Category delivered by providers in the Registration Groups:
  - Participation in Community, Social and Civic Activities (0125); or
  - Group and Centre Based Activities (0136); or
  - High Intensity Daily Personal Activities (0104) when delivered for community access or group supports; or
  - Specialised Supported Employment (0133).

Each provider can only claim an Establishment Fee in respect of a participant once across all plans. If a provider delivers services to a participant through more than one Registration Group or more than one Support Category, they can only claim for one Establishment Fee, and only if they meet the other requirements set out above. More than one provider is able to claim an Establishment Fee against a given plan as long as each provider meets the relevant requirements.

These support items are subject to price limits as set out in the following Table

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_049_0104_1_1	Establishment Fee for Personal Care/Participation	Each	\$702.30	\$983.22	\$1053.45
01_049_0107_1_1	Establishment Fee for Personal Care/Participation	Each	\$702.30	\$983.22	\$1053.45
04_049_0104_1_1	Establishment Fee for Personal Care/Participation	Each	\$702.30	\$983.22	\$1053.45
04_049_0125_1_1	Establishment Fee for Personal Care/Participation	Each	\$702.30	\$983.22	\$1053.45
04_049_0136_1_1	Establishment Fee for Personal Care/Participation	Each	\$702.30	\$983.22	\$1053.45
04_049_0133_5_1	Establishment Fee for Personal Care/Participation	Each	\$702.30	\$983.22	\$1053.45

## Claiming for Irregular SIL Supports

Irregular SIL Supports are intermittent or unplanned events that disrupt supports initially planned for in the SIL plan budget. Examples of situations where Irregular SIL Supports would be required include a participant falling ill or the cancellation of a day program, so that participants are in their home and require SIL supports for a period that was not initially planned and rostered for.

Claims for Irregular SIL supports are made using the relevant support item, using the “Irregular SIL Support” option in the myplace portal.

SIL Providers are only permitted to claim from a participant’s plan for Irregular SIL Supports if all of the following conditions are met:

- The *NDIS Pricing Arrangements and Price Limits* indicates that providers can claim for Irregular SIL Supports in respect of that support item;
- The proposed charges for the activities comply with the *NDIS Pricing Arrangements and Price Limits*;
- Where the SIL activity does not sit within the definition of a Regular SIL Supports;
- The provider works with the participant and/or their nominee to explain why Irregular SIL Supports are required, and the other options available; and
- The provider has agreement from the participant and/or their nominee to claim for the support before a payment request is made (i.e., the service agreement between the participant and the provider should specify that Irregular SIL Supports can be claimed when required).

In contrast, Regular SIL supports (claimed as Direct Services) are considered as those planned for as part of a usual week in the SIL plan budget, via an agreement with the participant and provider based on the levels of care that can be provided within the approved SIL budget.

The SIL Operational Guideline provides more detail about the types of services that are included and excluded from the provision of SIL supports.

## Claiming for more than one worker or therapist

Sometimes a participant requires assistance from more than one worker or therapist at the same time. In these cases, the provider is entitled to bill for the time spent providing the support by all workers and therapists involved in delivering the support. Examples of cases where this may occur include:

- Shadow shifts that allow new workers to be introduced to a participant who has complex individual support needs so that they can understand their support needs and patterns;

- Supervision of, or specific training for, therapy assistants by the supervising therapist as part of the handover of the support delivery to the participant by the therapist to the therapy assistant;
- Case conferences between therapists about the specific support needs of a participant.

### Shadow Shifts

Shadow shifts may be claimed 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 – for example, 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.

### Supervision / Specific Training for Therapy Assistants

Level 1 Therapy Assistants can only deliver support under the direct supervision of a therapist.

Level 2 Therapy Assistants can deliver supports under indirect supervision but may require specific training in the needs of the participant from the therapist before they take responsibility for the delivery of the therapy.

In these cases, it is appropriate for the provider to bill for the time spent by both the therapist and the therapy assistant. This arrangement can represent value for money for the participant compared to the alternative of all supports being delivered by the supervising therapists.

### Case Conferences for Therapists

Therapists, especially in rural and remote areas, may benefit from a case conference with other therapists about the specific care needs of a participant. In these cases, it is appropriate for the provider to bill for the time spent by all therapists on the case conference.

## Other Considerations

### Supports must be Reasonable and Necessary

The NDIS provides funding to participants for supports and services aimed at increasing their independence, inclusion, and social and economic participation.

Supports funded by the NDIS need to:

- Be related to the participant's disability;
- Not include day-to-day living costs that are not related to a participant's disability support needs;
- Represent value for money; and
- Be likely to be effective and beneficial to the participant.

Providers should not claim for supports from a participant's plan where the support is not in line with the participant's goals, objectives and aspirations as set out in their plan or where the support is not reasonable and necessary. Providers should also not claim for supports from a participant's

plan where the support is more appropriately funded or provided through other service systems. Further information on when a support is considered reasonable and necessary can be found on the [NDIS website](#).

### 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 to, for example, Medicare and the NDIS.

### Expenses Related to Recreational Pursuits

Providers should not claim payment from participant's plans for:

- Expenses related to recreational pursuits, such as event tickets for the participant, as they are not covered by the NDIS; or
- The cost of entry for a paid support worker to attend a social or recreational event.

### Prepayments

In general, Registered Providers can only make a claim for payment once a service booking has been created and the support has been delivered or provided.

For higher cost supports, the cost of the support may be claimed in stages in some circumstances, and before the support is finally delivered to the participant.

Prepayments represent funds paid in advance of the provider delivering the agreed support to the participant. Sometimes providers require prepayment(s) as collateral and/or to cover their expenses to source, build or tailor the support to meet the participant's unique needs.

In general, prepayments should only be sought where a business will incur unrecoverable costs should delivery of the support to the requesting participant not proceed (e.g., a custom-made support).

Prepayments are subject to all the following conditions:

- The support item is an assistive technology (including vehicle modification), or a home modification;
- The support item value exceeds \$1,500 or is custom made to address the participant's disability related requirements, and a valid quote has been provided and accepted by the participant (or their nominee);
- a service agreement between the provider and participant (or nominee) outlines the requirement of a prepayment (e.g., deposit) or milestone payments, in line with normal business practice; and
- The final payment of **not less than 10% of the total cost**, may not be claimed until the participant has received the support ready for use.

A participant is entitled to a refund of any balance of prepayment(s) less the actual unrecoverable expense incurred by the business to that point when supply is terminated. The participant remains fully entitled to their rights under Australian Consumer Law in all circumstances.

Prepayments can be claimed by providers for a support where that support is specifically identified as eligible for prepayments in the *NDIS Pricing Arrangements and Price Limits*. Other supports may be eligible for prepayment where the NDIA has given prior written approval (including conditions) to the registered provider to claim for prepayments.

### Subscription services

In some cases, a provider may claim for a service agreed with a participant using a subscription model of payment. In these cases, the participant is paying to be able to use that service (on the terms/hours agreed) for the period of the subscription. **Subscriptions may only be used for the supply of the following supports: Consumables (Support Category 03) and Assistive Technology (Support Category 05).**

Providers wanting to claim for a subscription-based service must make sure that:

- A plain English service agreement has been accepted by the participant, that makes clear to the participant the service and its costs (including any extra fees), as well as reasonable exit conditions.
- The maximum price limit for a subscription is \$5,000 per annum.
- Subscriptions are to be charged monthly (paid at or before the start of the service period). Small subscriptions, where the annual cost is not more than \$1,500, may be charged less frequently (quarterly or annually). For example, if a subscription service cost \$199 per year, it could be charged for just once per year.
- There are no penalties (for example exit fees) should a participant wish to cancel a subscription (with reasonable one month's notice) on or prior to the end of the paid subscription period.
- Invoices for the subscription to be paid, clearly describe the supports for the participant to be delivered/available during the subscription period. For monthly subscriptions, participants may agree in writing to be billed quarterly (in advance of the quarter) but must be refunded any unused months if they cancel the subscription with due notice (as stated above).

High value subscription claiming applies where the bundle of available Assistive Technology Products that a participant can access at any time is more than \$15,000.

Under high value AT, all the conditions of the subscription services apply, with exception to the maximum price limit, which is set to \$10,000 per annum.

Additional payments are permitted for high value AT subscriptions as follows:

- a) freight and in-home technical setup costs may be claimed at the commencement of the subscription;
- b) removal, and return to provider's agent nearest to the participant's residence, of the supplied AT at the end of the subscription (which may coincide with the death of the participant); and
- c) each such claim under a) or b) shall not exceed one (1) month's subscription fee or \$600, whichever is less.

### **Co-payments for Capital items, including Assistive Technology**

In general, providers are not permitted to request a co-payment by the participant for a support. However, where a participant would like a customisation to a support or assistive technology that is not considered reasonable or necessary, they are required to pay for these themselves. These may include an aesthetic customisation to an assistive technology or modifications to a vehicle that are additional to the assistive components.

### **Other Fees and Charges**

All registered providers must not add any other charge to the cost of the supports they provide to any participant, such as credit card surcharges, or any additional fees including any 'gap' fees, late payment fees or cancellation fees, unless otherwise permitted by the *NDIS Pricing Arrangements and Price Limits*. 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.

### **Goods and Services Tax (GST)**

Many, but not all, NDIA supports provided to NDIS participants are GST-free. Further information about the NDIS and GST can be accessed on the [Australian Taxation Office website](#). Providers should seek independent legal or financial advice if they require assistance with tax law compliance. If GST is applicable to a support, the price limit is inclusive of GST.

# Special NDIS Pricing Arrangements

## High Intensity Supports

A support is considered High Intensity if it is provided to a participant that is one or more of the supports set out in Schedule 2 - Module 1: High intensity daily personal activities of the [National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#).

## Implementing Intensive and Complex Behaviour Supports

A support is considered Intensive and Complex Behaviour Support if it is implemented with a participant who, during the course of service provision:

1. displays frequent behaviours of concern that have a significant effect on their or others' wellbeing and safety; and
2. requires intensive support and the implementation of intensive proactive strategies (frequent/daily), skill development, and response strategies, which may include the use of restrictive practices to minimise the risk of harm to themselves or others; and
3. may, or is likely to, be experiencing other issues that exacerbate or increase the complexity of their behaviour support needs.

### To deliver this support to a participant the provider must:

- be implementing behaviour support (as described above) with the participant and in accordance with their interim or comprehensive behaviour support plan; and
- be registered and assessed for Module 2A (Implementing Behaviour Support Plans); or
- have submitted a registration amendment application or new registration application to the NDIS Quality and Safeguards Commission including a completed audit assessment against Module 2A by 30 June 2025.

**Note:** plan managers must use a provider who has completed Module 2A during the provision of intensive and complex behaviour supports or when delivering restrictive practices.

## Disability-Related Health Supports

The NDIS will fund disability-related health supports where these supports directly relate to a participant's significant and permanent functional impairment and assist them to undertake activities of daily living. 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.

Participants are not permitted to claim for health supports from their plans when those health supports do not relate to their disability and when they do not require health supports on a regular basis. Those health supports will continue to be provided by the health system. Additionally, if a participant's support needs become acute, that support should be provided in a hospital or another health setting by the relevant state/territory health care system or private health system and not be claimed from the participant's plan.

The list below provides an indication of the majority of disability-related health supports that may be required by NDIS participants; however, it is not an exhaustive list. Disability-related health supports are expected to assist in areas such as:

- **Dysphagia:** for participants who have trouble eating, drinking or swallowing on a daily basis.

- **Respiratory:** for participants requiring help with their breathing and maintenance of their respiratory health, including any associated care, comfort, planning or supports
- **Nutrition:** for participants requiring help with the way they eat or understanding the food they need.
- **Diabetes:** for participants who have daily problems with how much sugar is in their blood.
- **Continence:** for participants who need daily assistance with toileting (bladder and bowel).
- **Wound & Pressure Care:** for participants who need daily wound and pressure care (resulting from pressure wounds or swollen limbs).
- **Podiatry:** for participants who require help looking after their feet, ankles and lower limbs.
- **Epilepsy:** for participants who need daily help managing the way epilepsy affects the way their brain and nerves work.
- **Botox and Splinting:** It is unlikely Botox and splinting supports will be reasonable and necessary to include in a plan, as these are generally provided in a clinical setting.

Five types of disability-related health supports have been identified in the *NDIS Support Catalogue*:

- Provision of Disability-Related Health Supports by Disability Support Workers – these supports should be claimed using the standard Daily Personal Activities and High Intensity Daily Personal Activities support items;
- Assessment, planning and the provision of Disability-Related Health Supports by therapists these supports should be claimed using the standard early childhood and Therapy support items;
- Assessment, planning and the provision of Disability-Related Health Supports by nurses – these supports should be claimed using the new nursing support items;
- Consumables related to Disability Related Health Supports – these supports should be claimed using the new Low-Cost or High-Cost Disability Related Health Consumables support line items; and
- Assistive Technology related to Disability Related Health Supports – these supports should be claimed using the new Disability Related Health Assistive Technology support line items.

## Coronavirus (COVID-19) Response

The Australian Government has enacted the Coronavirus Emergency Response Plan and the NDIA is taking necessary steps to prepare and support participants and providers during the coronavirus (COVID-19) pandemic. The Agency is collaborating with the Department of Social Services, Services Australia and the NDIS Quality and Safeguards Commission as well as health agencies to deliver the NDIA's Pandemic Plan in line with the Government's Emergency Response Plan. Further information can be found at [NDIS website](#).

The Agency is responding to the COVID-19 pandemic through a number of temporary measures. The details of these measures are provided in the *COVID Addendum to the NDIS Pricing Arrangements and Price Limits* which can be downloaded [here](#).

## Core – Assistance with Daily Life

This support category relates to assisting with 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 the participant's own home.

### Daily Personal Activities

#### Assistance with Self Care Activities

These support items provide a participant with assistance with, or supervision of, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of these supports can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0107\_1\_1.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** when the support is delivered or **Implementing Intensive and Complex Behaviour Supports**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_011_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Daytime	Hour	\$70.23	\$98.32	\$105.35
01_015_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Evening	Hour	\$77.38	\$108.33	\$116.07
01_002_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Night	Hour	\$78.81	\$110.33	\$118.22
01_013_0107_1_1	Assistance With Self-Care Activities - Standard - Saturday	Hour	\$98.83	\$138.36	\$148.25
01_014_0107_1_1	Assistance With Self-Care Activities - Standard - Sunday	Hour	\$127.43	\$178.40	\$191.15
01_012_0107_1_1	Assistance With Self-Care Activities - Standard - Public Holiday	Hour	\$156.03	\$218.44	\$234.05
01_450_0107_1_1	Intensive and Complex Behaviour Supports - Weekday Daytime	Hour	\$75.98	\$106.37	\$113.97
01_451_0107_1_1	Intensive and Complex Behaviour Supports - Weekday Evening	Hour	\$83.72	\$117.21	\$125.58
01_452_0107_1_1	Intensive and Complex Behaviour Supports - Saturday	Hour	\$106.93	\$149.70	\$160.40
01_453_0107_1_1	Intensive and Complex Behaviour Supports - Sunday	Hour	\$137.87	\$193.02	\$206.81
01_454_0107_1_1	Intensive and Complex Behaviour Supports - Public Holiday	Hour	\$168.81	\$236.33	\$253.22
01_455_0107_1_1	Intensive and Complex Behaviour Supports - Weekday Night	Hour	\$85.27	\$119.38	\$127.91

## Assistance with Self Care Activities – Night-Time Sleepover Support

This support item provides a participant with assistance with, or supervision of, personal tasks of daily life where overnight support is needed, but the caregiver can sleep when not required to provide support. This support applies to any day of the week and on public holidays. This support item includes up to two hours of active supports provided to the participant for the duration of the period. Providers may claim for the third or additional hour at Saturday rates on weekdays, or at applicable rates on other days (Saturdays, Sundays or Public Holidays).

