

IN THE FAIR WORK COMMISSION

Matter No: AM2018/26

Matter: 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010*

WITNESS STATEMENT OF CRAIG MACARTHUR

I, Craig MacArthur, of [REDACTED] say as follows:

1. I have been employed by Life Without Barriers (**LWB**) since 2009.
2. I currently hold the position of National Finance Lead – Aged Care. I have been employed in this position for approximately 18 months.
3. My day-to-day duties and responsibilities in this position include but are not limited to the following:
 - (a) Providing internal advice regarding financial matters associated with LWB's aged care function, including funding arrangements and LWB's contractual arrangements with brokers.
 - (b) Maintaining current knowledge of funding arrangements relevant to LWB's aged care operations, including by way of reviewing updates provided by the relevant Government Departments and agencies, as well as attending meetings and seminars that are conducted by them or by industry bodies from time-to-time.
 - (c) Liaising with LWB's Finance Business Partners in relation to various aged care initiatives.
 - (d) Overseeing routine end-of-month financial processes.
4. Prior to my current position, I was employed in a range of positions associated with LWB's finance function.

Funding Arrangements Relevant to LWB's Aged Care Services

5. In this statement, I use the phrase '*aged care services*'. When using that phrase, I am referring to the services provided by LWB to its aged clients. These services are distinct from the services provided by LWB to clients who have a disability.
6. LWB's aged care services are generally funded by one of the following Commonwealth Government schemes:
 - (a) The Commonwealth Home Support Program (**CHSP**);
 - (b) Home Care Packages (**HCP**); and
 - (c) Veterans Home Care (**VHC**).

The CHSP

7. As at 16 June 2021, LWB is providing its aged care services to 5100 clients under the CHSP.
8. As at 13 June 2021, LWB is receiving approximately [REDACTED] in funding per annum through the CHSP.
9. LWB receives funding through the CHSP pursuant to an agreement between it and the Department of Health (**DoH**). That agreement requires that LWB must provide the level of output prescribed by the agreement in return for the funding provided to LWB. For each type of support provided, the output level is described as a number of hours or the monetary value of the service.
10. Each year, LWB is required to provide a report to the DoH, which identifies the number of outputs delivered and the amount of funding spent in the delivery of those outputs.
11. The amount of CHSP funding provided to organisations who deliver the relevant type of aged care is determined by reference to '*unit prices*' derived by those organisations. Such prices are ultimately set via a tendering process through which organisations propose a price that is either accepted or not accepted by

the DoH. The DoH sometimes provides a range of unit prices which it identifies as potentially acceptable.

12. Most of the CHSP funding currently received by LWB is based on unit prices that were determined several years ago by reference to cost models prepared by LWB that took into account the costs incurred by LWB in the course of providing its aged care services at that time.
13. Different unit prices apply in each of the states and territories in which LWB provides its aged care services and to different types of services. These differences reflect varying cost considerations.
14. There is no mechanism under the CHSP for an automatic or periodic review of unit prices or of the amount of funding afforded to LWB; except yearly increases to the quantum of the funding received by LWB which are made by the DoH to reflect increases to the Consumer Price Index (**CPI**) (**CPI Exception**).
15. Save for the CPI Exception and increased funding that was provided by the Commonwealth Government to reflect the introduction of the Equal Remuneration Order that, as I understand it, applies to some employees covered by the *Social, Community, Home Care and Disability Services Industry Award 2010* (**Award**); the level of funding provided to LWB under the CHSP has not been increased to reflect increases to other costs of delivering its services per unit of output that have been incurred by LWB since the program's inception.
16. The cost increases faced by LWB since the inception of the CHSP program include:
 - (a) Increases to the minimum rate of pay prescribed by the Award.
 - (b) Other variations to the Award; such as a new requirement to pay the casual loading during overtime and on weekends, which was introduced in 2020.
 - (c) Increases to the superannuation guarantee (**SG**).

- (d) Increases to the fees charged to LWB by brokers.

LWB has arrangements in place with other organisations for the provision of certain services to its aged care clients. For example, certain cleaning and gardening services are provided to clients by employees of businesses that LWB has engaged. Those businesses charge LWB a fee. They typically seek increases to their fees on at least an annual basis. The fees have in fact increased during this time.

17. From time to time, LWB makes applications for additional funding for the purposes of providing additional services (or, put another way, increased outputs). Such applications are made where there is an increase in demand for LWB's services.
18. When applying for funding under the CHSP, a provider is required to identify their unit prices. An application for funding is not the subject of negotiation between a provider and the DoH. Rather, once submitted, the provider receives a response from the DoH as to whether their bid was successful. It is my understanding that unit prices are a key factor that is taken into account by the DoH when assessing whether funding will be granted.
19. It is LWB's view, based on previous unsuccessful attempts to secure funding increases, that if it endeavours to obtain additional funding in respect of further outputs by reference to unit prices that are higher than those that it has previously identified, there is a significant risk that its application for additional funding will be unsuccessful. This view has had the effect of applying downward pressure on the unit prices identified by LWB when it has applied for additional funding for the purposes of providing additional services.
20. A period of approximately one - two months has generally lapsed between an application being submitted by LWB for additional funding in response to increased demand and the outcome of the application being communicated by the DoH to LWB. However, this has sometimes taken longer (up to approximately 5 months).

21. The total cost to LWB of delivering the current level of outputs that it is required to deliver, by virtue of its arrangement with the DoH, exceeds the amount of funding that LWB is receiving for those outputs by approximately 12% – 15%.
22. At present, LWB is delivering fewer outputs than what it had anticipated and as a result, it has access to some surplus funding that was granted to LWB for the provision of those outputs, which it can rely on to cover its excess costs, to some extent. LWB nonetheless considers that this position is not sustainable for reasons that include the following:
 - (a) If the demand for its services increases and LWB begins delivering the level of outputs that it had anticipated, the level of surplus funding will be diminished.
 - (b) The surplus funding is not intended to cover excess costs. Through the regular reports provided to the DoH by LWB, it is evident that LWB has not delivered the level of outputs for which the funding was designated. The DoH can require LWB to return the funding that was attributed to the undelivered outputs.
23. According to the arrangement between LWB and the DoH, LWB must continue to provide the prescribed volume of services for which it is currently receiving funding through the CHSP, even if the cost of providing the services exceeds the funding that it receives for the provision of those outputs.
24. As at the time of signing this statement, LWB has not received any indication from the Commonwealth Government or the DoH that the level of funding received by LWB in relation to the services it currently provides will be increased or that the DoH will consider increasing it to reflect the changes that the Fair Work Commission (**Commission**) decided to make, or provisionally decided to make, to the Award on 4 May 2021.
25. The DoH has not outlined a formal mechanism or process for making an application for additional funding in relation to outputs that providers are already contracted to provide.

26. LWB has not made an application seeking that the amount of funding that it receives be increased in response to changes to the Award that will ultimately flow from the Commission's decision. It does however intend to make such an application.
27. In order to make such an application, LWB believes it must first meaningfully assess what its revised unit prices will be. In order to do so, it is necessary to ascertain what the cost of providing the relevant services will be to LWB under the Award, as varied. However, LWB is not in a position to make that assessment with reasonable specificity until it has determined the operational changes that it will need to make in order to deliver its aged care services in a way that conforms with the Award, as varied.
28. Though the analysis undertaken by LWB to date demonstrates that the cost of providing the relevant services will increase significantly, the precise quantum or extent of the increase is still uncertain. It is therefore premature to make an application at this stage. Nonetheless, LWB considers that additional funding will be necessary in order for it to continue to sustainably provide its aged care services under the CHSP. It intends to make a request for additional funding once it has undertaken the analysis described above.
29. LWB's clients currently make a financial contribution of \$10 per hour for the services they provide. That fee is paid directly to LWB.
30. LWB can, theoretically, increase the contribution sought from clients however, it will potentially consider doing so only if additional funding is not made available by the DoH.
31. LWB intends to avoid increasing the quantum of the contribution sought from clients because many of LWB's aged clients are vulnerable persons with limited financial capacity. They are typically reliant on a form of social support (such as the aged pension). In addition, LWB's aged clients commonly fail to make co-contributions owing and subsequently seek a waiver of that debt. LWB anticipates the frequency with which clients fail to pay their contributions would increase if the quantum of the contribution was increased.

HCPs

32. As at 16 June 2021, LWB is providing its aged care services to 647 clients who receive funding through a HCP.
33. As at 5 July 2021, LWB is receiving approximately [REDACTED] per annum in revenue through the provision of services that are funded by HCPs.
34. HCPs are allocated directly to eligible persons and those persons choose which provider will provide the relevant services.
35. There are four levels of funding available to an eligible person. The level assigned to each individual is determined by the DoH. A different quantum of funding is assigned to each funding level.
36. The prices charged by LWB and its competitors for the provision of services that are funded by HCPs are publicly available on the My Aged Care website. All providers are required to upload their prices to that site. As a result, LWB's clients and potential clients have visibility over how LWB's prices compare to the prices charged by its competitors.
37. At this stage, LWB is not in a position to decide whether it will increase its prices and if so, by how much. This is because the specific cost increase that will face LWB is not yet known.
38. In any event, if LWB increases its prices, unless the DoH increases the funding available to individual clients, those clients will be able to attain fewer services. For this reason, LWB will increase its prices only as a last resort. It intends to first take steps to understand whether the DoH will increase the level of funding available to its clients.
39. Moreover, LWB cannot unilaterally increase the prices charged to existing clients. The price charged to a client is a term of the service agreement between LWB and its client. It can be changed only with the client's agreement.

40. LWB is currently implementing a process for obtaining agreement from its existing clients receiving funding through a HCP to increase the prices it charges, to reflect increases to the CPI. The funding received by individuals has been increased by the same quantum as the CPI increase, however without the client's consent, LWB is not able to increase the fees charged to that client.
41. This process requires LWB to carefully explain the nature and implication of the changes that it is proposing to the service agreement to obtain the client's express agreement. LWB is aware of recent instances in which the Aged Care and Quality Commission has determined in the context of specific matters brought before it that it is not sufficient for an aged care provider to simply notify a client in writing of proposed changes that they wish to make to their service agreements and to proceed on the basis that the client has implicitly agreed in the absence of them notifying the provider that they disagree. Rather, in order to ensure that the provider has obtained the client's informed consent, they are required to take various specific steps.
42. As a result, this process will require the dedication of specific resources, who will engage with LWB's clients one-by-one to explain the proposed changes and seek their consent. If the client agrees, that consent will be recorded in writing.
43. If the client does not agree to the proposed change, LWB will not be able to recover any additional funding in relation to the provision of services under the HCP. The client will have the benefit of the additional funding equivalent to the CPI increase, which they can use to obtain additional services instead.
44. Paragraphs 41 - 43 will also be relevant to any process implemented by LWB to increase its prices in response to the Award changes, even if the DoH increases the funding afforded through the HCPs.
45. LWB and a client in receipt of funding via a HCP negotiate when the client will receive the services they wish to access. If LWB is unable to provide services to a client when the client wants those services, the client can choose to instead receive those services from another provider.

46. By virtue of the circumstances described at paragraphs 36 and 45, LWB considers that there is an imperative to endeavour to provide services at a price that is competitive and in a way that, as far as practicable, accords with its clients' and potential clients' wishes and expectations.
47. The funding available through HCPs is not automatically increased or reviewed, subject to annual increases to reflect the CPI. For instance, as at the time of signing this statement, the funding has not been increased to reflect the recent increase to the SG or the increase to the minimum rates prescribed by the Award.
48. As at the time of signing this statement, LWB has not received any indication from the DoH that the level of funding received by clients pursuant to HCPs will be increased to reflect the changes that the Commission decided to make, or provisionally decided to make, to the Award on 4 May 2021.

VHC

49. As at 16 June 2021, LWB is providing its aged care services to 691 clients under the VHC program.
50. As at 5 July 2021 LWB is receiving approximately [REDACTED] per annum in funding through the VHC program.
51. The Department of Veterans Affairs (**DVA**) determines the amount of funding that will be provided to organisations for each hour of service provided to eligible persons. It is not a negotiated price. It is simply pre-determined by the DVA. They also determine the level of contribution to be provided by the client to the provider. Currently, the contribution is set at \$5 per hour.
52. The VHC funding is reviewed by the DVA from time-to-time. The outcome of the next review is slated to commence on 1 January 2022. In previous years, the funding has typically been increased to reflect increases in the CPI or thereabouts.

53. As at the time of signing this statement, LWB has not received any indication from the DVA that the level of funding under the VHC program will be increased to reflect the changes that the Commission decided to make, or provisionally decided to make, to the Award on 4 May 2021.
54. LWB anticipates that due to the cost increases that it will face as a consequence of the Commission's decision, the cost of delivering services through the VHC program will exceed the level of funding it currently receives. As a consequence, LWB intends to request additional funding from the DVA. It will endeavour to do so prior to the next review of the funding by the DVA, however at this stage it is unclear whether that will be practicable due to the uncertainty associated with ascertaining the amount of additional funding required by LWB. In addition, the process for doing so is not clear. The DVA has not advised of a specific process that can be utilised by providers for this purpose; nor has it provided LWB with any specific point of contact with whom it can discuss these issues.



Craig MacArthur

2 August 2021

IN THE FAIR WORK COMMISSION

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WITNESS STATEMENT OF CHRISTOPHER CHIPPENDALE

I, Christopher Chippendale, of [REDACTED] say as follows:

1. I have been employed by Life Without Barriers (**LWB**) since October 2016.
2. I currently hold the position of Executive Lead Disability Engagement. I have been employed in this position since I was first employed by LWB, however my title was initially '*Executive Lead Disability Reform*'.
3. My day-to-day duties and responsibilities in this position include but are not limited to the following:
 - (a) Managing LWB's government relations activities in respect of disability services.
 - (b) Liaising and engaging with the National Disability Insurance Agency (**NDIA**) in relation to the National Disability Insurance Scheme (**NDIS**).
 - (c) Managing a range of other stakeholder relations activities.
 - (d) Managing and supporting a number of reform projects in LWB aimed at ensuring that LWB's disability services operate effectively and efficiently under the NDIS.
 - (e) Providing reports to LWB's executive or board on a number of aspects of LWB's performance in respect of its disability services.