This support item can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, this support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0107\_1\_1.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_010_0107_1_1	Assistance with Self-Care Activities - Night-Time Sleepover	Each	\$297.60	\$416.64	\$446.40

## Assistance from Live-in Carer

This support item provides for a person who 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. It can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

This support item is subject to quotation. It should only be used if it is a stated item in a plan.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_003_0107_1_1	Assistance from Live-In Carer	Hour	N/A	N/A	N/A

## Assistance with Personal Domestic Activities

This support item assists a participant to undertake or develop skills to maintain their home environment where the participant owns their own home or has sole or substantial responsibility for its maintenance. Includes assisting participant to do basic house and yard work.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, this support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0107\_1\_1.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_004_0107_1_1	Assistance with Personal Domestic Activities	Hour	\$59.06	\$82.68	\$88.59

### On-Call Overnight Monitoring

This support item provides for overnight on-call assistance (either onsite or off-site) with, or supervision of, personal tasks of daily living. It applies to any day of the week and on public holidays. This support item is for an eight-hour period and includes up to one hour of active support provided to the participant for the duration of the period.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

This support item is subject to quotation. It should only be used if it is a stated item in a plan.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_017_0107_1_1	On-Call Overnight Monitoring-Off Site or Onsite (Includes 1 hour of assistance)	Each	N/A	N/A	N/A

## High Intensity Daily Personal Activities

### Assistance with Self Care Activities

These support items provide a participant with a need for **High Intensity Supports** with assistance with, or supervision of, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of these supports can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0104\_1\_1.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** when the support is delivered.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_400_0104_1_1	Assistance With Self-Care Activities - High Intensity - Weekday Daytime	Hour	\$75.98	\$106.37	\$113.97
01_401_0104_1_1	Assistance With Self-Care Activities - High Intensity - Weekday Evening	Hour	\$83.72	\$117.21	\$125.58
01_405_0104_1_1	Assistance With Self-Care Activities - High Intensity - Weekday Night	Hour	\$85.27	\$119.38	\$127.91

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_402_0104_1_1	Assistance With Self-Care Activities - High Intensity - Saturday	Hour	\$106.93	\$149.70	\$160.40
01_403_0104_1_1	Assistance With Self-Care Activities - High Intensity - Sunday	Hour	\$137.87	\$193.02	\$206.81
01_404_0104_1_1	Assistance With Self-Care Activities - High Intensity - Public Holiday	Hour	\$168.81	\$236.33	\$253.22

### Specialised Home-Based Assistance for a Child

This support item provides specialist assistance in the home that is required due to additional requirements of a child's disability and may be provided to strengthen the sustainability of informal supports.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, this support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**

Providers of these supports can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0104\_1\_1.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_016_0104_1_1	Specialised Home Based Assistance For A Child	Hour	\$59.06	\$82.68	\$88.59

## Assistance with household tasks

### 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.

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*).

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**

Providers of these supports can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0120\_1\_1.

These support items are subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_019_0120_1_1	House or Yard Maintenance	Hour	\$56.98	\$79.77	\$85.47

	<ul style="list-style-type: none"> <li>Performing essential house and/or yard activities that the participant is not able to undertake.</li> </ul>				
01_020_0120_1 1	House Cleaning And Other Household Activities <ul style="list-style-type: none"> <li>Performing essential house cleaning activities that the participant is not able to undertake.</li> </ul>	Hour	\$58.03	\$81.24	\$87.05

## Linen Service

This support item is for the provision of clean linen to a participant who is unable to do their own laundry without assistance. It can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

This support item is subject to quotation. It should only be used if it is a stated item in a plan.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_021_0120_1 1	Linen Service	Each	N/A	N/A	N/A

## Preparation and Delivery of Meals

This support item is for assistance with the cost of the preparation and delivery of food to participants who are unable to do this for 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.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

Participants who have core support funding specified for meal preparation and delivery in their plan can use this support item to claim for meals prepared and delivered. Participants who have funding for support workers to undertake shopping and meal preparation support may use this funding to claim meal preparation and delivery as an alternative for short periods in response to short-term disruptions (for example, if the participant is required to isolate — refer to *Nutrition Support including Meal Preparation* Guideline for more information).

This support item does not require a quote, is not a stated support, and can be used where meal preparation has been specified as a reasonable and necessary support in a participant's plans with core funding available.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_023_0120_1 1	Assistance with the cost of the preparation and delivery of meals	Each	\$1.00	\$1.00	\$1.00

## Assistance with Daily Life Tasks in a Group or Shared Living Arrangement

### Assistance in Shared Living Arrangements – Supported Independent Living

#### **Weekly claiming**

This support item provides assistance with, or supervision of, 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 weekly claim accounts for the package of assistance with daily life supports that will be provided within the funded weekly amount for both shared and individual supports. This bundled support includes all planned supports within a typical week in the shared living environment that is

agreed to via a typical schedule of supports. There is no adjustment for weekdays, weekends or public holidays as the weekly amount claimed includes an annualised uplift for public holidays.

This support item is subject to a service agreement between the provider and participant (or nominee) specifying:

- An agreement to claim weekly amounts; and
- The agreed typical schedule of supports to be provided for the weekly amount claimed.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. **Providers should not use a combination of Weekly and Hourly SIL supports. A provider will either use the Weekly SIL support item or the Hourly SIL support items, but not both methods.**

As well as direct service provision, these support items can be used to claim for:

- **Short Notice Cancellation – 7 days**
- **Claiming for Irregular SIL Supports**

The price limit for this item is the total regular SIL funding specified in the participant's plan, divided by the number of weeks in the plan period. Following the annual indexation of a participant's plan, providers can liaise with participants about the adjusted remaining SIL funds. If the participant agrees, providers can adjust the weekly claim amount based on the number of weeks remaining in the plan and total plan funding available for SIL.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_821_0115_1 1	Assistance in Supported Independent Living - Weekly	Week	As stated in the participant's plan or otherwise agreed in writing with the NDIA.		

### **Hourly claiming**

These support items provide assistance with, or supervision of, 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. Support Independent Living 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. Further information can be found at the NDIS Supported Independent Living [website](#).

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. **Providers should not use a combination of Weekly and Hourly SIL supports. A provider will either use the Weekly SIL support item or the Hourly SIL support items, but not both methods.**

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**
- **Claiming for Irregular SIL Supports**

Providers of these supports can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0115\_1\_1.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** on which the support is delivered, and whether the supports are **High Intensity Supports** or **Implementing Intensive and Complex Behaviour Supports**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_801_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Daytime	Hour	\$70.23	\$98.32	\$105.35
01_802_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Evening	Hour	\$77.38	\$108.33	\$116.07
01_803_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Night	Hour	\$78.81	\$110.33	\$118.22
01_804_0115_1_1	Assistance in Supported Independent Living - Standard - Saturday	Hour	\$98.83	\$138.36	\$148.25
01_805_0115_1_1	Assistance in Supported Independent Living - Standard - Sunday	Hour	\$127.43	\$178.40	\$191.15
01_806_0115_1_1	Assistance in Supported Independent Living - Standard - Public Holiday	Hour	\$156.03	\$218.44	\$234.05
01_450_0115_1_1	Intensive and Complex Behaviour Supports - Weekday Daytime	Hour	\$75.98	\$106.37	\$113.97
01_451_0115_1_1	Intensive and Complex Behaviour Supports - Weekday Evening	Hour	\$83.72	\$117.21	\$125.58
01_452_0115_1_1	Intensive and Complex Behaviour Supports - Saturday	Hour	\$106.93	\$149.70	\$160.40
01_453_0115_1_1	Intensive and Complex Behaviour Supports - Sunday	Hour	\$137.87	\$193.02	\$206.81
01_454_0115_1_1	Intensive and Complex Behaviour Supports - Public Holiday	Hour	\$168.81	\$236.33	\$253.22
01_455_0115_1_1	Intensive and Complex Behaviour Supports - Weekday Night	Hour	\$85.27	\$119.38	\$127.91
01_811_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Daytime	Hour	\$75.98	\$106.37	\$113.97
01_812_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Evening	Hour	\$83.72	\$117.21	\$125.58
01_813_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Night	Hour	\$85.27	\$119.38	\$127.91
01_814_0115_1_1	Assistance in Supported Independent Living - High Intensity - Saturday	Hour	\$106.93	\$149.70	\$160.40
01_815_0115_1_1	Assistance in Supported Independent Living - High Intensity - Sunday	Hour	\$137.87	\$193.02	\$206.81
01_816_0115_1_1	Assistance in Supported Independent Living - High Intensity - Public Holiday	Hour	\$168.81	\$236.33	\$253.22
01_832_0115_1_1	Assistance in Supported Independent Living - Night-Time Sleepover	Each	\$297.60	\$416.64	\$446.40

### Claiming for Exiting SIL Accommodation permanently where there is an irretrievable breakdown of supports

This support item can be used when a participant exits an accommodation permanently where there is an irretrievable breakdown of supports/relationship which requires an immediate exit due to the participant's personal health and safety, or that of others, is critically compromised.

A provider can claim, via the Portal, this support weekly at the specified weekly rate in the participant's plan subject to the following conditions:

- An agreement is recorded between the provider and participant (or nominee) that details notice periods for any intention to claim for unplanned exit in accordance with the PAPL in the specified circumstances; and
- If a participant provides notice to exit and then exits the SIL arrangement early, then only the remaining period of the notice period can be claimed during the planned notice period.

The Agency strongly recommends that the agreement is in the form of a Service Agreement, however, other written mechanisms may apply. Only one claim for 28 days or 4 weekly claims are permissible per provider during a plan period.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. **Providers should not use a combination of Weekly and Hourly SIL supports. A provider will either use the Weekly SIL support item or the Hourly SIL support items, but not both methods.**

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_822_0115_1_1	Assistance in Supported Independent Living - Exit Accommodation Permanently	Week	As stated in the participant's plan or otherwise agreed in writing with the NDIA.		

## Short Term Accommodation and Assistance (including the provision of respite care)

### Standard Support Items

These support items provide integrated support for self-care, accommodation, food and activities in a centre or group residence for short periods. They recognise that, from time to time, participants may require temporary comprehensive supports that are different from their usual arrangements. These are non-typical days and may include Short Term Accommodation (STA) in a group-based facility. They may also include a period of respite, which aims to support ongoing caring arrangements between participants and their carers. STA/respite allows the opportunity for the participant to be supported by someone else whilst providing their carer with short term breaks from their usual caring responsibilities.

The support items include all expenses in a 24-hour period including assistance with self-care or community access 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 (exceptions may be made). For longer-term arrangements, other options are likely to be more appropriate (e.g., Supported Independent Living or Medium Term Accommodation).

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 the *NDIS Pricing Arrangements and Price Limits*, based on the actual hours of support provided. This situation might arise, for example, if a participant enters a STA/respite facility in the evening, and exits again early the following morning. In addition, 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.

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Short Notice Cancellation – 7 days**

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** that the support is delivered, and the ratio of staff to participants in the facility.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_058_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Weekday	Day	\$2,178.57	\$3,050.00	\$3,267.86

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_059_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Saturday	Day	\$2,785.13	\$3,899.18	\$4,177.70
01_060_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Sunday	Day	\$3,527.69	\$4,938.77	\$5,291.54
01_061_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Public Holiday	Day	\$4,270.25	\$5,978.35	\$6,405.38
01_054_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Weekday	Day	\$1,198.69	\$1,678.17	\$1,798.04
01_055_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Saturday	Day	\$1,501.97	\$2,102.76	\$2,252.96
01_056_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Sunday	Day	\$1,873.25	\$2,622.55	\$2,809.88
01_057_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Public Holiday	Day	\$2,244.53	\$3,142.34	\$3,366.80
01_062_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Weekday	Day	\$872.06	\$1,220.88	\$1,308.09
01_063_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Saturday	Day	\$1,074.25	\$1,503.95	\$1,611.38
01_064_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Sunday	Day	\$1,321.77	\$1,850.48	\$1,982.66
01_065_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Public Holiday	Day	\$1,569.29	\$2,197.01	\$2,353.94
01_045_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Weekday	Day	\$708.75	\$992.25	\$1,063.13
01_051_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Saturday	Day	\$860.39	\$1,204.55	\$1,290.59
01_052_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Sunday	Day	\$1,046.03	\$1,464.44	\$1,569.05
01_053_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Public Holiday	Day	\$1,231.67	\$1,724.34	\$1,847.51

### Additional Hours Support Items

These support items are for 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 support ratio 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.

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Short Notice Cancellation – 7 days**

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** on which the support is delivered..

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_200_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Daytime	Hour	\$70.23	\$98.32	\$105.35
01_201_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Evening	Hour	\$77.38	\$108.33	\$116.07
01_205_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Night	Hour	\$78.81	\$110.33	\$118.22
01_202_0115_1_1	Assistance With Self-Care Activities in a STA - Saturday	Hour	\$98.83	\$138.36	\$148.25
01_203_0115_1_1	Assistance With Self-Care Activities in a STA - Sunday	Hour	\$127.43	\$178.40	\$191.15
01_204_0115_1_1	Assistance With Self-Care Activities in a STA - Public Holiday	Hour	\$156.03	\$218.44	\$234.05

### Medium Term Accommodation (MTA)

This support item covers the accommodation costs of Medium Term Accommodation. The support component of the care should be claimed separately. This support item recognises that there may

be cases where a participant will require longer term transitional accommodation before moving into a more permanent home or arrangement (for example, after hospital discharge). Typically, MTA would be used for periods up to 90 days. Participants who stay in MTA are responsible for meeting their own food and everyday living costs from their own income rather than NDIS plan.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, this support item can be used to claim for:

- **Short Notice Cancellation – 7 days**

This support item is subject to a price limit as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_082_0115_1_1	Medium Term Accommodation	Day	\$155.68	\$217.95	\$233.52

## Onsite Shared Supports in SDA

This support item assists SDA-eligible participants living in an SDA-enrolled dwelling where onsite shared support arrangements are in place.

This support item provides access to 24/7 assistance for unplanned supports that are not part of a participant's routine daily activities. It includes ad hoc assistance to a participant where incidental or unplanned assistance is required within the SDA dwelling. As a guide, the support provided should not exceed an average of 2.5 hours of direct person-to-person support per day. A participant must be able to wait up to 1 hour for unplanned assistance.

This support item can be delivered to individual participants subject to the rules in this *NDIS Pricing Arrangements and Price Limits*. It should only be used if it is a stated item in a plan.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_066_0115_1_1	Unplanned onsite shared supports in Specialist Disability Accommodation	Week	\$1,542.71	\$2,159.79	\$2,314.07

## Other living arrangements

These support items provide for other forms of assistance with daily life tasks in a group or shared living arrangement. They can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

These support items are subject to quotation. They should only be used if they are a stated item in a participant's plan.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_026_0115_1_1	Assistance In Living Arrangements (Host Family/Alternative Family Situation) <ul style="list-style-type: none"> <li>The host family will have minimum qualifications and provide support in the home for an agreed time.</li> </ul>	Day	N/A	N/A	N/A
01_027_0115_1_1	Assistance In A Shared Living Arrangement <ul style="list-style-type: none"> <li>Daily living support provided in a shared living arrangement.</li> </ul>	Each	N/A	N/A	N/A
01_046_0115_1_1	Assistance In Individual Living Arrangement For Person With Complex Needs	Each	N/A	N/A	N/A

## Individualised Living Options

These support items introduce new options and alternative ways of living for people with disability. Individualised Living Options (ILOs) are packages of support that are built as a result of holistically considering each individual's preferences, strengths, assets, support requirements, informal and community supports. An ILO is not determined by the home ownership or leasing situation or eligibility for Specialist Disability Accommodation (SDA) funding. An ILO is the support provided and not the accommodation itself. Further information can be found at the NDIS [website](#).