4. In addition, under my direction, my team and I act as the Secretariat of Alliance20. Alliance20 is a group of the largest disability support providers. It is comprised of the following organisations:

- (a) Achieve Australia;
- (b) Aruma;
- (c) Australian Unity;
- (d) Bedford;
- (e) The Benevolent Society;
- (f) Cerebral Palsy Alliance;
- (g) Challenge Community Services;
- (h) Disability Services Australia;
- (i) Endeavour Foundation;
- (j) Lifestyle Solutions;
- (k) Life Without Barriers;
- (l) Melbourne City Mission;
- (m) Mind Australia;
- (n) Minda;
- (o) Nextt;
- (p) Novita;
- (q) Possibility;
- (r) Rise;
- (s) Somerville;

- (t) Southern Cross Support Services;
 - (u) Sunnyfield disAbility Services; and
 - (v) Sylvanvale.
5. The purpose of Alliance20 is to advocate for solutions that will improve and strengthen the NDIS. Its members meet regularly, with one another, with the NDIA and other entities, to discuss issues concerning the NDIS, the challenges that Alliance20 members are facing with respect to the NDIS and to lobby for improvements to the structure and operation of the scheme.
 6. I arrange and attend regular meetings with Alliance20 members and the NDIA. These meetings are attended by a range of representatives from the Alliance20 members, including CEOs, government relations, workplace relations and human resources professionals.
 7. In addition, I also liaise with other industry bodies from time-to-time, such as Ability First and National Disability Services. Ability First is a group of 14 disability support providers¹. It similarly represents the interests of those members in relation to a range of matters, including the operation of the NDIS.
 8. In this statement, I provide some evidence regarding the views and experiences of providers other than LWB. That evidence is provided primarily on the basis of the frequent engagement I have with other members of Alliance20, one-on-one and in the context of the meetings of Alliance20 members that I attend. It is also based on the engagement I have with the other organisations mentioned at paragraph 7 and their members.
 9. Prior to my current position, I was employed by Lifestyle Solutions, as an Executive Project Leader. Lifestyle Solutions provides support to persons with a disability, young people and children. I previously worked for the NSW Government's disability services department.

¹ It is my understanding that Ability First's membership includes Ability WA, Annecto, Cara, Cootharinga North QLD, CPL, LiveBetter, Montrose, Multicap, Northcott, Novita, Polio Australia, Rocky Bay, St Giles and Scope.

10. In this statement, I use the phrase '*disability services*'. When using that phrase, I am referring to services provided to persons with a disability that are funded by the NDIS.

LWB's Disability Services

11. LWB provides a range of disability services; including in-home care and community support, as well as Supported Independent Living (**SIL**) services. LWB's disability services are currently being provided in all states and territories.
12. As at 21 June 2021, these services are being provided to approximately 4800 clients.
13. As at 30 June 2021, LWB employs approximately 4500 disability support workers (**DSW**), who provide those disability services to LWB's clients.
14. It is my understanding that the *Social, Community, Home Care and Disability Services Industry Award 2010* (**Award**) applies to approximately 2890 DSWs employed by LWB. That is, no enterprise agreement applies to them.

The NDIS Cost Model

15. The NDIS is regulated by the NDIA.
16. The NDIA prescribes limits on prices (**Price Limits**) charged by providers to clients for their disability services. Providers of disability services are not permitted to charge in excess of those Price Limits for the delivery of their services. The Price Limits are published by the NDIA, along with a '*Price Guide*', which contains additional explanatory material.
17. The Price Limits have been determined by reference to a cost model. The assumptions and methodology underpinning the cost model used to derive the Price Limits were first published by the NDIA on its website in 2019. The first iteration of the published cost model is attached at **Annexure CC-1** of my statement.

The Annual Price Review

18. Generally, the Price Limits and Price Guide are revised by the NDIA as a consequence of an *'Annual Price Review'* (**Review**). Changes made to the Price Limits and Price Guide as a consequence of the Review have, to date, commenced operation on 1 July of the relevant year.
19. During the Review, stakeholders such as LWB and other providers of disability services are consulted by the NDIA. Providers can make verbal and / or written submissions during this process, as well as, by invitation, present to the Pricing Reference Group, which assists the NDIA with the Review.
20. To date, the Review has typically been conducted in the third and fourth quarters of the financial year. The most recent Review was conducted in early 2021.
21. A revised Price Guide with updated Price Limits commenced operation on 1 July 2021. It is attached at **Annexure CC-2**.
22. The current cost model underpinning the revised Price Guide and Price Limits was published by the NDIA on its website on 1 July 2021. It is attached at **Annexure CC-3**.
23. The funding arrangements that apply from 1 July 2021 are not materially different to the pricing arrangements that applied during the previous financial year. The Price Limits have been increased to accommodate the increase to the minimum wages prescribed by the Award from 1 July 2021 as a consequence of the Fair Work Commission's (**Commission**) Annual Wage Review (**AWR**) and the recent increase to the superannuation guarantee from 9.5% to 10%. A small number of minor adjustments and clarifications have been issued in relation to other aspects of the funding arrangements. In addition, the *'Temporary Transformation Payment'* (**TTP**) has been reduced by 1.5%.

24. A senior member of the NDIA's *'Providers and Markets Division'* indicated to a group of providers during a meeting on 9 June 2021 that the NDIA intends to commence the next Review before Christmas in 2021. I was in attendance at that meeting. This has been confirmed on the NDIA's website which, as at 3 August 2021, says as follows:

In 2020 we decided to undertake all future annual pricing reviews in the first half of each financial year to better align pricing reviews with provider business and budget cycles.

The next Annual Pricing Review is scheduled from August to December 2021, with changes to come into effect 1 July 2022.²

25. The NDIA has previously similarly foreshadowed its intention to conduct the Review during the first and second quarters of the financial year, however this did not eventuate. Instead, the Review took place in the third and fourth quarters. This is true, most recently, of the Review that took place earlier this year.
26. In those circumstances, providers have had limited notice of the outcome of the Review, before the revised Price Limits and Price Guide commenced operation. Most recently, providers were made aware of the Price Limits and Price Guide that would apply from 1 July 2021 in the evening of that day, when the relevant documents were made available on the NDIA's website.
27. The amount of notice provided by the NDIA in relation to these changes is relevant to LWB and other providers because:
- (a) Providers' systems associated with billing clients must be updated to reflect the revised prices and any other adjustments.
 - (b) Where adjustments other than a simple increase to the Price Limits to reflect the Commission's AWR decision are made; providers require an opportunity to consider any such relevant changes to assess whether consequential operational changes are required.

² NDIS, *Pricing updates*, <<https://www.ndis.gov.au/providers/pricing-arrangements/pricing-updates>> (accessed 3 August 2021).