### Exploration and Design

This support item will help participants explore the Individualised Living Options paradigm and design an option suitable for themselves. Providers delivering this support item will:

- Explore the vision of the participant for their future home and help all involved to understand the full range of options as to how a participant can be supported in the community;

- Gain an understanding of a participant’s strengths, with a focus on what they can do, and an understanding of how informal, formal and community supports will play a role in the participant’s life, and build on this to design the individual support package;
- Identify strategies to help the participant choose where to live, who to live with and how they are supported;
- Find out what is possible and assess risks in the context of the participant’s preferred way of living, and explore if there could be other options that might suit better; and
- Design and make decisions with the participant and others about the options.

Depending on the circumstances, the exploration and design tasks may include assistance to locate suitable housing or linking with other funded or community or mainstream services.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, this support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0106\_1\_1.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_850_0106_1_1	Individualised Living Options - Exploration and Design	Hour	\$100.14	\$140.19	\$150.21

## Support Model

This support item provides an Individualised Living Option to a participant. It can be delivered to individual participants subject to the rules set out in *NDIS Pricing Arrangements and Price Limits*.

The Individualised Living Option is a package of supports that enables participants to achieve their home and living goals. It is made up of a personalised and detailed package of primary and supplementary home and living supports that are used flexibly and combine formal and informal supports such as implemented and managed through partnerships between the participant, their family, or a provider. The package includes resources for monitoring and redesign.

This support item is subject to quotation. It should only be used if it is a stated item in a plan

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_851_0115_1_1	Individualised Living Options - Support Model	Week	N/A	N/A	N/A

## Capacity Building and Training in Self-Management and Plan Management

This support item focusses on strengthening the participant’s ability to undertake tasks associated with the management of their supports. Providers of these supports are expected to assist the participant to develop their skills for self-management in future plans, where this is possible.

This support assists the participant to strengthen their abilities to self-manage their funds and supports them to build capacity to undertake all aspects of plan administration and management. This includes building organisational skills; engaging providers; enhancing the participant’s ability to direct their supports; developing service agreements; building financial skills; maintaining records; paying providers; and claiming payments from the NDIA.

This support intends to complement other capacity building supports to help participants to develop skills to have choice and control over their plan.

This support can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, this support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0117\_8\_1.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01 134_0117_8_1	Capacity Building and Training in Self-Management and Plan Management	Hour	\$80.06	\$112.08	\$120.09

## Disability Related Health Supports

### Nursing Supports

These **Disability-Related Health Supports** provide nursing care to respond to the disability-related health needs of a participant where that care is not the usual responsibility of the health system. They have been duplicated into the *Assistance with Daily Life* Support Category so that participants can have greater access to these supports if they need them. See page 96 for further information on these support items.

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. In particular:

- The **enrolled nurse** support items should be used when the nurse who delivered the support would be classified as an Enrolled nurse under the Nurses Award 2020 (A.4) if they were classified under that Award. An enrolled nurse is a person who provides nursing care under the direct or indirect supervision of a registered nurse. They have completed the prescribed education preparation, and demonstrated competence to practice under the Health Practitioner Regulation National Law as an enrolled nurse in Australia. Enrolled nurses are accountable for their own practice and remain responsible to a registered nurse for the delegated care.
- The **registered nurse** support items should be used when the nurse who delivered the support would be classified as a Registered nurse – level 1 (RN1) under the Nurses Award 2020 (A.5.1) if they were classified under that Award. Under the Award, a registered nurse is a person who has completed the prescribed education preparation, demonstrates competence to practice, and is registered under the Health Practitioner Regulation National Law as a registered nurse in Australia.
- The **clinical nurse** support items should be used when the nurse who delivered the support would be classified as a Registered nurse – level 2 (RN2) under the Nurses Award 2020 (A.5.2) if they were classified under that Award. Under the Award, a clinical nurse is a more experienced and skilled registered nurse. Duties of a clinical nurse will substantially include, but are not confined to, delivering direct and comprehensive nursing care and individual case management to a specific group of patients or clients in a particular area of nursing practice.
- The **clinical nurse consultant** support items should be used when the nurse who delivered the support would be classified as a Registered nurse – level 3 (RN3) or higher under the Nurses Award 2020 (A.5.3) if they were classified under that Award. Under the Award, a clinical nurse consultant is a nurse practicing in the advanced practice role. Advanced practice nursing is a qualitatively different level of advanced nursing practice to that of the registered nurse due to the additional legislative functions and the regulatory requirements. The requirements include a prescribed educational level, a specified advanced nursing practice experience, and continuing professional development.
- The **nurse practitioner** support items should be used when the nurse who delivered the support would be classified as a Nurse Practitioner under the Nurses Award 2020 (A.7) if they were classified under that Award. Under the Award, a nurse practitioner is an advanced practice nurse endorsed by the Nursing and Midwifery Board of Australia who has direct clinical contact and practices within their scope under the legislatively protected title ‘nurse practitioner’ under the Health Practitioner Regulation National Law.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0114\_1\_1.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** and on the **Type of Nurse** who delivers the support.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_600_0114_1_1	Delivery of Health Supports by an Enrolled Nurse - Weekday Daytime	Hour	\$99.88	\$139.83	\$149.82
01_601_0114_1_1	Delivery of Health Supports by an Enrolled Nurse - Weekday Evening	Hour	\$110.18	\$154.25	\$165.27
01_605_0114_1_1	Delivery of Health Supports by an Enrolled Nurse - Weekday Night	Hour	\$112.22	\$157.11	\$168.33
01_602_0114_1_1	Delivery of Health Supports by an Enrolled Nurse - Saturday	Hour	\$142.48	\$199.47	\$213.72
01_603_0114_1_1	Delivery of Health Supports by an Enrolled Nurse - Sunday	Hour	\$163.79	\$229.31	\$245.69
01_604_0114_1_1	Delivery of Health Supports by an Enrolled Nurse - Public Holiday	Hour	\$185.08	\$259.11	\$277.62
01_606_0114_1_1	Delivery of Health Supports by a Registered Nurse - Weekday Daytime	Hour	\$123.65	\$173.11	\$185.48
01_607_0114_1_1	Delivery of Health Supports by a Registered Nurse - Weekday Evening	Hour	\$136.41	\$190.97	\$204.62
01_611_0114_1_1	Delivery of Health Supports by a Registered Nurse - Weekday Night	Hour	\$138.95	\$194.53	\$208.43
01_608_0114_1_1	Delivery of Health Supports by a Registered Nurse - Saturday	Hour	\$176.47	\$247.06	\$264.71
01_609_0114_1_1	Delivery of Health Supports by a Registered Nurse - Sunday	Hour	\$202.87	\$284.02	\$304.31
01_610_0114_1_1	Delivery of Health Supports by a Registered Nurse - Public Holiday	Hour	\$229.27	\$320.98	\$343.91
01_612_0114_1_1	Delivery of Health Supports by a Clinical Nurse - Weekday Daytime	Hour	\$143.04	\$200.26	\$214.56
01_613_0114_1_1	Delivery of Health Supports by a Clinical Nurse - Weekday Evening	Hour	\$157.77	\$220.88	\$236.66
01_617_0114_1_1	Delivery of Health Supports by a Clinical Nurse - Weekday Night	Hour	\$160.73	\$225.02	\$241.10
01_614_0114_1_1	Delivery of Health Supports by a Clinical Nurse – Saturday	Hour	\$204.12	\$285.77	\$306.18
01_615_0114_1_1	Delivery of Health Supports by a Clinical Nurse – Sunday	Hour	\$234.67	\$328.54	\$352.01
01_616_0114_1_1	Delivery of Health Supports by a Clinical Nurse - Public Holiday	Hour	\$265.20	\$371.28	\$397.80
01_618_0114_1_1	Delivery of Health Supports by a Clinical Nurse Consultant - Weekday Daytime	Hour	\$169.16	\$236.82	\$253.74
01_619_0114_1_1	Delivery of Health Supports by a Clinical Nurse Consultant - Weekday Evening	Hour	\$186.63	\$261.28	\$279.95
01_623_0114_1_1	Delivery of Health Supports by a Clinical Nurse Consultant - Weekday Night	Hour	\$190.12	\$266.17	\$285.18
01_620_0114_1_1	Delivery of Health Supports by a Clinical Nurse Consultant - Saturday	Hour	\$241.52	\$338.13	\$362.28

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_621_0114_1_1	Delivery of Health Supports by a Clinical Nurse Consultant - Sunday	Hour	\$277.69	\$388.77	\$416.54
01_622_0114_1_1	Delivery of Health Supports by a Clinical Nurse Consultant - Public Holiday	Hour	\$313.86	\$439.40	\$470.79
01_624_0114_1_1	Delivery of Health Supports by a Nurse Practitioner - Weekday Daytime	Hour	\$176.85	\$247.59	\$265.28
01_625_0114_1_1	Delivery of Health Supports by a Nurse Practitioner - Weekday Evening	Hour	\$195.09	\$273.13	\$292.64
01_629_0114_1_1	Delivery of Health Supports by a Nurse Practitioner - Weekday Night	Hour	\$198.75	\$278.25	\$298.13
01_626_0114_1_1	Delivery of Health Supports by a Nurse Practitioner – Saturday	Hour	\$252.51	\$353.51	\$378.77
01_627_0114_1_1	Delivery of Health Supports by a Nurse Practitioner – Sunday	Hour	\$290.33	\$406.46	\$435.50
01_628_0114_1_1	Delivery of Health Supports by a Nurse Practitioner - Public Holiday	Hour	\$328.16	\$459.42	\$492.24

### Therapy Supports and Early Childhood Supports

These **Disability-Related Health Supports** provide care, other than nursing care, to respond to the disability-related health needs of a participant where that care is not the usual responsibility of the health system. They have been temporarily duplicated into the *Assistance with Daily Life* Support Category so that participants can have greater access to these supports if they need them. See pages 90 and 92 for further information on these support items.

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. In particular: these support items can only be delivered by the following types of therapists, and by therapy assistants operating under the delegation and supervision of one of the following types of professionals:

- Dietitian – A person who is an Accredited Practising Dietitian with the Dietitians Association of Australia.
- Occupational Therapist – A person who has a current Australian Health Practitioner Regulation Agency (AHPRA) Registration as an Occupational Therapist.
- Physiotherapist – A person who has a current AHPRA Registration as a Physiotherapist.
- Podiatrist – A person who has a current AHPRA Registration as a Podiatrist.
- Psychologist – A person who has a current AHPRA Registration as a Psychologist. This includes paid provisionally registered Psychologists operating under supervision.
- Speech Pathologist – A person who is a Certified Practising Speech Pathologist (CPSP) as approved by Speech Pathology Australia.
- Other Professional – A person who is not one of the types of professionals listed above but who the provider considers to be an appropriate professional to deliver **Disability-Related Health Supports** in line with the NDIS Quality and Safeguarding Commission's requirements for the Therapeutic Supports Registration Group.
- Note: In line with the rules for provider travel for therapy providers, the hourly price limit for provider travel is 50% of the regular price limit. For example, where a Dietitian travelled 30 minutes to a participant, the price limit for this travel time would be \$47.25, not \$94.50.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0128\_1\_1 and 01\_799\_0118\_1\_1.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the type of allied health professional who delivers the support.

These support items relate to registration group 0128: Therapeutic Supports and are to be used by participants older than 9.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_760_0128_3_3	Assessment Recommendation Therapy or Training Supports - Dietitian	Hour	\$188.99	\$264.59	\$283.49
01_661_0128_1_3	Assessment Recommendation Therapy or Training Supports - Occupational Therapist	Hour	\$193.99	\$271.59	\$290.99
01_721_0128_1_3	Assessment Recommendation Therapy or Training Supports - Physiotherapist	Hour	\$183.99	\$257.59	\$275.99
01_663_0128_1_3	Assessment Recommendation Therapy or Training Supports - Podiatrist	Hour	\$188.99	\$264.59	\$283.49
01_701_0128_1_3	Assessment Recommendation Therapy or Training Supports - Psychologist • This includes paid provisional psychologists operating under supervision	Hour	\$232.99	\$326.19	\$349.49
01_665_0128_1_3	Assessment Recommendation Therapy or Training Supports - Speech Pathologist	Hour	\$193.99	\$271.59	\$290.99
01_741_0128_1_3	Assessment Recommendation Therapy or Training Supports - Other Professional	Hour	\$193.99	\$271.59	\$290.99

These support items relate to registration group 0118: Early Intervention Supports for Early Childhood and are to be used by participants younger than 9.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_760_0118_1_3	Assessment Recommendation Therapy or Training - EC - Dietitian	Hour	\$188.99	\$264.59	\$283.49
01_650_0118_1_3	Assessment Recommendation Therapy or Training - EC - Occupational Therapist	Hour	\$193.99	\$271.59	\$290.99
01_720_0118_1_3	Assessment Recommendation Therapy or Training - EC - Physiotherapist	Hour	\$183.99	\$257.59	\$275.99
01_663_0118_1_3	Assessment Recommendation Therapy or Training - EC - Podiatrist	Hour	\$188.99	\$264.59	\$283.49
01_700_0118_1_3	Assessment Recommendation Therapy or Training - EC - Psychologist • This includes paid provisional psychologists operating under supervision	Hour	\$232.99	\$326.19	\$349.49
01_653_0118_1_3	Assessment Recommendation Therapy or Training - EC - Speech Pathologist	Hour	\$193.99	\$271.59	\$290.99
01_740_0118_1_3	Assessment Recommendation Therapy or Training - EC - Other Professional	Hour	\$193.99	\$271.59	\$290.99

## Core – Transport

Transport enables participants to access disability supports outside their home, and to achieve the goals in their plan. If participants have questions about their transport support, providers may direct them to the NDIS factsheet available on the [NDIS website](#).

### General Transport

This support item allows a participant to pay a provider to transport them to an activity. This could include an activity that is not itself a support – or to a support that is delivered by another provider. This enables the participant to travel to and from appointments or their place of work.

This support item can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

This support item is not subject to price limits. See page 19 for further information on how to claim for support items that are not subject to a price limit.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
02_051_0108_1_1	Transport	Year	\$1.00	\$1.00	\$1.00

### Specialised Transport

This support item provides for specialised transport services for a participant to a school, educational facility, employment, or the community.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

This support item is subject to quotation. It should only be used if it is a stated item in a plan

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
02_050_0108_1_1	Specialised Transport To School/Educational Facility/Employment/Community	Day	N/A	N/A	N/A

## 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.

Information on the pricing arrangements for Consumables can be found in the *Assistive Technology and Consumables Code Guide* on the [NDIS website](#).

## Core – Assistance with Social, Economic and Community Participation

This support category relates to assisting with or supervising a participant to engage in community, social, recreational or economic activities. These supports can be provided in a range of environments, such as in the community or a centre.