Challenges Associated with the Cost Model

28. In many respects, the assumptions underpinning the current cost model do not sufficiently account for various costs incurred by LWB in the course of providing its disability services. A number of other Alliance20 members have expressed similar views to me and the NDIA, in respect of their organisations.
29. LWB is concerned about various assumptions made for the purposes of the cost model. Similar concerns are commonly expressed by other providers. Those deficiencies include the following:
 - (a) The cost model does not adequately take certain costs into account. Although the cost model is comprised of components that include those costs, the cost model assumes that the costs are lower than the costs in fact facing LWB.
 - (b) Certain costs, including certain labour costs, are not taken into account in the cost model.
 - (c) A lack of clarity as to the scope of certain aspects of the cost model (namely, those that relate to overhead costs and margins).
30. LWB and other providers' concerns about the adequacy of the cost model and Price Limits have recently been seriously compounded due to changes made to the manner in which SIL is now funded.
31. SIL constitutes a type of disability service that is provided by LWB and other providers, including various members of Alliance20. LWB is one of the largest SIL providers in Australia. SIL is most commonly provided in shared living arrangements, such as group homes. LWB operates approximately 440 group homes.
32. Prior to 1 July 2020, in order to receive NDIS funding in respect of SIL arrangements, providers were required to provide a quote to the NDIA. The NDIA had not imposed specific limits on the level of funding that would be afforded for SIL arrangements. Compared to the Price Limits imposed on most NDIS funded

services, the quotation mechanism for SIL better enabled providers, including LWB, to recover the cost of providing those services through the funding.

33. From 1 July 2020, the NDIA determined that the cost model and Price Limits previously mentioned in my statement will also apply to SIL.
34. LWB and Alliance20 have had, and continue to have, concerns about these changes. The Price Limits do not reflect the costs that are incurred in the provision of those services. The cost model and relevant Price Limits were derived on the basis that they applied to services of an inherently different nature (e.g. the provision of care to a person with a disability in their own home). Providers incur various costs associated with the provision of SIL through the operation of a shared living facility, which are either not incurred when providing other disability services, or the quantum of certain costs incurred is higher in respect of SIL than other disability services.
35. As a result of these changes, LWB is receiving around [REDACTED] less funding than it used to when funding was determined by reference to the quotes that it provided to the NDIA. During meetings that I have attended with Alliance20 members and other sector stakeholders, there has been a general consensus that the sector is receiving, approximately 8 – 12% less funding as a result of the changes.
36. The changes to funding in respect of SIL have resulted in the imposition of significant additional cost pressures on LWB and other providers.
37. LWB and Alliance20 have communicated these concerns to the NDIA, as have a large number of other providers. For example, LWB and Alliance20 made written submissions to the NDIA, setting out their concerns, in August 2020. A copy of LWB's submission is attached at **Annexure CC-4**. More recently, on 10 February 2021, Alliance20 had a meeting with the NDIA Pricing Reference Group regarding its ongoing concerns about the new funding arrangements for SIL. I was in attendance at the meeting.
38. On 1 July 2021, the NDIA confirmed that the application of the Price Limits to SIL will continue and that neither the Price Limits nor the underpinning cost model has been modified.

The Commission's Decision

39. It is my understanding that the Commission has decided to vary the Award, to introduce various new terms and conditions (**Decision**).
40. It is my understanding that as a consequence of the Decision:
- (a) The Award will be varied in certain ways that introduce new direct costs. For example, I understand that employers may be required to pay an allowance each time an employee is required to work a broken shift.
 - (b) The Award will be varied in certain ways that may introduce new indirect costs for LWB. For example, I understand that the Award will be varied to require that:
 - (i) Each time a part-time DSW is engaged, they must be paid for at least 2 hours' of work.
 - (ii) A shift can only be broken once, or twice with the employee's agreement.
41. I understand that the Commission has provisionally determined that the variations to the Award will commence operation on 1 October 2021.
42. As at the time of signing this statement, the NDIA has not made any announcement associated with the Decision. By extension, it has not made any announcement that it intends to review the Price Limits or the cost model in light of the Decision.
43. None of the material published by the NDIA, including the cost model and Price Guide, guarantee that increased costs faced by providers, including increased labour costs as a consequence of changes to the Award, will result in automatic adjustments to the cost model and / or Price Limits.
44. LWB anticipates that the Decision will result in increased employment costs in relation to its disability services. Given the existing inadequacy of the cost model and Price Limits, the imposition of additional costs that are not funded by the NDIA is of serious concern to LWB. Accordingly, LWB intends to engage with the

NDIA, to discuss releasing additional funding that will enable the recovery of those additional costs.

45. I have made initial inquiries with the NDIA as to whether it is aware of and considering the Decision. I advised the NDIA that LWB is concerned about the Decision because it will impose additional employment costs that are currently not contemplated by the cost model underpinning the Price Limits.

46. In response I was advised that the NDIA is aware of the Decision, however so far, no formal process has been implemented to determine whether or how the cost model should be adjusted in light of the Decision. I was also informed as follows (using words to the following effect):

The Commonwealth Treasury does not automatically release additional funding to the NDIA, for the NDIA to pass on to providers, when variations are made to the Award.

47. I was also advised that:

Decisions about whether additional funding will be released from the existing funding envelope are made by the NDIA Board.

48. Neither LWB, Alliance20 nor I have direct access to the NDIA Board. Our engagement with the NDIA takes place through other NDIA representatives.

49. There is no certainty as to:

(a) Whether the NDIA will revise or will consider revising the Price Limits ahead of the next Review;

(b) Whether the NDIA will release additional funding;

(c) When the NDIA would make a decision about any request or submission for additional funding made ahead of the next Review; and

(d) Whether any assumptions made by the NDIA for the purposes of calculating additional funding would reflect the increased costs that will in fact be incurred by providers such as LWB.

LWB is particularly concerned about this because to date, the cost model has not fully reflected the costs that are in fact incurred by it and many other providers have expressed similar views about the cost model. The NDIA has not yet called on providers of disability services to provide feedback to it about what costs they will incur as a consequence of the Decision and it is not clear if they intend to do so.

50. As a consequence of the issue described above at paragraph (d), disability service providers, including LWB, may require a period of time after any additional funding is released by the NDIA, to further engage with the NDIA and raise any concerns they may potentially hold about any assumptions made by the NDIA and the extent to which they reflect operational realities.
51. I also note that at this stage, LWB is not in a position to precisely identify the extent of the cost increases that it will face as a result of the Decision. This is because it is still assessing and analysing the impact of the Decision and what steps it can take to accommodate the changes to be made to the Award as well as to mitigate their impact on its operations, for its employees and its clients.
52. Previous engagement between the NDIA and providers has in some instances resulted in the NDIA making certain changes. For instance:
 - (a) In response to widespread industry feedback, the NDIA released significant details about its cost model in July 2020. This improved the visibility that providers have over the bases upon which the Price Limits were derived.
 - (b) In June 2019, the then Minister for the NDIS announced a number of changes to the NDIS in response to widespread concerns expressed by the sector about an insufficiency of funding. This included additional funding for services provided in regional areas, the TTP and increased scope to claim funding for provider travel.
53. However, other concerns previously raised by providers about the Price Limits and cost model remain unaddressed. For example, it remains the case that they do not reflect the obligation to pay overtime rates to employees under the Award. Similarly, the NDIA has not adjusted the funding arrangements that now apply to

SIL, despite the significant concerns raised by industry in response to the recent changes, as explained earlier in my statement. Finally, although the changes mentioned at paragraph 51(b) addressed some of the concerns that have been raised by industry, they did not alleviate many others.

54. Further, the operation and sustainability of the NDIS has recently been the subject of considerable scrutiny and public commentary. A Joint Standing Committee into the NDIS is currently receiving submissions and was recently conducting hearings regarding the general performance of the NDIS and NDIS oversight.
55. One of the key issues that has been the subject of considerable public debate and those hearings is whether the scheme can continue to operate in a sustainable way, given the increasing demand for access to it by persons with a disability. The Minister for the NDIS made clear during those hearings that it is the Commonwealth Government's position that the expected growth in demand for the scheme cannot sustainably be supported by the scheme as it currently operates.³
56. Providers' concerns in relation to the sustainability of the scheme have been the subject of frequent discussion during Alliance20 meetings and with the NDIA in recent times. LWB is very concerned that the cost pressures facing the scheme may adversely affect any decisions made by the NDIA Board in relation to releasing additional funding in response to the Decision and / or decisions made by the Commonwealth Government to afford further funding for the scheme. Given growing concerns about the future viability of the scheme, it cannot be assumed that the NDIA or the Commonwealth Government will, of their own volition, release additional funding.

³ Parliament of Australia, Transcript of hearing on 18 May 2021
<<https://parlinfo.aph.gov.au/parlInfo/search/display/display.w3p;db=COMMITTEES;id=committees%2Fcommjnt%2Ff025947f-e54b-4d95-a2b8-68ddee7decc3%2F0003;query=ld%3A%22committees%2Fcommjnt%2Ff025947f-e54b-4d95-a2b8-68ddee7decc3%2F0005%22>> (accessed 4 July 2021).

Other Challenges

57. LWB is facing numerous other challenges that are constraining the extent to which it is able to devote resources to thoroughly assessing the impact of the Decision on its disability services and lobbying the NDIA. Some of these challenges are explained in the remainder of this statement.

The Covid-19 Pandemic

58. The COVID-19 pandemic has required LWB to devote significant resources to various additional activities.
59. LWB has established a COVID-19 Response Unit. It is made up of in excess of ten staff who are responsible for monitoring developments associated with COVID-19 and coordinating LWB's response. The team is led by a senior member of LWB's operational team, who has been redeployed to this function full-time, in lieu of the role that she performed immediately prior to the pandemic.
60. LWB is a national organisation that operates in all states and territories. In some cases, LWB's employees are required to cross state borders in the course of their employment (for example, the NSW / Victorian border near Albury and the NSW / Queensland border near Tweed Heads). The state-by-state regulation of matters associated with COVID-19, including through public health orders, has rendered the management of various issues associated with COVID-19, including the delivery of services, office closures, movement of staff and visitors at group homes, particularly challenging. These challenges have been exacerbated by the frequent changes made to those rules and regulations.
61. Recently, LWB was requested by Senator Reynolds, Minister for the NDIS, to partner with the Commonwealth Government to facilitate the rollout of vaccinations against COVID-19 to persons with a disability and DSWs. In response, in June 2021, LWB opened two vaccination hubs in Dandenong (Victoria) and Newcastle (NSW) on LWB property. The hub in Newcastle is still in operation. Vaccines have been administered from those hubs to clients and eligible employees of LWB, as well as clients and eligible employees of other

providers. LWB is also supporting another provider to open a third hub on the Central Coast in NSW shortly.

62. The establishment and operation of the vaccine hubs and associated logistical issues have also required the dedication of significant resources by LWB.

Disability Royal Commission

63. The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (**Royal Commission**) is ongoing.
64. LWB was required to appear before the Royal Commission and to produce large volumes of documents to it during 2020. Since then, LWB has been and is continuing to closely monitor developments before the Royal Commission.
65. LWB is urgently reviewing its internal systems, practices and procedures that apply to its disability services and, wherever appropriate, considering how they should be improved, as well as implementing such changes, in order to ensure that its practices do not give rise to the types of issues and concerns that are being ventilated before the Royal Commission.
66. LWB has developed an internal Royal Commission working group, made up of a group of LWB's senior employees, including myself. The working group meets every three weeks, on average. The purpose of the meetings is to discuss the various issues that are arising from the proceedings before the Royal Commission and to discuss the implementation of changes in response.
67. The activities described at paragraphs 65 - 66 are further draining LWB's resources; particularly its workplace relations / employee relations staff and operational managers.



Christopher Chippendale

3 August 2021

IN THE FAIR WORK COMMISSION

Matter No: AM2018/26

Matter: 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010*

WITNESS STATEMENT OF CHRISTOPHER CHIPPENDALE

ANNEXURE CC-1

National Disability Insurance Scheme

**Cost Model
for
Disability Support Workers**

June 2019

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Terms that we use

DSW	Disability Support Worker
CM	Cost Model
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NDIS Q&SC	National Disability Insurance Scheme Quality and Safeguards Commission

Further information

Further information on pricing in the National Disability Insurance Scheme can be found at the [NDIS website](#)

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1 Introduction

One of the principal objectives of the National Disability Insurance Scheme (NDIS) is for people with disability to exercise choice and control over how, and with which providers, they spend their available budgets. The role of pricing in the NDIS is therefore very important. Prices, or more precisely participants' choices in response to the prices they face in the market, reflect the preferences and relative values that different participants place on different types of supports. The aggregation of these individual responses in turn signals to providers the quantity and mix of supports to supply. Prices also affect the purchasing power of participants. Higher prices reduce the supports participants can purchase within a given support budget. Prices also affect the total costs of the NDIS and therefore its financial sustainability, and the allocation of resources to the NDIS (and therefore possible production), relative to other sectors. Pricing can also affect providers' choices, including by providing incentives: for entering the market; for upskilling and right-skilling; for innovation; and for improvements in service quality and outcomes.

As the markets for disability goods and services develop and operate more effectively, it is expected that the National Disability Insurance Agency (NDIA), as market steward for the NDIS, will be less interventional. However, deregulation will necessarily occur at different points in time for different markets and may not be feasible in some cases. Currently, the NDIA varies its approach to the regulation of prices between:

- **No regulation** (deregulated markets): this is typically used in cases where markets are highly competitive – for example, transport.
- **The imposition of price limits**: these represent a maximum allowable price payable by participants for types of supports. This approach is used in a significant number of markets, which are still developing and growing, such as those for attendant care.
- **Quotable supports**: in which participants are expected to obtain quotations from suppliers to provide to the NDIA as part of verifying that prices are fair and reasonable. This approach is typically used in the case of highly specialised, differentiated supports that may not have a high level of competition – for example, assistive technology. They are also used in cases, such as supported independent living, where a bundle of supports or quasi-outcome is being purchased. In these situations, providers have greater flexibility to adjust how they achieve the required outcomes in response to the input costs they face.