### Assistance to Access Community, Social and Recreational Activities

#### Participation in Community, Social and Civic Activities

These support items enable a participant to engage in community, social and recreational activities. These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of these supports can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 04\_799\_0125\_6\_1
- **Activity Based Transport – Social, Economic and Community Participation Supports** using support item 04\_590\_0125\_6\_1.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** when the support is delivered or **Implementing Intensive and Complex Behaviour Supports**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_104_0125_6_1	Access Community Social and Rec Activ - Standard - Weekday Daytime	Hour	\$70.23	\$98.32	\$105.35
04_103_0125_6_1	Access Community Social and Rec Activ - Standard - Weekday Evening	Hour	\$77.38	\$108.33	\$116.07
04_105_0125_6_1	Access Community Social and Rec Activ - Standard - Saturday	Hour	\$98.83	\$138.36	\$148.25
04_106_0125_6_1	Access Community Social and Rec Activ - Standard - Sunday	Hour	\$127.43	\$178.40	\$191.15
04_102_0125_6_1	Access Community Social and Rec Activ - Standard - Public Holiday	Hour	\$156.03	\$218.44	\$234.05
04_450_0125_1_1	Intensive and Complex Behaviour Supports - Weekday Daytime	Hour	\$75.98	\$106.37	\$113.97
04_451_0125_1_1	Intensive and Complex Behaviour Supports - Weekday Evening	Hour	\$83.72	\$117.21	\$125.58
04_452_0125_1_1	Intensive and Complex Behaviour Supports - Saturday	Hour	\$106.93	\$149.70	\$160.40
04_453_0125_1_1	Intensive and Complex Behaviour Supports - Sunday	Hour	\$137.87	\$193.02	\$206.81
04_454_0125_1_1	Intensive and Complex Behaviour Supports - Public Holiday	Hour	\$168.81	\$236.33	\$253.22

## Participation in Community, Social and Civic Activities – High Intensity Supports

These support items enable a participant who requires **High Intensity Supports**, to engage in community, social and recreational activities in circumstances where a more skilled or experienced support worker is required. They can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the NDIS *Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of these supports can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 04\_799\_0104\_6\_1
- **Activity Based Transport – Social, Economic and Community Participation Supports** using support item 04\_592\_0104\_6\_1.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** when the support is delivered; who delivers the support.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_400_0104_1 1	Access Community Social and Rec Activ - High Intensity - Weekday Daytime	Hour	\$75.98	\$106.37	\$113.97
04_401_0104_1 1	Access Community Social and Rec Activ - High Intensity - Weekday Evening	Hour	\$83.72	\$117.21	\$125.58
04_402_0104_1 1	Access Community Social and Rec Activ - High Intensity - Saturday	Hour	\$106.93	\$149.70	\$160.40
04_403_0104_1 1	Access Community Social and Rec Activ - High Intensity - Sunday	Hour	\$137.87	\$193.02	\$206.81
04_404_0104_1_1	Access Community Social and Rec Activ - High Intensity - Public Holiday	Hour	\$168.81	\$236.33	\$253.22

## Community, Social and Recreational Activities

This support item is designed to enable providers to claim reimbursement for the costs of enabling 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. Participants may use this funding for activities such as camps, vacation and outside school hours' care, course or membership fees.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

This support item is not subject to price limits. It should only be used to recover the costs of the participant's attendance at the community social and participation activities. See page 19 for further information on how to claim for support items that are not subject to a price limit.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_210_0125_6_1	Community Social and Recreational Activities	Each	N/A	N/A	N/A

## Group and Centre Based Activities

### Group and Centre Based Activities – Standard

These support items assist participants to access community, social and recreational activities provided in a group setting, either in the community or in a centre.

These support items can be delivered to individual participants or to groups subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group then the price limit for each participant is the price limit set out in the following Table divided by the number of people in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the lower price limit as set out above.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of these supports can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 04\_799\_0136\_6\_1
- **Activity Based Transport – Social, Economic and Community Participation Supports** using support item 04\_591\_0136\_6\_1
- **Centre Capital Costs** using support item 04\_599\_0136\_6\_1, when the support is provided in a centre rather than in the community.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** when the support is delivered or **Implementing Intensive and Complex Behaviour Supports**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_102_0136_6_1	Group Activities - Standard - Weekday Daytime	Hour	\$70.23	\$98.32	\$105.35
04_103_0136_6_1	Group Activities - Standard - Weekday Evening	Hour	\$77.38	\$108.33	\$116.07
04_104_0136_6_1	Group Activities - Standard - Saturday	Hour	\$98.83	\$138.36	\$148.25
04_105_0136_6_1	Group Activities - Standard - Sunday	Hour	\$127.43	\$178.40	\$191.15
04_106_0136_6_1	Group Activities - Standard - Public Holiday	Hour	\$156.03	\$218.44	\$234.05
04_450_0136_1_1	Intensive and Complex Behaviour Supports - Weekday Daytime	Hour	\$75.98	\$106.37	\$113.97
04_451_0136_1_1	Intensive and Complex Behaviour Supports - Weekday Evening	Hour	\$83.72	\$117.21	\$125.58
04_452_0136_1_1	Intensive and Complex Behaviour Supports - Saturday	Hour	\$106.93	\$149.70	\$160.40
04_453_0136_1_1	Intensive and Complex Behaviour Supports - Sunday	Hour	\$137.87	\$193.02	\$206.81
04_454_0136_1_1	Intensive and Complex Behaviour Supports - Public Holiday	Hour	\$168.81	\$236.33	\$253.22

## Group and Centre Based Activities – High Intensity

These support items enable a participant who requires **High Intensity Supports**, to engage in community, social and recreational activities in a group setting, either in the community or in a centre, in circumstances where a more skilled or experienced support worker is required.

These support items can be delivered to individual participants or to groups who require **High Intensity Supports** subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group then the price limit for each participant is the price limit set out in the following Table divided by the number of people in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the lower price limit as set out above.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of these supports can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 01\_799\_0104\_6\_1
- **Activity Based Transport – Social, Economic and Community Participation Supports** using support item 04\_592\_0104\_6\_1
- **Centre Capital Costs** using support item 04\_599\_0104\_6\_1, when the support is provided in a centre rather than in the community.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** when the support is delivered.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_600_0104_6_1	Group Activities - High Intensity - Weekday Daytime	Hour	\$75.98	\$106.37	\$113.97
04_601_0104_6_1	Group Activities - High Intensity - Weekday Evening	Hour	\$83.72	\$117.21	\$125.58
04_602_0104_6_1	Group Activities - High Intensity - Saturday	Hour	\$106.93	\$149.70	\$160.40
04_603_0104_6_1	Group Activities - High Intensity - Sunday	Hour	\$137.87	\$193.02	\$206.81
04_604_0104_6_1	Group Activities - High Intensity - Public Holiday	Hour	\$168.81	\$236.33	\$253.22

## Supports in Employment

While some participants, with supports offered through DES or employer reasonable adjustment, will successfully maintain work, others will need higher intensity support delivered in the workplace to maintain employment. These supports can be used in a range of employment settings including: private, government or not for profit organisations; a social enterprise or similar environment; self-employment or a micro-business; or a family run business.

### Specialised Supported Employment

These support items are for participants who are employed and who are less independent in performing their work tasks or need frequent prompting and coaching to stay on track, communicate with others, or manage their behaviours.

Supports may be provided one to one or within a group-based setting, complimenting existing or expected employer supports, and claimed according to the intensity and frequency of supports delivered to achieve employment goals. Supports can include:

- on the job assessments related to the impact of a person's disability on their ability to work;
- job customisation;
- on-the-job training and intermittent support with daily work tasks;
- direct supervision and/or group-based support to enable meaningful participation at work;
- physical assistance and personal care delivered in the workplace;
- supports to manage disability-related behaviour or complex needs at work; and
- non face-to-face activities that are directly related to supporting a participant's employment.

These support items can be delivered to individual participants or to groups subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group then the price limit for each participant is the hourly rate divided by the number of people in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the price limit as set out below.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of these supports can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 04\_799\_0133\_5\_1
- **Activity Based Transport – Social, Economic and Community Participation Supports** using support item 04\_821\_0133\_6\_1
- **Centre Capital Costs** using support item 04\_599\_0133\_5\_1, when the support is provided in a centre rather than in the community.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** when the support is delivered.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_801_0133_5_1	Supports in Employment - Weekday Daytime	Hour	\$70.23	\$98.32	\$105.35

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_802_0133_5_1	Supports in Employment - Weekday Evening	Hour	\$77.38	\$108.33	\$116.07
04_803_0133_5_1	Supports in Employment - Saturday	Hour	\$98.83	\$138.36	\$148.25
04_804_0133_5_1	Supports in Employment - Sunday	Hour	\$127.43	\$178.40	\$191.15
04_805_0133_5_1	Supports in Employment - Public Holiday	Hour	\$156.03	\$218.44	\$234.05

## 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.

Information on the pricing arrangements for Assistive Technology can be found in the *Assistive Technology, Home Modifications and Consumables Code Guide* on the [NDIS website](#).

## 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.

Information on the pricing arrangements for Home Modifications can be found in the *Assistive Technology and Consumables Code Guide* on the [NDIS website](#).

### Specialist Disability Accommodation (SDA)

Specialist Disability Accommodation (SDA) refers to accommodation for participants who require specialist housing solutions to assist with the delivery of supports that cater for their extreme functional impairment and/or very high support needs.

Information on the pricing arrangements for Specialist Disability Accommodation can be found in the *NDIS Pricing Arrangements for Specialist Disability Accommodation* on the [NDIS website](#).

## Capacity Building – Support Coordination

The supports in this support category strengthen a participant’s ability to design and then build their supports with an emphasis on linking to broader systems of support.

### Level 1: Support Connection

This support item assists a participant to implement their plan by strengthening their ability to connect with the broader systems of supports and to understand the purpose of the funded supports. Support Connection assists 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 and answer questions as they arise.

Support Connection also increases 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 is not limited to:

- Understand the Plan;
- Connect with Supports and Services;
- Establish Supports;
- Coach, Refine, Reflect; and
- Report to the NDIA.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs using** the support item 07\_799\_0106\_6\_3 or 01\_799\_0106\_1\_1.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
07_001_0106_8_3	Support Coordination Level 1: Support Connection	Hour	\$80.06	\$112.08	\$120.09

Where a participant younger than 9 is receiving assistance from Partners in the Community (PITC) an early childhood partner provides support.

Where a participant 9 or older is receiving assistance from Partners in the Community (PITC) the local area coordinator (LAC) provides support.

### Level 2: Coordination of Supports

This support item strengthens 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, and is focussed on assisting participants to build and maintain a resilient network of formal and informal supports. This involves working together with the participant 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.

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.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 07\_799\_0106\_6\_3 or 01\_799\_0106\_1\_1.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
07_002_0106_8_3	Support Coordination Level 2: Coordination of Supports	Hour	\$100.14	\$140.19	\$150.21

### Level 3: Specialist Support Coordination

This support 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 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.

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.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 07\_799\_0132\_8\_3 or 01\_799\_0132\_1\_1.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
07_004_0132_8_3	Support Coordination Level 3: Specialist Support Coordination	Hour	\$190.54	\$266.75	\$285.80

## Psychosocial Recovery Coaches

These support items provide assistance for participants to build capacity and resilience through strong and respectful relationships to support people with psychosocial disability to live a full and contributing life. This support is designed to be able to maintain engagement through periods of increased support needs due to the episodic nature of mental illness. Recovery coaches work collaboratively with participants, families, carers and other services to identify, plan, design and coordinate NDIS supports.

The work of psychosocial recovery coaches requires lived and/or learnt experience. Recovery coaches must have tertiary qualifications in peer work or mental health (minimum of Certificate IV in Mental Health Peer Work or Certificate IV in Mental Health) or equivalent training; and/or a minimum two years of experience in mental health-related work.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 07\_799\_0106\_6\_3
- **Activity Based Transport – Capacity Building Supports** using support item 07\_501\_0106\_6\_3.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week** on which the support is delivered.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
07_101_0106_6_3	Psychosocial Recovery Coaching - Weekday Daytime	Hour	\$105.43	\$147.60	\$158.15
07_102_0106_6_3	Psychosocial Recovery Coaching - Weekday Evening	Hour	\$116.16	\$162.62	\$174.24
07_103_0106_6_3	Psychosocial Recovery Coaching - Weekday Night	Hour	\$118.31	\$165.63	\$177.47
07_104_0106_6_3	Psychosocial Recovery Coaching - Saturday	Hour	\$148.36	\$207.70	\$222.54
07_105_0106_6_3	Psychosocial Recovery Coaching - Sunday	Hour	\$191.29	\$267.81	\$286.94
07_106_0106_6_3	Psychosocial Recovery Coaching - Public Holiday	Hour	\$234.23	\$327.92	\$351.35

## Capacity Building – Improved Living Arrangements

The supports in this support category help participants to increase their ability to obtain and retain appropriate accommodation.

### Assistance with Accommodation and Tenancy Obligations

This support item is to guide, prompt, or undertake activities to ensure the participant obtains 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.

This support item can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 08\_799\_0106\_2\_3
- **Activity Based Transport – Capacity Building Supports** using support item 08\_590\_0106\_2\_3.

This support item is subject to price limits as set out in the following Table

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
08_005_0106_2_3	Assistance With Accommodation And Tenancy Obligations	Hour	\$80.06	\$112.08	\$120.09

## Capacity Building – Increased Social and Community Participation

The supports in this support category allow participants to take part in skills-based learning to develop independence in accessing the community.

### Assistance in Coordinating or Managing Life Stages, Transitions and Supports

This support item, which includes mentoring, peer-support and individual skill development, is designed to establish 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.

This support item can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, this support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 09\_799\_0106\_6\_3
- **Activity Based Transport – Capacity Building Supports** using support item 09\_590\_0106\_6\_3.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
09_006_0106_6_3	Life Transition Planning Incl. Mentoring Peer-Support And Indiv Skill Develop	Hour	\$80.06	\$112.08	\$120.09

## Development of Daily Living and Life Skills

This support item provides individual life skills development and training including public transport training and support, developing skills for community, social and recreational participation. It also provides training for participants in groups to increase their independence in daily personal activities.

This support item can be delivered to individual participants or to groups subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group then the price limit for each participant is the price limit set out in the following Table divided by the number of people in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the lower price limit as set out above.

As well as direct service provision, this support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 09\_799\_0117\_6\_3
- **Activity Based Transport – Capacity Building Supports** using support item 09\_591\_0117\_6\_3.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
09_009_0117_6_3	Skills Development and Training	Hour	\$80.06	\$112.08	\$120.09

## Innovative Community Participation

This support item is designed to enable providers to offer new and innovative services to participant and is for mainstream providers who want to enable participants to access mainstream activities. Any standards applicable to the industry in which the provider operates would need to be met. All supports claimed under this support item need to be reasonable and necessary given the participant's plan goals.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

This support item is not subject to price limits. See page 19 for further information on how to claim for support items that are not subject to a price limit.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
09_008_0116_6_3	Innovative Community Participation	Each	N/A	N/A	N/A

## Community Participation Activities

This support item is designed to enable providers to claim reimbursement for the costs of tuition fees, art classes, sports coaching and similar activities that build a participant’s skills and independence. This could include camps, classes, and vacation activities that have capacity building components. The support includes assistance to establish volunteer arrangements in the community, mentoring, peer support, and individual skill development.