The purpose of this document is to set out the Cost Model (CM) that the NDIA uses to inform its pricing decisions for those supports delivered by Disability Support Workers (DSWs) on which it imposes price limits.

The methodology used to inform the NDIA's pricing decisions for those supports delivered by therapists on which it imposes price limits are set out in the *Review of Therapy Pricing Arrangements*.

2 Disability Support Worker Cost Model

This Chapter sets out the assumptions and methodology of the Cost Model (CM) that the NDIA uses to estimate the costs to disability service providers of employing Disability Support Workers (DSWs) to deliver supports through the NDIS. The CM estimates the cost of delivering a billable hour of support taking into account all of the costs associated with every billable hour, including: base pay; shift loadings; holiday pay; salary on costs; supervision costs; utilisation (non-billable activities); corporate overheads and margin.

The NDIA recognises that providers have to employ DSWs with different skill levels and levels of experience to meet the different needs of participants. It therefore has different sets of cost assumptions for three types of workers, referred to as:

- Standard or Level 1 DSWs;
- High Intensity or Level 2 DSWs; and
- Very High intensity or Level 3 DSWs.

2.1 Applicable Industrial Award

The national award for DSWs is the *Social, Community, Home Care and Disability Services Industry Award 2010*.¹ The NDIA recognises that some DSWs are employed under Enterprise Bargaining Agreements (EBAs). However, these EBAs have to leave the worker no worse off overall than they would be under the relevant Award and, in general, any additional benefits offered by EBAs over the Award have been voluntarily agreed to by providers and are often offset by productivity gains. The NDIA therefore considers the conditions set out in the SCHADS Award to be the appropriate foundation for the CM.

Note: the nomenclature of Level 1 DSW, Level 2 DSW and Level 3 DSW used in the CM should not be confused with the classification of workers under the SCHADS Award.

2.2 Base Pay

Table 1 sets out the CMs assumptions with respect to the base pay of DSWs.²

Table 1: NDIS DSW Levels, Assumed SCHADS Classifications and Pay Rates

	Assumed SCHADS Classification	Award pay 1 December 2018
Level 1 (Standard) DSW	2.3	\$27.61
Level 2 (High Intensity) DSW	2.4/3.1	\$28.63
Level 4 (Very High Intensity) DSW	3.2	\$29.74

¹ <http://awardviewer.fwo.gov.au/award/show/MA000100>

² <https://www.fairwork.gov.au/ArticleDocuments/872/social-community-home-care-and-disability-services-industry-award-ma000100-pay-guide.pdf.aspx>

2.3 Shift Loadings

Table 2 sets out the CM's assumptions with respect to shift loadings. These assumptions are in line with the SCHADS Award and are applied to all DSWs and supervisors in the CM. In line with SCHADS Award, the CM also provides a 17.5% loading for annual leave to compensate workers for the shifts they would have otherwise taken. The CM does not provide for any other allowances payable to DSWs.

Table 2: SCHADS Shift Loadings

Shift	Permanent Loading	Casual Loading	Difference
Weekday	0.0%	25.0%	25.0%
Saturday	50.0%	50.0%	0.0%
Sunday	100.0%	100.0%	0.0%
Public Holiday	150.0%	175.0%	25.0%
Afternoon Shift	12.5%	37.5%	25.0%
Night Shift	15.0%	40.0%	25.0%

2.4 Days Worked Versus Days Paid

The CM recognises that a permanent worker works on 220 days a year, but is also paid for:

- 20 days of annual leave and 10 days of public holidays;
- Up to 10 days of personal leave – the CM assumes all workers utilise all of their personal leave entitlement each year;
- 4½ days of long service leave (if they have qualifying service) – the CM assumes 18% of permanent workers and 10% of casual workers qualify for long service leave.³

As Table 3 shows, leave costs increase the costs per billable hour of a permanent DSW on a weekday by 20.1% over the base salary rate.

Table 3: Impact of Leave on the Cost per Billable Hour of a Permanent DSW

	Level 1 DSW	Level 2 DSW	Level 3 DSW
Standard Hourly Rate	\$27.61	\$28.63	\$29.74
Allowance for Annual leave			
a. No. hours leave in a year (hrs/yr)	152	152	152
b. Loading	17.5%	17.5%	17.5%
c. Proportion of leave taken	100.0%	100.0%	100.0%
Cost	\$2.95	\$3.06	\$3.18
Allowance for Personal leave			
a. No. hours leave in a year (hrs/yr)	76	76	76
b. Loading	0.0%	0.0%	0.0%
c. Proportion of leave taken	100.0%	100.0%	100.0%
Cost	\$1.26	\$1.30	\$1.35

³ Australian Bureau of Statistics. (2019). *Participation, Job Search and Mobility, Australia, Feb 2019*.

	Level 1 DSW	Level 2 DSW	Level 3 DSW
Allowance for Public Holiday leave			
a. No. hours leave in a year (hrs/yr)	76	76	76
b. Loading	0.0%	0.0%	0.0%
c. Proportion of leave taken	100.0%	100.0%	100.0%
Cost	\$1.26	\$1.30	\$1.35
Allowance for Long Service leave			
a. No. hours leave in a year (hrs/yr)	32.93	32.93	32.93
b. Loading	0.0%	0.0%	0.0%
c. Proportion of leave taken	18.0%	18.0%	18.0%
Cost	\$0.10	\$0.10	\$0.10
Cumulative cost per hour, after leave costs	\$33.17	\$34.39	\$35.73
Increase from permanent standard hourly rate	20.1%	20.1%	20.1%

Note: Columns may not sum due to rounding.

2.5 Salary On-costs

The CM recognises that providers incur other costs related to the salaries, including:

- Superannuation at the statutory 9.5% of base salary, including leave,⁴ and
- Workers compensation insurance at 3% of base salary, including leave, which is higher than the national average for the Health and Community Services Sector of 1.5%.⁵

The CM does not provide for payroll tax as most jurisdictions exempt not for profit and smaller organisations from payroll tax.

As Table 4 shows, salary on-costs and the costs discussed above increase the costs per billable hour of a permanent DSW on a weekday by 35.1% over the base salary rate.