All supports claimed under this support item need to be reasonable and necessary given the participant’s plan goals. Supports that could be claimed include:

- Universal recreational activities: A limited number of lessons 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.
- Attendance at a “camp” or group that builds a participant’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 participant’s disability.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

This support item is not subject to price limits. It should only be used to recover the costs of the participant’s attendance at the community participation activities. See page 19 for further information on how to claim for support items that are not subject to a price limit.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
09_011_0125_6_3	Community Participation Activities	Each	N/A	N/A	N/A

## Capacity Building – Finding and Keeping a Job

The supports in this support category help participants to find and keep employment.

### Employment Related Assessment, Counselling and Advice

This support is designed to provide employment related assessment, counselling and advice to assist participants successfully engage in work. Functional and/or workplace assessments and employment related counselling may benefit participants who have, for example, experienced traumatic injury or exacerbation of an existing disability and need significant support to develop a new or modified work pathway.

These assessments can be useful for participants who have limited work experience to assist in identifying their unique barriers to employment and to inform a work goal and development plan. The support may also be used to assist with adjustments to work processes or workplaces that enable a participant to be productive and work safely.

Note: **if a participant is employed** and on award wages, a workplace assessment is available through the Employment Assistance Fund administered by JobAccess and is a free service to employers. These assessments inform employers about modifications to work processes or workplaces and/or equipment to enable an employee to perform their work safely.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. In particular: these support items can only be delivered by one of the following allied health professionals:

- Occupational Therapist – A person who has a current Australian Health Practitioner Regulation Agency (AHPRA) Registration as an Occupational Therapist.
- Psychologist – A person who has a current AHPRA Registration as a Psychologist. This includes paid provisionally registered Psychologists operating under supervision.
- Physiotherapist – A person who has a current AHPRA Registration as a Physiotherapist.
- Vocational Rehabilitation Counsellor with the relevant qualifications recognised by their professional association.
- Speech Pathologist - A person who is a Certified Practising Speech Pathologist as approved by Speech Pathology Australia.
- Developmental Educator - A person has a bachelor's degree or higher and has current full membership with Developmental Educators Australia Inc.
- Other Professionals – A person who is not one of the types of professionals listed above but who the provider considers to be an appropriate professional to deliver **Employment related assessment, counselling and advice** in line with the NDIS Quality and Safeguarding Commission's requirements for the Therapeutic Supports Registration Group.
- Note: In line with the rules for provider travel for therapy providers, the hourly price limit for provider travel is 50% of the regular price limit. For example, where a physiotherapist travelled 30 minutes to a participant, the price limit for this travel time would be \$46.00, not \$92.00.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**

- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 10\_799\_0128\_5\_3.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
10_011_0128_5_3	Employment Related Assessment, Counselling and Advice – Other Professional	Hour	\$193.99	\$271.59	\$290.99
10_054_0128_5_3	Employment Related Assessment, Counselling and Advice -Psychologist	Hour	\$232.99	\$326.19	\$349.49
10_055_0128_5_3	Employment Related Assessment, Counselling and Advice -Physiotherapist	Hour	\$183.99	\$257.59	\$275.99
10_613_0128_5_3	Employment Related Assessment, Counselling and Advice - Developmental Educator	Hour	\$193.99	\$271.59	\$290.99
10_617_0128_5_3	Employment Related Assessment, Counselling and Advice - Occupational Therapist	Hour	\$193.99	\$271.59	\$290.99
10_622_0128_5_3	Employment Related Assessment, Counselling and Advice – Speech Pathologist	Hour	\$193.99	\$271.59	\$290.99
10_620_0128_5_3	Employment Related Assessment, Counselling and Advice - Rehabilitation Counsellor	Hour	\$193.99	\$271.59	\$290.99

## Employment Assistance including youth aged 15 to 25.

This support item enables a participant to successfully obtain or retain employment in the open or supported labour market. This support can be delivered to any **working age participant** with an employment goal. This may include supports to:

- supplement work experience available through the school system
- obtain part time work whilst finishing secondary education
- transition from school into further education or training
- explore what work means(discovery)
- build essential foundation skills for work
- manage complex barriers to obtaining and sustaining employment
- implement specialised job customisation/job carving
- obtain alternative employment following onset or exacerbation of disability
- assist a person to change jobs
- develop a career plan
- obtain employment on completion of a qualification
- transition from a supported employment service (previously known as an Australian Disability Enterprise (ADE)) to open employment
- successfully engage with a Disability Employment Service (DES) provider or other employment service to secure employment and arrange ongoing support on the job if necessary.

**Note: this support item cannot be used to fund a Certified education course (for example, Certificate I in Work Education), even if run within the employment provider’s organisation, as this is funded through the Vocational Education system.**

This support item can be delivered to individual participants or groups subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. If a support is delivered to a group of participants then the price limit for each participant is the hourly rate divided by the number of people in the group (ratio of support). Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support subject to the price limit below and ratio of support delivered. As well as direct service provision, this support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 10\_799\_0102\_5\_3
- **Activity Based Transport – Capacity Building Supports** using the support item 10\_590\_0102\_5\_3.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
10_016_0102_5_3	Employment Assistance	Hour	\$80.06	\$112.08	\$120.09

### **Other Support Items to assist successful development and placement in employment**

The assistance of other support may at times enable a participant to successfully engage in employment preparation and placement. Where this is the case, the support items listed below can be used to claim for the supports delivered that contribute to the success of employment preparation. The funding for these is to be obtained from the budget available for Employment Assistance.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**
- **NDIA Requested Reports**

### **Support Coordinator**

A Support Coordinator who has an existing relationship with a participant can contribute to employment success by ensuring the voice of the participant is heard in choosing employment options, helping a participant to understand their obligations to an employer and their new workplace and coordinating supporting services to facilitate their ongoing employment.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
10_002_0106_8_3	Support Coordination Level 2: Coordination of Supports	Hour	\$100.14	\$140.19	\$150.21

### **Psychosocial Recovery Coach**

Many participants with psychosocial disability will have a Recovery Coach. Preparation for employment and starting in a new workplace can be stressful. The Recovery Coach will be able to

advise the employment provider and a prospective employer on how best to assist the participant to manage new or different stressors. The Recovery Coach can also ensure that other support and clinical services are responsive to the changes in the participant's life as they commence employment and successfully engage in ongoing employment.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
10_101_0106_6_3	Psychosocial Recovery Coaching – Weekday Daytime	Hour	\$105.43	\$147.60	\$158.15

### Support on the Job

Some participants will require support on the job after commencing employment. Introducing the support worker who will continue support in the workplace will increase the likelihood of the participant maintaining their employment. These items are available as an interim measure until a new plan is developed to include the necessary ongoing core supports,

This type of support can be claimed using the support items below.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
10_806_0133_5_1	Supports in Employment - Weekday Daytime	Hour	\$70.23	\$98.32	\$105.35

### Transitional Arrangements for “School leaver Employment Supports” from 1 July 2024

Participants with difficulties in learning, social interaction and self-management were the focus of employment preparation delivered as “*school leaver employment supports*”. These participants will continue to receive a budget commensurate with their level of need when transitioning from school.

Providers can claim using the support item above for Employment Assistance as of 1 July 2024.

Those providers who wish to continue claiming the current weekly rate can do so until 30 June 2027 when the results of the Blended Payments Trial will be known. This is not an NDIS price and as such is not published in the Pricing Arrangements. It is an all-encompassing amount for all service delivery including travel, cancellations and non-face to face services.

The employment assistance for these young participants includes support to:

- Build essential skills for independence and work eg.travel training, money and time management, teamwork and communicating effectively in a work context etc.
- Explore work preferences through trying and testing employment in a variety of work settings (discovery).
- Develop work skills in employment settings.
- Undertake training where required to develop specific vocational skills and apply these skills in a workplace.
- Identify suitable employment opportunities and connect with employers, or work in partnership with a DES provider, to connect with employers.
- Customise a job, assist the participant to learn their role and establish connections in the workplace.
- Secure employment and ascertain ongoing support needs to maintain employment, working in partnership with a DES provider, if appropriate.

**Note: this support item cannot be used to fund a Certified education course (for example, Certificate I in Work Education), even if run within the employment provider’s organisation, as this is funded through the Vocational Education system.**

All providers need to develop a Service Agreement with the participant that sets out the services to be delivered, the duration of service provision, how progress will be measured and how the cost of services will be claimed from the participant’s budget.

#### Transitional Support Item to 30 June 2027

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
10_021_0102_5_3	School Leaver Employment Supports (transitional)	Each	N/A	N/A	N/A

## Capacity Building – Improved Relationships

This support category is for the provision of specialised assessment where a participant may have complex or unclear needs, requiring long term or intensive supports to address behaviours of concern.

### Specialist Behavioural Intervention Support

These support items include specialist behavioural intervention support, which is an intensive support for a participant, intending to address significantly harmful or persistent 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.

These support items can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

Note: In line with the rules for provider travel for therapy providers, the hourly price limit for provider travel is 50% of the regular price limit. For example, where a Specialist Behavioural Intervention Practitioner travelled 30 minutes to a participant, the price limit for this travel time would be \$58.25, not \$116.50.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 01\_799\_0110\_1\_1 or 11\_799\_0110\_7\_3.

These support items are subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
11_022_0110_7_3	Specialist Behavioural Intervention Support <ul style="list-style-type: none"> <li>• Highly specialised intensive support interventions to address significantly harmful or persistent behaviours of concern.</li> <li>• Development of behaviour support plans that temporarily use restrictive practices, with intention to minimise use of these practices.</li> </ul>	Hour	\$232.99	\$326.19	\$349.49
11_023_0110_7_3	Behaviour Management Plan Including Training in Behaviour Management Strategies <ul style="list-style-type: none"> <li>• Training for carers and others in behaviour management strategies required due the participant's disability.</li> </ul>	Hour	\$232.99	\$326.19	\$349.49

## Individual Social Skills Development

This support item assists participants to develop their social skills for participation in community and social activity.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using the support item 11\_799\_0117\_7\_3
- **Activity Based Transport – Capacity Building Supports** using the support item 11\_590\_0117\_7\_3.

This support item is subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
11_024_0117_7_3	Individual Social Skills Development	Hour	\$80.06	\$112.08	\$120.09

## Capacity Building – Improved Health and Wellbeing

The supports in this support category help participants to improve their health and wellbeing.

### Physical Wellbeing Activities

These support items 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.

These supports can only be provided by the following types of professionals:

- Exercise Physiologist – A person who is an accredited exercise physiologist with Exercise and Sports Science Australia.
- Personal Trainer – A person who has a personal training qualification (Certificate III, IV or Diploma) in Fitness or equivalent.

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

Note: In line with the rules for provider travel for therapy providers, the hourly price limit for provider travel is 50% of the regular price limit. For example, where an Exercise Physiologist travelled 30 minutes to a participant, the price limit for this travel time would be \$41.75, not \$83.50.

Personal trainers are not considered therapy providers.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0126\_1\_1 or 12\_799\_0126\_3\_3 or support item 12\_799\_0128\_3\_3, depending on their Registration Group.

These support items are subject to price limits as set out in the following Table. If a support item is delivered to a group then the price limit for each participant is the price limit set out in the following Table divided by the number of people in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the lower price limit as set out above.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
12_027_0126_3_3	Advice provided by an Exercise Physiologist regarding exercise required	Hour	\$166.99	\$233.79	\$250.49
12_027_0128_3_3	Advice provided by an Exercise Physiologist regarding exercise required	Hour	\$166.99	\$233.79	\$250.49
12_029_0126_3_3	Personal training provided by a Personal Trainer to a participant	Hour	\$67.00	\$93.80	\$100.50

## Dietetics

This support item provides advice to participants on managing diet for health and wellbeing due to the impact of their disability.

This support item can only be provided by the following type of professional:

- Dietitian – A person who is an Accredited Practising Dietitian with the Dietitians Association of Australia.

This support item can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

Note: In line with the rules for provider travel for therapy providers, the hourly price limit for provider travel is 50% of the regular price limit. For example, where a Dietitian travelled 30 minutes to a participant, the price limit for this travel time would be \$47.25, not \$94.50.

As well as direct service provision, this support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 12\_799\_0128\_3\_3.

This support item is subject to price limits as set out in the following Table. If a support item is delivered to a group then the price limit for each participant is the price limit set out in the following Table divided by the number of people in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the lower price limit as set out above.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
12_025_0128_3_3	Advice provided by a Dietitian on managing diet for health and well-being	Hour	\$188.99	\$264.59	\$283.49

## Capacity Building – Improved Learning

This support category is for provision of skills training, advice, assistance with arrangements and orientation to assist a participant moving from school to further education.

### Transition through School and to Further Education

This support item is for the provision of skills training, advice, assistance with arrangements and orientation to assist a person with disability moving from school to further education.

This support item can be delivered to individual participants or groups subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, this support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0102\_1\_1 or 13\_799\_0102\_4\_3.
- **Activity Based Transport – Capacity Building Supports** using the support item 13\_590\_0102\_4\_3.

This support item is subject to price limits as set out in the following Table. If a support item is delivered to a group, then the price limit for each participant is the price limit set out in the following Table divided by the number of people in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the lower price limit as set out above.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
13_030_0102_4_3	Transition through School and to Further Education	Hour	\$80.06	\$112.08	\$120.09

## Capacity Building – Improved Life Choices

The supports in this support category help participants with the management of their plans.

### Plan Management – Financial Administration Supports

This support item allows participants to engage a Plan Manager to manage and monitor budgets over the course of the plan, manage NDIS claims and pay providers for delivered service, maintain records and produce regular (at least monthly) statements showing the financial position of the plan.

This support item can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

This support item are subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National
14_034_0127_8_3	Plan Management - Monthly Fee <ul style="list-style-type: none"><li>A monthly fee for the ongoing maintenance of the financial management arrangements.</li></ul>	Month	\$104.45

## Capacity Building – Improved Daily Living

This support category includes assessment supports, training supports, strategy development supports, and therapeutic supports (including Early Intervention Supports for Early Childhood) to assist the development of, or to increase, a participant's skills and their capacity for independence and community participation.

### Early Intervention Supports for Early Childhood Supports – younger than 9

These support items provide capacity building supports in early childhood, including key worker, to assist a child (younger than 9) with developmental delay or disability and their family or carers in home, community, and early childhood education settings, to work towards increased functional independence and social participation. It is expected that the supports are delivered in line with the NDIS Commission's NDIS Practice Standards and Quality Indicators for Early Childhood Supports.

These support items can also be used for the assessment, planning, and delivery of **Disability-Related Health Supports** where these supports directly relate to a participant's significant and permanent functional impairment and assist them to undertake activities of daily living.

These support items can be delivered to individual participants or to groups subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. These support items can only be delivered by the following types of professionals (therapy assistants must operate under delegation and supervision)

- Art Therapist – A person who is a Professional Member with the Australian, New Zealand and Asian Creative Arts Therapy Association (ANZACATA).
- Dietitian – A person who is an Accredited Practising Dietitian with the Dietitians Australia
- Other Early Childhood Intervention Professional – A person who does not meet the definitions of the other professions listed but has a bachelor's degree or higher in their relevant area and holds current registration or membership with their relevant registration and or professional body. It is expected that the person delivers supports in line with the NDIS Commission's NDIS Practice Standards and Quality Indicators for Early Childhood Supports.
- Developmental Educator – A person who has a bachelor's degree or higher and has current full membership with Developmental Educators Australia Inc.
- Early Childhood Teacher or Educator – A person who has a bachelor's degree or higher in Early Childhood Education or Special Education, who where applicable has a current registration or accreditation with their state or territory's relevant professional body.
- Occupational Therapist – A person who has a current Australian Health Practitioner Regulation Agency (AHPRA) Registration as an Occupational Therapist.
- Social Worker – A person who is a member of the Australian Association of Social Workers.
- Speech Pathologist – A person who is a Certified Practising Speech Pathologist as approved by Speech Pathology Australia.
- Exercise Physiologist – A person who is an Accredited Exercise Physiologist with Exercise and Sports Science Australia.