Table 4: Impact of Salary On-costs on the Cost per Billable Hour of a Permanent DSW

	Level 1 DSW	Level 2 DSW	Level 3 DSW
Cumulative cost per hour, before on-costs	\$33.17	\$34.39	\$35.73
Superannuation			
Superannuation Rate (%)	9.5%	9.5%	9.5%
Superannuation (\$)	\$3.15	\$3.27	\$3.39
Workers Compensation			
Premium Rate (%)	3.0%	3.0%	3.0%
Premium Cost (\$)	\$1.00	\$1.03	\$1.07
Cumulative cost per hour, after on-costs	\$37.31	\$38.69	\$40.19
Cumulative increase from permanent standard hourly rate	35.1%	35.1%	35.1%

⁴ <https://www.ato.gov.au/Business/Super-for-employers/How-much-to-pay/>

⁵ Safe Work Australia: www.safeworkaustralia.gov.au/workers-compensation/comparing-workers-compensation-scheme-performance

2.6 Supervision costs

The CM recognises that DSWs require support and supervision and assumes that supervisors have the same shift loadings, leave entitlements and salary on-costs as the workers they manage, and that higher skilled workers require higher skilled supervisors. The CM also assumes a span of control (ratio of workers per supervisor) of 11 to 1. The average for the sector is reported in the most recent AbleInsight Benchmarking Survey as 9.5 to 1.⁶

As Table 5 illustrates, supervision costs together with the costs discussed above increase the costs per billable hour of a permanent Standard (Level 1) DSW on a weekday by 48.4% over the base salary rate.

Table 5: Impact of Supervision on Cost per Billable Hour of a Permanent DSW

	Level 1 DSW	Level 2 DSW	Level 3 DSW
Cumulative cost per hour, before supervision	\$37.31	\$38.69	\$40.19
Supervisor			
Level of supervisor (SCHADS Equivalent)	3.2	4.2	4.2
Base Salary	\$29.74	\$33.92	\$33.92
Leave costs	\$5.99	\$6.83	\$6.83
Salary-on costs	\$4.47	\$5.09	\$5.09
Span of control			
Span of control	11	11	11
Cost of supervision (\$)	\$3.65	\$4.17	\$4.17
Cumulative cost per hour, after supervision	\$40.97	\$42.86	\$44.36
Cumulative increase from permanent standard hourly rate	48.4%	49.7%	49.2%

Note: Columns may not sum due to rounding.

2.7 Permanent v Casual Workers

The CM assumes that 80% of the DSW workforce is permanently employed. As Table 6 illustrates, casual loadings and the other costs discussed above increase the costs per billable hour of employing a Standard DSW on a weekday by 49.5% over the base salary rate. The impact is slightly higher for a Level 2 (High Intensity) DSW at 50.9% and for a Level 3 (Very high Intensity) DSW at 50.3%.

Table 6: Impact of Casual Loading on the Cost per Billable Hour of a DSW

	Level 1 DSW	Level 2 DSW	Level 3 DSW
Cumulative cost per hour, at 100% permanent	\$40.97	\$42.86	\$44.36
Cumulative cost per hour, at 80% permanent	\$41.28	\$43.19	\$44.70
Effect of casual loading	0.8%	0.8%	0.8%
Cumulative increase from permanent standard hourly rate	49.5%	50.9%	50.3%

⁶ AbleInsight. (2019). *Sector Summary Report: National Disability Service Providers Benchmarking Survey – Collection 3 (2017/18)*.

2.8 Utilisation

The CM recognises that not all working hours are billable. For example, the SCHADS Award provides that a DSW should have a ten minute paid break from work every four hours. DSWs also need to undertake training and attend to other issues. The CM assumes that higher skilled workers with more responsibilities may require more non-billable hours, to maintain their skills and deal with other issues.

The CM assumes that supervisors have the same rate of non-billable hours as DSWs.

As Table 7 illustrates, utilisation costs together with the costs discussed above increase the costs of employing a permanent Standard DSW on a weekday by 62.5% over the base salary rate. The impact is higher for a Level 2 (High Intensity) DSW at 69.5% and for a Level 3 (Very High Intensity) DSW at 71.4%.

Table 7: Impact of Utilisation on the Cost per Billable Hour of a DSW

	Level 1 DSW	Level 2 DSW	Level 3 DSW
Cumulative cost per hour, before utilisation adjustment	\$41.28	\$43.19	\$44.70
Utilisation rates			
Breaks	4.17%	4.17%	4.17%
Training	3.29%	6.58%	7.89%
Other	0.54%	0.25%	0.24%
Total Utilisation (%)	92.0%	89.0%	87.7%
Cost of utilisation (\$)	\$3.59	\$5.34	\$6.27
Cumulative cost per hour, after utilisation	\$44.87	\$48.53	\$50.97
Cumulative increase from permanent standard hourly rate	62.5%	69.5%	71.4%

Note: Columns may not sum due to rounding.

2.9 Overheads

The CM assumes that corporate overheads are 10.5% of direct costs (all those above).

As Table 8 illustrates, overhead costs together with the costs discussed above increase the costs of employing a permanent Standard DSW on a weekday by 79.6% over the base salary rate. The impact is higher for a Level 2 (High Intensity) DSW at 87.3% and for a Level 3 (Very High Intensity) DSW at 89.4%.

Table 8: Impact of Overheads on the Cost per Billable Hour of a DSW

	Level 1 DSW	Level 2 DSW	Level 3 DSW
Cumulative cost per hour, before overheads	\$44.87	\$48.53	\$50.97
Overhead			
Overheads as a share of direct costs (%)	10.5%	10.5%	10.5%
Cost of overheads (\$)	\$4.71	\$5.09	\$5.35
Cumulative cost per hour, after overheads	\$49.58	\$53.62	\$56.32
Cumulative increase from permanent standard hourly rate	79.6%	87.3%	89.4%

Note: Columns may not sum due to rounding.

2.10 Margins

The CM currently assumes a 2% margin on other costs. This equates to a rate of return of 8% against working capital equivalent to three month's wages and entitlements.

As Table 9 illustrates, margin costs together with the costs discussed above increase the costs of employing a permanent Standard DSW on a weekday by 83.2% over the base salary rate. The impact is higher for a Level 2 (High Intensity) DSW at 91.0% and for a Level 3 (Very High Intensity) DSW at 93.2%.

Table 9: Impact of Margins on the Cost per Billable Hour of a DSW

	Level 1 DSW	Level 2 DSW	Level 3 DSW
Cumulative cost per hour, before margin	\$49.58	\$53.62	\$56.32
Margin			
Margin as a share of other costs (%)	2.0%	2.0%	2.0%
Cost of margin (\$)	\$0.99	\$1.07	\$1.13
Cumulative cost per hour, after margin	\$50.57	\$54.69	\$57.45
Cumulative increase from permanent standard hourly rate	83.2%	91.0%	93.2%

3 Pricing Model

In order to set price limits for 2019-20, the NDIA indexed the results of the Cost Model for costs on 30 June 2019 for the expected results of wage inflation over 2019-20.

The assumptions underpinning this indexation are set out in Table 10.

Table 10: Indexation arrangements

Component	Value
Labour costs	
Fair Work Commission Increase to Minimum Wage (1 July 2019)	3.0%
Equal Remuneration Order (1 December 2019)	2.2%
Total expected increase to labour costs	5.3%
Capital costs	
CPI	1.3%
Labour Share of costs	80%
Total indexation (weighted average)	4.5%

Table 11 shows the CM results for the cost of supports by each DSW level and shift, and the indexed price limits for 2019-20 (without the Temporary Transformation Payment).