- Music Therapist – A person who is an Active “Registered Music Therapist” with the Australian Music Therapy Association.
- Physiotherapist – A person who has a current AHPRA Registration as a Physiotherapist.
- Psychologist – A person who has a current AHPRA Registration as a Psychologist. This includes paid provisionally registered Psychologists operating under supervision.
- Podiatrist – A person who has a current AHPRA Registration as a Podiatrist.
- Counsellor – A person who is either a member of the Australian Counselling Association or an accredited Registrant with the Psychotherapy and Counselling Federation of Australia, or a person who is an AHPRA provisionally registered psychologist operating as a paid unsupervised practitioner.
- Exercise Physiologist – A person who is an Accredited exercise physiologist with Exercise and Sports Science Australia.

Note: Where a support is delivered by a therapy assistant, they are operating under the delegation and supervision of an allied health professional. The therapy assistant must be covered by the professional indemnity insurance of the supervising allied health professional (or the allied health professional's or therapy assistant's employing provider).

Note: In line with the rules for provider travel for therapy providers, the hourly price limit for provider travel is 50% of the regular price limit. For example, where an Early Childhood Professional travelled 30 minutes to a participant, the price limit for this travel time would be \$48.50, not \$97.00.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of these support items can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 15\_799\_0118\_1\_3.

These support items are subject to the price limits set out in the following Table. Different price limits apply depending on the **Type of Therapist** who delivers the support. If one of these support items is delivered to a group, then the price limit for each participant is the price limit set out in the Table below divided by the number of people in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the lower price limit.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_005_0118_1_3	Early Childhood Intervention Professional - Other Early Childhood Professional	Hour	\$193.99	\$271.59	\$290.99
15_613_0118_1_3	Early Childhood Intervention Professional – Developmental educator	Hour	\$193.99	\$271.59	\$290.99
15_622_0118_1_3	Early Childhood Intervention Professional – Speech Pathologist	Hour	\$193.99	\$271.59	\$290.99
15_625_0118_1_3	Early Childhood Intervention Professional – Early Childhood Teacher or Educator	Hour	\$193.99	\$271.59	\$290.99
15_617_0118_1_3	Early Childhood Intervention Professional – Occupational Therapist	Hour	\$193.99	\$271.59	\$290.99
15_621_0118_1_3	Early Childhood Intervention Professional – Social worker	Hour	\$193.99	\$271.59	\$290.99

15_610_0118_1_3	Early Childhood Intervention Professional – Art Therapist	Hour	\$193.99	\$271.59	\$290.99
15_615_0118_1_3	Early Childhood Intervention Professional – Music Therapist	Hour	\$193.99	\$271.59	\$290.99
15_619_0118_1_3	Early Childhood Intervention Professional – Podiatrist	Hour	\$188.99	\$264.59	\$283.49
15_062_0118_1_3	Early Childhood Intervention Professional – Dietitian	Hour	\$188.99	\$264.59	\$283.49
15_003_0118_1_3	Early Childhood Intervention Professional - Physiotherapist	Hour	\$183.99	\$257.59	\$275.99
15_001_0118_1_3	Early Childhood Intervention Professional - Psychologist <ul style="list-style-type: none"> <li>This includes paid provisionally registered Psychologists operating under supervision.</li> </ul>	Hour	\$232.99	\$326.19	\$349.49
15_606_0118_1_3	Early Childhood Intervention Professional - Counsellor <ul style="list-style-type: none"> <li>Paid unsupervised provisionally registered psychologists can claim using this line item.</li> </ul>	Hour	\$156.16	\$218.62	\$234.24
15_609_0118_1_3	Early Childhood Intervention Professional - Exercise Physiologist	Hour	\$166.99	\$233.79	\$250.49
15_007_0118_1_3	Early Childhood Intervention Professional - Therapy Assistant - Level 1 <ul style="list-style-type: none"> <li>Support must be delivered by a therapy assistant working under the delegation and direct supervision at all times of a therapist.</li> </ul>	Hour	\$56.16	\$78.62	\$84.24
15_008_0118_1_3	Early Childhood Intervention Professional - Therapy Assistant - Level 2 <ul style="list-style-type: none"> <li>Support must be delivered by a therapy assistant working under the delegation and supervision of a therapist, where the therapist is satisfied that the therapy assistant is able to work independently without direct supervision at all times.</li> </ul>	Hour	\$86.79	\$121.51	\$130.19

## Therapy Supports (9 or older)

These support items provide therapeutic services to participants (9 or older). Therapy supports are for participants with an established disability to facilitate functional improvement, where maximum medical improvement has been reached. For people who access the Scheme as 'early intervention' participants, reasonable and necessary supports are likely to be a blend of medical and disability therapies but should be predominantly disability therapy supports. Therapy must be aimed at adjustment, adaption, and building capacity for community participation.

Maintenance care can be claimed against a participant's plan, where the primary purpose is to provide ongoing support for a participant to maintain a level of functioning including long term therapy/support required to achieve small incremental gains or to prevent functional decline. In general, maintenance therapy that is reasonable and necessary should be delivered by carers who are or can be trained in this if required. Where a participant has a medical condition or disability that requires a particular regime to maintain functioning of a body part, or to slow the deterioration of a medical condition or body part, then these support items can be used to deliver reasonable and necessary training for non-qualified personnel to assist a participant, as part of usual daily care. These support items cannot be used for massage, delivered directly to impact a body part or body system, as these supports are more appropriately funded by the health system.

These support items can also be used for the assessment, planning, and delivery of **Disability-Related Health Supports** where these supports directly relate to a participant's significant and permanent functional impairment and assist them to undertake activities of daily living.

These support items can be delivered to individual participants or to groups subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. In particular, these support items can only be delivered by the following types of professionals, and by therapy assistants operating under the delegation and supervision of one of the following types of professionals:

- Art Therapist – A person who is a Professional Member with the Australian, New Zealand and Asian Creative Arts Therapy Association (ANZACATA).
- Audiologist – A person who is either currently certified as an Audiology Australia Accredited Audiologist by Audiology Australia or as a Full Member as an audiologist with the Australian College of Audiology.
- Counsellor – A person who is either a member of the Australian Counselling Association or an accredited Registrant with the Psychotherapy and Counselling Federation of Australia, or a person who is an AHPRA provisionally registered psychologist operating as a paid unsupervised practitioner can claim using this line item.
- Developmental Educator – A person who is a Full Member of Developmental Educators Australia Inc.
- Dietitian – A person who is an Accredited Practising Dietitian with the Dietitians Australia.
- Exercise Physiologist – A person who is an Accredited exercise physiologist with Exercise and Sports Science Australia.
- Music Therapist – A person who is an Active “Registered Music Therapist” with the Australian Music Therapy Association.
- Occupational Therapist – A person who has a current Australian Health Practitioner Regulation Agency (AHPRA) Registration as an Occupational Therapist.
- Orthoptist – A person who has current registration with the Australian Orthoptic Board.
- Physiotherapist – A person who has a current AHPRA Registration as a Physiotherapist.
- Podiatrist – A person who has a current AHPRA Registration as a Podiatrist.
- Psychologist – A person who has a current AHPRA Registration as a Psychologist. This includes paid provisionally registered Psychologists operating under supervision.
- Rehabilitation Counsellor – A person who is member of the Australian Society of Rehabilitation Counsellors Inc. or equivalent.
- Social Worker – A person who is a member of the Australian Association of Social Workers.
- Speech Pathologist – A person who is a Certified Practising Speech Pathologist (CPSP) as approved by Speech Pathology Australia.
- Other Professional – A person who is not one of the types of professionals listed above but who the provider considers to be an appropriate professional to deliver therapeutic supports in line with the NDIS Quality and Safeguarding Commission’s requirements for the Therapeutic Supports Registration Group.

Note: Therapists who do not meet the above definitions but who have been accepted by an approved quality auditor of the NDIS Commission as having the relevant qualifications, expertise and experience should use the “Other Professional” support item.

Note: Where a support is delivered by a therapy assistant, the therapy assistant must be covered by the professional indemnity insurance of the supervising therapist (or the therapist's or therapy assistant's employing provider).

Note: In line with the rules for provider travel for therapy providers, the hourly price limit for provider travel is 50% of the regular price limit. For example, where an Occupational Therapist travelled 30 minutes to a participant, the price limit for this travel time would be \$48.50, not \$97.00.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 15\_799\_0114\_1\_3 or 15\_799\_0126\_1\_3 or 15\_799\_0128\_1\_3, depending on their Registration Group.

These support items are subject to the price limits set out in the following Table. Different price limits apply depending on the **Type of Therapist** who delivers the support. If one of these support items is delivered to a group, then the price limit for each participant is the price limit set out in the Table below divided by the number of people in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the lower price limit.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_610_0128_1_3	Assessment Recommendation Therapy or Training - Art Therapist	Hour	\$193.99	\$271.59	\$290.99
15_611_0128_1_3	Assessment Recommendation Therapy or Training - Audiologist	Hour	\$193.99	\$271.59	\$290.99
15_043_0128_1_3	Assessment Recommendation Therapy or Training - Counsellor <ul style="list-style-type: none"> <li>• Paid unsupervised provisionally registered psychologists can claim using this line item.</li> </ul>	Hour	\$156.16	\$218.62	\$234.24
15_613_0128_1_3	Assessment Recommendation Therapy or Training - Developmental Educator	Hour	\$193.99	\$271.59	\$290.99
15_062_0128_3_3	Assessment Recommendation Therapy or Training - Dietitian	Hour	\$188.99	\$264.59	\$283.49
15_200_0126_1_3	Assessment Recommendation Therapy or Training - Exercise Physiologist	Hour	\$166.99	\$233.79	\$250.49
15_200_0128_1_3	Assessment Recommendation Therapy or Training - Exercise Physiologist	Hour	\$166.99	\$233.79	\$250.49
15_615_0128_1_3	Assessment Recommendation Therapy or Training - Music Therapist	Hour	\$193.99	\$271.59	\$290.99
15_617_0128_1_3	Assessment Recommendation Therapy or Training - Occupational Therapist	Hour	\$193.99	\$271.59	\$290.99
15_618_0128_1_3	Assessment Recommendation Therapy or Training - Orthoptist	Hour	\$193.99	\$271.59	\$290.99
15_055_0128_1_3	Assessment Recommendation Therapy or Training - Physiotherapist	Hour	\$183.99	\$257.59	\$275.99
15_619_0128_1_3	Assessment Recommendation Therapy or Training - Podiatrist	Hour	\$188.99	\$264.59	\$283.49
15_054_0128_1_3	Assessment Recommendation Therapy or Training - Psychologist <ul style="list-style-type: none"> <li>• This includes paid provisionally registered Psychologists operating under supervision.</li> </ul>	Hour	\$232.99	\$326.19	\$349.49
15_620_0128_1_3	Assessment Recommendation Therapy or Training - Rehabilitation Counsellor	Hour	\$193.99	\$271.59	\$290.99
15_621_0128_1_3	Assessment Recommendation Therapy or Training - Social Worker	Hour	\$193.99	\$271.59	\$290.99

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_622_0128_1_3	Assessment Recommendation Therapy or Training - Speech Pathologist	Hour	\$193.99	\$271.59	\$290.99
15_056_0128_1_3	Assessment Recommendation Therapy or Training - Other Professional	Hour	\$193.99	\$271.59	\$290.99
15_052_0128_1_3	Therapy Assistant - Level 1 <ul style="list-style-type: none"> <li>Support must be delivered by a therapy assistant working under the delegation and direct supervision at all times of a therapist.</li> </ul>	Hour	\$56.16	\$78.62	\$84.24
15_053_0128_1_3	Therapy Assistant - Level 2 <ul style="list-style-type: none"> <li>Support must be delivered by a therapy assistant working under the delegation and supervision of a therapist, where the therapist is satisfied that the therapy assistant is able to work independently without direct supervision at all times.</li> </ul>	Hour	\$86.79	\$121.51	\$130.19

## Community Engagement Assistance

This support item entails the provision to a participant of a support to empower participants and improve interactions between participants and their social networks, or the provision of support to a participant to assist them to engage effectively in the community through a group approach to help achieve goals, gain insight into their lives, and make informed decisions.

This support item can be delivered to individual participants or to groups subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. As well as direct service provision, this support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 15\_799\_0128\_1\_3.

This support item is subject to the price limits set out in the following Table. If the support item is delivered to a group, then the price limit for each participant is the price limit set out in the Table below.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_045_0128_1_3	Community Engagement Assistance	Hour	\$51.20	\$71.68	\$76.80

## Hearing Supports

These support items provide for hearing services not covered under the MBS performed by a suitably qualified Audiologist or Audiometrist.

These support items can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. These support items can only be delivered by the following types of professionals:

- **Audiologist** – A person who is either currently certified as an Audiology Australia Accredited Audiologist or who is a Current Full Member as an audiologist of the Australian College of Audiology.

- Audiometrist – A person who is either a Current Full Member of the Hearing Aid Audiometrist Society of Australia or who is a Current Full Member as an audiometrist of the Australian College of Audiology.

Note: In line with the rules for provider travel for therapy providers, the hourly price limit for provider travel is 50% of the regular price limit. For example, where an audiologist travelled 30 minutes to a participant, the price limit for this travel time would be \$48.50, not \$97.00.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 01\_799\_0119\_1\_1 or 15\_799\_0119\_1\_3 or 01\_799\_0134\_1\_1 or 15\_799\_0134\_1\_3, depending on their Registration Group.

These support items are subject to the price limits set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_501_0119_1_3	Provision of Hearing Services by an Audiologist	Hour	\$193.99	\$271.59	\$290.99
15_502_0134_1_3	Provision of Hearing Services by an Audiologist	Hour	\$193.99	\$271.59	\$290.99
15_503_0134_1_3	Provision of Hearing Services by an Audiometrist	Hour	\$166.83	\$233.56	\$250.25

## Multidisciplinary Team Supports

This support item enables a coordinated multidisciplinary approach to be delivered to participants 7 or older. All team members will claim against a single support item, thereby increasing flexibility in service delivery to reflect the changing needs of a participant. It can be delivered to individual participants subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

This support item can only be used with the prior approval of the NDIA.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_049_0128_1_3	Multidisciplinary Team	Each	N/A	N/A	N/A

## Delivery of Disability Related Health Supports by a Nurse

These **Disability-Related Health Supports** provide nursing care to respond to the disability-related health needs of a participant where that care is not the usual responsibility of the health system.

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*. In particular:

- The **enrolled nurse** support items should be used when the nurse who delivered the support would be classified as an Enrolled nurse under the Nurses Award 2020 (A.4) if they were classified under that Award. An enrolled nurse is a person who provides nursing care under the direct or indirect supervision of a registered nurse. They have completed the

prescribed education preparation and demonstrated competence to practice under the Health Practitioner Regulation National Law as an enrolled nurse in Australia. Enrolled nurses are accountable for their own practice and remain responsible to a registered nurse for the delegated care.

- The **registered nurse** support items should be used when the nurse who delivered the support would be classified as a Registered nurse – level 1 (RN1) under the Nurses Award 2020 (A.5.1) if they were classified under that Award. Under the Award, a registered nurse is a person who has completed the prescribed education preparation, demonstrates competence to practice, and is registered under the Health Practitioner Regulation National Law as a registered nurse in Australia.
- The **clinical nurse** support items should be used when the nurse who delivered the support would be classified as a Registered nurse – level 2 (RN2) under the Nurses Award 2020 (A.5.2) if they were classified under that Award. Under the Award, a clinical nurse is a more experienced and skilled registered nurse. Duties of a clinical nurse will substantially include, but are not confined to, delivering direct and comprehensive nursing care and individual case management to a specific group of patients or clients in a particular area of nursing practice.
- The **clinical nurse consultant** support items should be used when the nurse who delivered the support would be classified as a Registered nurse – level 3 (RN3) or higher under the Nurses Award 2020 (A.5.3) if they were classified under that Award. Under the Award, a clinical nurse consultant is a nurse practicing in the advanced practice role. Advanced practice nursing is a qualitatively different level of advanced nursing practice to that of the registered nurse due to the additional legislative functions and the regulatory requirements. The requirements include a prescribed educational level, a specified advanced nursing practice experience, and continuing professional development.
- The **nurse practitioner** support items should be used when the nurse who delivered the support would be classified as a Nurse Practitioner under the Nurses Award 2020 (A.7) if they were classified under that Award. Under the Award, a nurse practitioner is an advanced practice nurse endorsed by the Nursing and Midwifery Board of Australia who has direct clinical contact and practices within their scope under the legislatively protected title ‘nurse practitioner’ under the Health Practitioner Regulation National Law.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 2 clear business days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 15\_799\_0114\_1\_3.

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Time of Day and Day of Week**; and on the **Type of Nurse** who delivers the support.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_400_0114_1_3	Delivery of Health Supports by an Enrolled Nurse - Weekday Daytime	Hour	\$99.88	\$139.83	\$149.82

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_401_0114_1_3	Delivery of Health Supports by an Enrolled Nurse - Weekday Evening	Hour	\$110.18	\$154.25	\$165.27
15_405_0114_1_3	Delivery of Health Supports by an Enrolled Nurse - Weekday Night	Hour	\$112.22	\$157.11	\$168.33
15_402_0114_1_3	Delivery of Health Supports by an Enrolled Nurse - Saturday	Hour	\$142.48	\$199.47	\$213.72
15_403_0114_1_3	Delivery of Health Supports by an Enrolled Nurse - Sunday	Hour	\$163.79	\$229.31	\$245.69
15_404_0114_1_3	Delivery of Health Supports by an Enrolled Nurse - Public Holiday	Hour	\$185.08	\$259.11	\$277.62
15_406_0114_1_3	Delivery of Health Supports by a Registered Nurse - Weekday Daytime	Hour	\$123.65	\$173.11	\$185.48
15_407_0114_1_3	Delivery of Health Supports by a Registered Nurse - Weekday Evening	Hour	\$136.41	\$190.97	\$204.62
15_411_0114_1_3	Delivery of Health Supports by a Registered Nurse - Weekday Night	Hour	\$138.95	\$194.53	\$208.43
15_408_0114_1_3	Delivery of Health Supports by a Registered Nurse - Saturday	Hour	\$176.47	\$247.06	\$264.71
15_409_0114_1_3	Delivery of Health Supports by a Registered Nurse - Sunday	Hour	\$202.87	\$284.02	\$304.31
15_410_0114_1_3	Delivery of Health Supports by a Registered Nurse - Public Holiday	Hour	\$229.27	\$320.98	\$343.91
15_412_0114_1_3	Delivery of Health Supports by a Clinical Nurse - Weekday Daytime	Hour	\$143.04	\$200.26	\$214.56
15_413_0114_1_3	Delivery of Health Supports by a Clinical Nurse - Weekday Evening	Hour	\$157.77	\$220.88	\$236.66
15_417_0114_1_3	Delivery of Health Supports by a Clinical Nurse - Weekday Night	Hour	\$160.73	\$225.02	\$241.10
15_414_0114_1_3	Delivery of Health Supports by a Clinical Nurse - Saturday	Hour	\$204.12	\$285.77	\$306.18
15_415_0114_1_3	Delivery of Health Supports by a Clinical Nurse - Sunday	Hour	\$234.67	\$328.54	\$352.01
15_416_0114_1_3	Delivery of Health Supports by a Clinical Nurse - Public Holiday	Hour	\$265.20	\$371.28	\$397.80
15_418_0114_1_3	Delivery of Health Supports by a Clinical Nurse Consultant - Weekday Daytime	Hour	\$169.16	\$236.82	\$253.74
15_419_0114_1_3	Delivery of Health Supports by a Clinical Nurse Consultant - Weekday Evening	Hour	\$186.63	\$261.28	\$279.95
15_423_0114_1_3	Delivery of Health Supports by a Clinical Nurse Consultant - Weekday Night	Hour	\$190.12	\$266.17	\$285.18
15_420_0114_1_3	Delivery of Health Supports by a Clinical Nurse Consultant - Saturday	Hour	\$241.52	\$338.13	\$362.28
15_421_0114_1_3	Delivery of Health Supports by a Clinical Nurse Consultant - Sunday	Hour	\$277.69	\$388.77	\$416.54
15_422_0114_1_3	Delivery of Health Supports by a Clinical Nurse Consultant - Public Holiday	Hour	\$313.86	\$439.40	\$470.79
15_424_0114_1_3	Delivery of Health Supports by a Nurse Practitioner - Weekday Daytime	Hour	\$176.85	\$247.59	\$265.28
15_425_0114_1_3	Delivery of Health Supports by a Nurse Practitioner - Weekday Evening	Hour	\$195.09	\$273.13	\$292.64
15_429_0114_1_3	Delivery of Health Supports by a Nurse Practitioner - Weekday Night	Hour	\$198.75	\$278.25	\$298.13
15_426_0114_1_3	Delivery of Health Supports by a Nurse Practitioner - Saturday	Hour	\$252.51	\$353.51	\$378.77
15_427_0114_1_3	Delivery of Health Supports by a Nurse Practitioner - Sunday	Hour	\$290.33	\$406.46	\$435.50
15_428_0114_1_3	Delivery of Health Supports by a Nurse Practitioner - Public Holiday	Hour	\$328.16	\$459.42	\$492.24

## Specialised Driver Training Support

This support item provides driving lessons required due to the impact of a participant's disability. This item should be in response to an assessment by a specialist Driver Trained Occupational Therapist.

This support item can be delivered to individual participants subject to the rules set out the *NDIS Pricing Arrangements and Price Limits*.

This support item is subject to quotation. It should only be used if it is a stated item in a plan.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_046_0129_1_3	Specialised Driver Training	Each	N/A	N/A	N/A

## Other Supports

These support items assist the development of, or increase, a participant's skills and or capacity for independence and community participation.

These support items can be delivered to individual participants or to groups (see Claiming for Group-Based Supports) subject to the rules set out the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support item can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 15\_799\_0106\_1\_3 or 15\_799\_0117\_1\_3 or 01\_799\_0135\_1\_1 or 15\_799\_0135\_1\_3, depending on their Registration Group.

These support items are subject to the price limits set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_035_0106_1_3	Assistance With Decision Making Daily Planning and Budgeting <ul style="list-style-type: none"> <li>• Provision of time limited support to assist a person to develop and maintain daily budget, including assisting in planning purchases.</li> </ul>	Hour	\$70.23	\$98.32	\$105.35
15_037_0117_1_3	Skill Development And Training including Public Transport Training <ul style="list-style-type: none"> <li>• Individual training provided in the home or in the community for general life skills to increase independence.</li> </ul>	Hour	\$70.23	\$98.32	\$105.35
15_038_0117_1_3	Training For Carers/Parents <ul style="list-style-type: none"> <li>• Training for carers in matters related to caring for a person with disability.</li> </ul>	Hour	\$80.06	\$112.08	\$120.09
15_047_0135_1_3	Selection and/or Manufacture of Customised or Wearable Technology	Hour	\$193.99	\$271.59	\$290.99

## Low Cost AT to support Capacity Building support delivery

This support item was created in response to the increased need for online appointments (web, telehealth or application-based approaches) given the suspension of face-to-face services due to the social distancing regulations. It can be used to purchase low cost smart devices.

This support item can be delivered to individual participants subject to the rules set out the *NDIS Pricing Arrangements and Price Limits*.

This support item is not subject to price limits. See page 19 for further information on how to claim for support items that are not subject to a price limit.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_222400911_0124_1_3	Low Cost AT - Support Capacity Building	Each	\$1.00	\$1.00	\$1.00

Participants can use their existing NDIS funding to purchase an item if:

- it will maintain funded NDIS supports like a program, therapy or requirement (for example physiotherapy or Auslan interpreting provided via video conferencing), and
- the provider of supports has confirmed in writing the device is necessary to continue supports and services while maintaining physical distancing requirements, and
- it is the lowest specification that will maintain funded supports, and
- they do not already have the item, another suitable item or access to the item, and
- the item has not been funded by another service system (such as education), and
- the item or circumstances are not specifically excluded.

Participants should not spend more than \$750 on electronic devices needed to maintain existing services. In the case of computer tablets or iPads for telehealth and care or participating in online video classes, advice from AT specialists is that most NDIS participants will not need more than a standard tablet, which costs no more than \$600.

The following items and circumstances are excluded from this policy:

- The item does not relate to the participants disability. A participant cannot purchase a smart device for entertainment, education, or gaming. A participant cannot purchase fitness equipment not previously used or recommended by the participant's provider or therapist in existing funded supports.
- Devices with extra specifications above the basic model. A participant can only purchase device that is fit for purpose for maintaining NDIS funded supports. The NDIS will generally fund the lowest specification. Top of the range specifications can only be justified if they are required as a result of a person's disability. For example, Therabands and a fitness ball may be sufficient to maintain an exercise program rather than a gym set. In the case of computer solutions, only participants who require 'head tracking' and other solutions are likely to need a large screen tablet or iPad, most other participants would only require an entry-level tablet. You should consult a specialised AT provider to advise you on any more complex products before making a purchase.
- Smart phones, tablets, or iPads with mobile connections cannot be purchased. Video conferencing and other functionality participants will need to access supports is available on tablets, iPads, or computers that are in scope and connect using Wi-Fi.
- Participants cannot purchase multiple devices. A single item can be purchased, where the participant does not already own or have access to a device that would meet their needs to

continue to access supports and services. This includes if the participant already owns or has access to a suitable device through:

- existing individual or family ownership
- employment (for the purpose of working remotely)
- education (for the purpose of studying remotely)
- Replacements for loss or damage will generally follow the existing NDIS AT replacement policy (noting that replacement of items will generally not apply once this policy ends).
- Internet connection and data, these are considered ordinary living costs (utilities) and are excluded from this policy.
- This policy will not fund applications or software, however apps that have been specified and approved in a plan can be paid for with NDIS funding.
- Additional hardware or accessories, other than standard protective cases will not be funded by the NDIS. This includes: screen protectors, additional or back up chargers, selfie sticks, connection cables

Additional hardware and accessories may be purchased if they relate to using the device because of the participant's disability, such as mounting on a wheelchair for a person with limited grip or rugged case where related to behaviour issues.

## Assistive Technology Mentors (AT Mentors)

This support item enables provision of independent, qualified advice and assistance for participants to identify, select and use appropriate assistive technology to meet their disability related needs. AT Mentors are currently authorised as AT Advisors under the [NDIS Guidelines for Assistive Technology](#), but may not provide AT Assessment services. They can provide capacity building and peer support to participants receiving AT Assessment services, or higher cost AT products, but must do so under the oversight of a suitably qualified AT Assessor.

The work of AT Mentors requires lived and/or learnt experience of disability and AT. AT Mentors must have ASQA recognised tertiary qualifications in AT Mentoring (minimum of Certificate IV in AT Mentoring) or equivalent training.

This support item can be delivered to individual participants, subject to the rules set out in the *NDIS Pricing Arrangements and Price Limits*.

As well as direct service provision, these support items can be used to claim for:

- **Non-Face-to-Face Support Provision**
- **Provider Travel**
- **Short Notice Cancellation – 7 days**
- **NDIA Requested Reports**

Providers of this support can also claim for the costs of:

- **Provider Travel – Non-Labour Costs** using support item 15\_799\_0103\_6\_3

These support items are subject to price limits as set out in the following Table.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_300_0103_1_3	Assistive Technology Mentoring	Hour	\$105.43	\$147.60	\$158.15

## Appendix A: History of Changes

Version	Page(s)	Details of Amendment	Date Published	Date of Effect
1.0	NA	NDIS Pricing Arrangements and Price Limits 2025-26	16 June 2025	1 July 2025

## FAIR WORK COMMISSION

Matter No: AM2026/10 and others

Re Application by: ACTU and others

### WITNESS STATEMENT OF LAURA BIGGINS

I, Laura Biggins of [REDACTED] state as follows.

#### BACKGROUND

1. I am the Chief Financial Officer of KompleteCare Community and Home Care Pty Ltd (ABN 48 649 826 639) (**KompleteCare**). I have held this position for 3 years. Prior to my appointment as Chief Financial Officer, I worked within KompleteCare's finance and accounts department for approximately 7 years.
2. Before joining KompleteCare, I was employed by the South Australian Government in the Disability Brokerage Unit. In that role, I was responsible for developing and administering contracts that enabled disability service providers to deliver community-based services funded by the State Government to people with disabilities.
3. As Chief Financial Officer of KompleteCare my duties include providing high-level oversight of the business's financial operations and influencing management decision-making through analysis and interpretation of financial data. I am also responsible for working with the payroll team to ensure accurate and efficient payroll operations.
4. I am aware of the application to vary the vehicle allowance in the *Aged Care Award 2020* and the *Social, Community, Home Care and Disability Services Industry Award 2020* made by the ACTU on behalf of the Health Services Union, with the matter number of AM2026/10.
5. This statement is made from my own knowledge and belief, except where stated otherwise. Where statements are not made from my own knowledge, they are made to the best of my knowledge, information and belief, which I believe to be true.

## **KOMPLETECARE**

6. CompleteCare operates across South Australia and Western Australia. We employ approximately 450 Home Support Workers who deliver services within the community, in addition to approximately 100 office-based staff.
7. Kompletecare provides in-home support to elderly and disabled people living within the community. Our main services include:
  - (a) personal care;
  - (b) shopping assistance;
  - (c) transport; and
  - (d) domestic assistance, including gardening and house cleaning.
8. Our Home Support Workers are covered by either the *Social, Community, Home Care and Disability Services Award* or the *Aged Care Award*.
9. Where Home Support Workers use their personal vehicles in the course of their duties, which includes travelling between clients or transporting clients, they are paid the vehicle allowance under the Award of \$0.99 cents per kilometre to reimburse them for the expense incurred.
10. When Home Support Workers travel between their home and a client they are reimbursed at the ATO rate, which is currently \$0.88 cents per kilometre, which is PAYG exclusive.
11. In April 2026, CompleteCare's vehicle allowance expenditure was \$121,288 for the month.

## **FUNDING ARRANGEMENTS**

12. CompleteCare operates under three separate pricing structures: Aged Care, National Disability Insurance Scheme (NDIS) supports, and privately funded care.
13. Services delivered under Aged Care and NDIS are subject to government-regulated funding models. These models restrict both the rates that may be charged and the types of costs that can be recovered. As a result, CompleteCare has limited capacity to respond to

changes in operating costs. Where costs cannot be recovered, they have to be absorbed into the business bottom line.

### Aged Care

14. From 1 November 2025, the Support at Home program came into effect. Under this reform, all transport costs, including provider travel time and kilometres, must be incorporated into the hourly service rate. These costs can no longer be charged as a separate allowance or line item.
15. This means transport costs cannot be increased selectively for only those clients who receive services that require travel. From my understanding, any increase to the hourly rate applies across all aged care clients, affecting all service users regardless of their individual transport usage.
16. If CompleteCare was required to adjust rates to account for an increase in the vehicle allowances, to pass on that additional cost would require CompleteCare to obtain agreement variations from each aged care client. CompleteCare currently supports approximately 600 Support at Home clients, which would require issuing and executing an addendum to each client's agreement, including a revised fee schedule.
17. If a client did not agree to revised rates, CompleteCare would be required to continue to apply the existing rate or seek to negotiate an alternative arrangement.

### NDIS

18. Under the NDIS, services are governed by a support catalogue that applies price caps to individual supports. Activity-based transport, being the cost per kilometre that can be charged to a participant for travel associated with supports or activities in the community within an NDIS plan, is current capped at \$1 per kilometre.
19. Where a Home Support Worker travels between NDIS clients, CompleteCare pays both the worker's travel time and kilometres. However, CompleteCare only on-charges either travel time or kilometres, but not both, resulting in unrecovered costs.

### Private Clients

20. Much like our aged care clients, privately funded clients, often people who are in the process of being assessed for aged care or NDIS, are subject to a contract with rolled up rates including transport. These arrangements are not easy to change, as any variation requires a formal variation to the client's contract. Such changes cannot be made on a month-to-month basis, and attempting to do so would likely result in the loss of clients, as such changes would damage trust and the client relationship.

### **IMPACTS**

21. In the current operating environment, the additional cost pressures faced by in-home care providers are unsustainable.
22. CompleteCare is already managing the significant administrative and financial burden of implementing the Support at Home reforms, which have required substantial time and financial resources.
23. Further cost increases as a result of changes to the vehicles allowance would place additional strain on business viability, would create financial instability and would impact our capacity to plan, budget, and continue delivering services sustainably.



**Laura Biggins**

**Date: 12 May 2026**

## IN THE FAIR WORK COMMISSION

**Matter No: AM2026/10 and others**

**Re Application by: ACTU and others**

### WITNESS STATEMENT OF NATHAN QUINLIVAN

I, Nathan Quinlivan of [REDACTED] state as follows.

#### BACKGROUND

1. I am the Chief Financial Officer of Kirinari Community Services Ltd (ABN 34 090 653 946) (**Kirinari**). I have held this role since 2022. In this capacity, I am responsible for the financial management and strategic direction of Kirinari, including ensuring the organisation's ongoing financial sustainability.
2. I am aware of the application to vary the vehicle allowance in the *Aged Care Award 2020* and the *Social, Community, Home Care and Disability Services Industry Award 2020* made by the ACTU on behalf of the Health Services Union, with the matter number of AM2026/10.
3. This statement is made from my own knowledge and belief, except where stated otherwise. Where statements are not made from my own knowledge, they are made to the best of my knowledge, information and belief, which I believe to be true.

#### KIRINARI

4. Kirinari is one of Australia's largest regionally based provider of human services. We deliver disability, aged care, housing, children and youth, allied health, community nursing, transport, and carer services to more than 15,000 customers across New South Wales, Queensland, South Australia, Tasmania, and Victoria. Our goal in delivering aged care services specifically is to help older Australians live a good life, as independently as possible.

5. We provide a number of services to older Australians, including in-home care, community support, occupational therapy and community transport through the Support at Home program.

## **THE VEHICLE ALLOWANCE**

6. Many services within Kirinari attract a vehicle allowance. These services are primarily delivered in the home or in the community, across both Aged Care and the NDIS. Services are rostered with travel identified between clients. This travel data is then collated from rosters, with employees paid for both travel time and kilometres travelled through our fortnightly payroll cycle.
7. Where employees use a Kirinari fleet vehicle, they are reimbursed for travel time only.
8. Kirinari's operations extend across regional, rural and remote areas. When fuel prices increased unexpectedly following the commencement of the conflict in the Middle East, we encouraged the use of our fleet vehicles. Where that was not workable for our employees, we implemented tailored, case-by-case arrangements to support employees in the most remote locations who are required to travel significant distances to deliver services.
9. Kirinari's fortnightly payroll averages approximately \$100,000 in vehicle allowance reimbursements. This equates to approximately 100,000 kilometres travelled and reimbursed per fortnight, and more than 2.5 million kilometres reimbursed annually.
10. Based on recent fortnights, Kirinari has, on average, approximately 410 employees receiving a vehicle allowance reimbursement each pay cycle. The majority of these employees work in Aged Care and the NDIS in-home or community services. The average distance reimbursed is approximately 200 kilometres per fortnight.

## **ADDITIONAL FUEL IMPACTS**

11. Increased fuel prices have impacted Kirinari's operating costs in multiple ways.
12. First, fuel is directly purchased for use in Kirinari's fleet vehicles. These vehicles are used in its transport services and by employees delivering in-home services across Aged Care

and NDIS programs. Recent increases in fuel prices have resulted in additional costs of approximately \$20,000 per month, representing an increase of around 25%. In most cases, there is no direct mechanism to recover these increased costs through Aged Care or NDIS funding arrangements.

13. Secondly, Kirinari is experiencing indirect cost increases driven by fuel price rises. Kirinari engages external providers to deliver some services (for example, gardening, mowing and domestic cleaning). Many of these contractors have increased their prices by approximately 3% to 10% in response to rising fuel costs. As with direct fuel costs, these increases are largely borne by Kirinari as the service provider.

## **FUNDING ARRANGEMENTS**

14. Kirinari operates within funding models that impose strict financial constraints and provide limited flexibility to absorb increases in operating costs.

### NDIS

15. Under the NDIS, participants are allocated an individualised budget based on their assessed needs, which includes a capped allocation for transport. This funding may be used for a range of transport-related services, including taxis, rideshare services, or where Kirinari employees transport participants to appointments or community activities as part of the supports we deliver.
16. This funding is fixed for the duration of the participant's plan, and providers are not able to charge beyond the participant's approved funding envelope. In practical terms, this means that any increase in transport-related costs, including increases to the vehicle allowance, must either be absorbed by Kirinari or accommodated within the participant's existing budget.
17. In my experience, participants generally allocate their budgets across services at the commencement of their plan. Accordingly, any increase in transport costs reduces the

participant's capacity to access transport and other supports, as a greater proportion of their fixed budget is consumed by higher expenses.

18. Where a Kirinari employee uses their personal vehicle to transport a participant, the employee is currently reimbursed at \$0.99 per kilometre, while the participant is charged at no more than \$1.00 per kilometre in line with a clear industry benchmark. This leaves no meaningful margin for Kirinari. Any increase in those costs would therefore need to be borne either by the participant (resulting in reduced services) or by Kirinari.
19. Any change to rates would also require the recalibration of all NDIS service agreements. Kirinari does not have the resources to undertake an out-of-cycle exercise of this magnitude, particularly given the limited overhead funding available under the NDIS.

#### Aged Care Sector - Commonwealth Home Support Program

20. The aged care sector operates under a different funding model. Under the Commonwealth Home Support Program (**CHSP**), Kirinari receives block funding through government grants to deliver specified services. Prices are deemed by the funder on an annual basis. We are unable to claim a higher rate for these services, meaning any increase to the vehicle allowance rate will be borne by us directly.
21. Margins in aged care are limited, and increases in operating costs without corresponding funding adjustments place significant pressure on the financial sustainability of service delivery.
22. I am aware that during the COVID-19 pandemic, when providers experienced significant and unexpected increases in operating costs, the Government recognised the limited capacity of providers of the CHSP to absorb those costs. In response, it implemented targeted grant processes to provide additional funding and support the continued delivery of services in the sector.

#### Aged Care Sector - Support at Home

23. Under the new Support at Home framework, services are currently charged based on provider-managed price lists. From 1 July 2026, however, prices are intended to be set by the funder.
24. While it may be technically possible to increase pricing under this program, it is not practically feasible in the current environment. This is because any change would require engaging with each client individually to obtain consent and execute amended service agreements.
25. In addition, any increase in rates would require corresponding increases in client budgets. Without such increases, clients would be required to reduce the services they receive, which is neither practical nor desirable.
26. Further, given the impending 1 July 2026 pricing changes, the notice period required for client variations would consume most of the remaining time available to implement any increase.
27. The administrative steps required to implement price increases and update service agreements and client budgets outside the standard review cycle would also be substantial, particularly in the context of limited care management resources (approximately 10% of the client budget) under the current model.

## **ADMINISTRATIVE BURDEN AND FUNDING ALIGNMENT**

28. While increasing a reimbursement rate within Kirinari's payroll system may, in isolation, be manageable, doing so on a frequent or monthly basis presents practical challenges.
29. Our payroll systems does not support mid payroll cycle allowance rate adjustments. So if this was required, it would have to be proceeded manually, which increases both the administrative burden and the risk of error.
30. Unless government funded, any change to vehicle allowance rates would also need to align with existing funding arrangements. The introduction of a mechanism involving fluctuating

monthly rates would be extremely difficult to reconcile with the fixed and pre-determined funding models under both the NDIS and aged care frameworks.

31. Kirinari has engaged with relevant government stakeholders in relation to the impact of increasing fuel costs on service delivery. As at the time of preparing this statement, I am not aware of any indication from the Federal Government that additional funding would be introduced to address increased costs if the variation sought by the unions was granted.



**Nathan Quinlivan**  
Chief Financial Officer

12 May 2026

**IN THE FAIR WORK COMMISSION**

**Matter No: AM2026/10 and others**

**Re Application by: ACTU and others**

**WITNESS STATEMENT OF MARCELA CARRASCO**

I, Marcela Carrasco, of [REDACTED] state as follows:

**BACKGROUND**

1. I am the Executive General Manager Home Care at HammondCare (ABN 48 000 026 219).
2. I have held my current role for approximately two and a half years. In this role, I oversee all Home Care operations, as well as HammondCare's independent living (retirement living) services. I lead approximately 1,300 frontline staff who provide services to around 8,000 clients in the community.
3. HammondCare is an independent Christian not-for-profit aged care provider that is passionate about caring for people with complex care needs, specialising in dementia and palliative care. We have a long history pioneering new models of care, including the small household model in residential care. Our operations include programs under the Commonwealth Home Support Program (CHSP) and the Support at Home program.
4. Since 1932 we have been committed to supporting people who others can't or won't, guided by our mission to improve quality of life for people in need, regardless of their circumstances.
5. I am aware of the application to vary the vehicle allowance in the *Aged Care Award 2020* and the *Social, Community, Home Care and Disability Services Industry Award*

2020 made by the ACTU on behalf of the Health Services Union, with the matter number of AM2026/10.

6. This statement is made from my own knowledge and belief, except where stated otherwise. Where statements are not made from my own knowledge, they are made to the best of my knowledge, information and belief, which I believe to be true.

## **HAMMONDCARE OPERATIONS AND THE FUNDING ENVIRONMENT**

7. HammondCare is an Australian not-for-profit organisation providing aged care services to a large number of clients, many of whom are older Australians with complex care needs.
8. The introduction of the Support at Home reforms in November 2025 has significantly altered the financial and operational landscape in which we operate. These reforms involved a major structural change to funding arrangements.
9. It has been less than 12 months since these reforms commenced, and the sector is still adapting to the new system. There remains a degree of uncertainty regarding pricing, client engagement, and long-term financial sustainability.
10. In particular, changes to funding mechanisms, including the removal of some fixed revenue streams and changes to client co-contribution arrangements, have had a direct impact on our cost recovery model.
11. The Support at Home framework remains in the early stages of implementation and continues to evolve to ensure it is fit for purpose. For example, the co-contribution rates for Personal Care services are scheduled to change in October 2026, following feedback from both providers and clients that the initial settings were limiting access to essential hygiene supports.
12. These ongoing adjustments contribute to uncertainty in pricing and client engagement. As a result, HammondCare must carefully balance the delivery of high-quality care with the need to maintain pricing at levels acceptable to clients.

## VEHICLE ALLOWANCE AND COST STRUCTURE

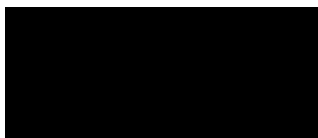
13. Under the *HammondCare Aged Care Enterprise Agreement 2023*, aged care employees are paid a vehicle allowance when they are required to travel between clients, and when transporting clients as part of service delivery. The vehicle allowance is paid at a rate set in the Enterprise Agreement or the rate in the applicable award, whichever is higher.
14. There are foreseeable challenges in changing the vehicle allowance, or any other operational cost on a dynamic model. In particular, under the Support at Home model, we are required to incorporate all costs of delivering care into a single hourly rate charged to clients.
15. To determine that rate, HammondCare undertook a detailed cost-to-care analysis. This analysis incorporated a wide range of cost components, including:
  - (a) employee wages and entitlements, including reimbursement related expenses;
  - (b) training and compliance costs; and
  - (c) administrative and overhead costs.
16. That analysis was based on reasonably anticipated, relatively stable cost inputs. It did not contemplate frequent or dynamic fluctuations in specific cost components, including the vehicle allowance.
17. The introduction of a mechanism that would result in the vehicle allowance changing on a monthly basis would not align with the way in which our pricing model has been structured.
18. HammondCare is not able to easily adjust the rates charged to clients in response to short-term changes in operating costs.
19. Any increase to the price charged to a client requires a formal process, including consultation with the client, consent and variation of the service agreement.

20. Clients must agree to the amount they pay for services under their service agreements. Outside of annual CPI adjustments, which are set out in our service agreements, any change to pricing requires a variation to the service agreement, which must be explained, agreed to, and re-executed.
21. This process is both time-consuming and confusing for clients. It also creates administrative burden for HammondCare.
22. In practical terms, it is not feasible to undertake this process on a frequent or monthly basis in response to changing fuel costs.
23. The margins for aged care service delivery are very thin. If HammondCare were required to absorb increases in the vehicle allowance without being able to recover those costs, this would have a direct impact on our financial position as a not-for-profit.
24. If we attempted to pass those costs on to clients on a frequent basis, this would likely result in reduced service uptake, cancellations, or requests to reduce services, particularly given the current price sensitivity of clients.
25. In my experience, the introduction of dynamic or frequently changing pricing would also likely undermine client confidence and create uncertainty in the delivery of care. Maintaining trust with our clients is critical, and frequent adjustments to costs would, in my experience, erode that trust.

### **Payroll and Administration**

26. HammondCare operates on a fortnightly payroll cycle, with payments made in arrears.
27. Our payroll systems and processes are structured around predictable rates of pay and allowances.
28. A requirement to adjust the vehicle allowance on a frequent basis, particularly mid-way through a pay cycle, would be extremely difficult to administer.

29. Based on my understanding, our payroll systems do not have the capability to automatically adjust reimbursement amounts in real time based on external data sources such as monthly CPI releases. As a result, any such changes would likely require manual intervention. This would increase the administrative burden on the payroll team and introduce a heightened risk of error.
30. Introducing a mechanism requiring frequent recalculation of allowances by reference to Australian Bureau of Statistics CPI releases would add complexity. It would also create challenges in ensuring consistent interpretation and application across the organisation.
31. In my experience, a system that requires payroll staff to regularly interpret and apply external economic data to determine employee entitlements would be impractical to administer and prone to error.
32. I am also uncertain as to how such a mechanism would interact with the existing framework for annual wage and allowance adjustments under the modern awards system.



**Marcela Carrasco**

Executive General Manager

Home Care

12 May 2026