Table 11: Indexed Price Limits

Shift	DSW Level	Efficient Cost 2018-19	Indexed Base Price Limit 2019-20
Weekday	Level 1	\$50.57	\$52.85
Saturday	Level 1	\$69.56	\$72.69
Sunday	Level 1	\$90.45	\$94.52
Public Holiday	Level 1	\$113.24	\$118.34
Afternoon Shift	Level 1	\$55.80	\$58.31
Night Shift	Level 1	\$56.84	\$59.40
Weekday	Level 2	\$54.69	\$57.15
Saturday	Level 2	\$75.24	\$78.63
Sunday	Level 2	\$97.83	\$102.24
Public Holiday	Level 2	\$122.46	\$127.97
Afternoon Shift	Level 2	\$60.34	\$63.06
Night Shift	Level 2	\$61.47	\$64.24
Weekday	Level 3	\$57.45	\$60.04
Saturday	Level 3	\$79.02	\$82.58
Sunday	Level 3	\$102.75	\$107.37
Public Holiday	Level 3	\$128.63	\$134.42
Afternoon Shift	Level 3	\$63.38	\$66.23
Night Shift	Level 3	\$64.56	\$67.47

IN THE FAIR WORK COMMISSION

Matter No: AM2018/26

Matter: 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010*

WITNESS STATEMENT OF CHRISTOPHER CHIPPENDALE

ANNEXURE CC-2

National Disability Insurance Scheme

Pricing Arrangements and Price Limits

2021-22

Valid from: 1 July 2021

Version 1.0

(Released 1 July 2021)

[ndis.gov.au](https://www.ndis.gov.au)



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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](#).

The following Table provides details of the changes made in this update to the document.

Version	Page	Details of Amendment	Date Published	Date of Effect
1.0		First edition of the <i>NDIS Pricing Arrangements and Price Limits 2021-22</i>	1 July 2021	1 July 2021

A Table setting out all previous updates to this document can be found on page 111.

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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 for a period of time. 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*. Each Addendum is not a stand-alone document 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 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*.

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*.

The provision in the higher ranked document, to the extent of any inconsistency, will prevail.

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 also 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 a 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 has to have happened before payment for a support can be claimed.

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 this *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 an NDIS participant is different to that which they would offer to a person who was not an NDIA 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 this *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 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. 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.

PURPOSE	OUTCOME DOMAIN	SUPPORT CATEGORY
CORE	Daily Living	01 Assistance with Daily Life
	Daily Living	02 Transport
	Daily Living	03 Consumables
	Social and Community Participation Work	04 Assistance with Social, Economic and Community Participation 04 Assistance with Social, Economic and Community Participation
CAPITAL	Daily Living	05 Assistive Technology
	Home	06 Home Modifications and Specialised Disability Accommodation (SDA)
CAPACITY BUILDING	Choice and Control	07 Support Coordination
	Home	08 Improved Living Arrangements
	Social and Community Participation Work	09 Increased Social and Community Participation
	Relationships	10 Finding and Keeping a Job
	Health and Wellbeing	11 Improved Relationships
	Lifelong Learning	12 Improved Health and Wellbeing
	Choice and Control	13 Improved Learning
	Daily Living	14 Improved Life Choices
	Daily Living	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.

RG Number	Registration Group Name
General Registration Groups	
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
Professional Registration Groups	
0110	Specialist Positive Behaviour Support
0114	Community Nursing Care

RG Number	Registration Group Name
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
	Home and Vehicle Modification Registration Groups
0109	Vehicle Modifications
0111	Home Modifications
	Assistive Technology and Equipment Registration Groups
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 this *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.

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 to be provided;
- the duration of the Service Agreement;
- when and how the Service 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 an NDIS registered provider for a support or service 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 supports or support category delivered and period of service delivery within the current participant 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](#).

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.

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 \$50.

If the provider provides support for 30 minutes then they should make a claim for 0.5 hours at the agreed unit price of \$50. They should not claim for 1 unit at \$25.

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” that is 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.

Claiming for 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, and is either:
 - 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 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).

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).

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 this *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:

- this *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 this *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 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 upskilling 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; and
- making service bookings and payment claims.

In working out the fee for Non-Face-to-Face supports, it is not appropriate to charge all participants an average additional fee. The additional fee must be worked out in each case and related specifically to the Non-Face-to-Face supports delivered to the particular participant. This is not to say that the same additional fee might not end up being charged to a number of participants, but it must be worked out separately.

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 of the following conditions are met:

- this *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 this *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 as a result of the agreement under which the worker is employed; or the provider is a sole trader and is travelling from their usual place of work to or from the participant, or between participants.

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, capacity-building providers who 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. 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.)

Where a worker is travelling to provide services to more than one participant in a 'region' then the provider should apportion that travel time (including the return journey where applicable) between the participants, with the agreement of each participant in advance.

Claims for travel in respect of a support must be made separately to the claim for the primary support (the support for which the travel is necessary) using the same line item as the primary support and the "Provider Travel" option in the myplace portal. When claiming for travel in respect of a support, a provider should use the same hourly rate as they have agreed with the participant for the primary support (or a lower hourly rate for the travel if that is what they have agreed with the participant) in calculating the claimable travel cost.

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:

- up to \$0.85 a kilometre for a vehicle that **is not** modified for accessibility; and
- other forms of transport or associated costs up to the full amount, such as road tolls, parking, public transport fares.

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 this *NDIS Pricing Arrangements and Price Limits*.

Support items

These support items can be delivered to individual participants subject to the rules set out in this *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 15 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_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_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_0120_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_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
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_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
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 who is located in zone 3 of the Modified Monash Model. They provide two hours of support to the participant. They then spend 25 minutes (30 kilometres) returning to their usual place of business.

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

The provider is entitled to apply the 30-minute time-cap against the 25 minutes of travel to the participant. They are not entitled to claim for the time spent travelling back to their usual place of business; even though some of that time could fit within the 30-minute time-cap. In total, 25 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. 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;
- \$20.83 for the 25 minutes travel to the participant against support item 01_301_0104_1_1 using the drop down field "Provider Travel"; and
- \$23.40 for the 30 kilometres travel to the participant against support item 01_799_0104_1_1.

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

A Provider travels for 65 minutes (60 kilometres) to Participant A who is located in zone 4 of the Modified Monash Model. They then provide two hours of the support to participant A. The provider then travels 25 minutes (50 kilometres) to Participant B, who is also located in zone 4. They deliver one hour of support to participant B. They then spend 45 minutes (40 kilometres) returning to their usual place of business.

The provider and participants have agreed an hourly rate of \$50.00. They have also agreed that the provider can charge for their travel time and 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 the participants.

The provider is entitled to apply the 2x60 minute time-cap against the 65 minutes of travel to participant A and the 25 minutes of travel to participant B. They are not entitled to claim for the time spent travelling back to their usual place of business, even though some of that time could fit under the 2x60 minute time-cap. In total, 90 minutes of travel (65 + 25) 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. 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 110 kilometres, as the return travel to their usual place of business after the last participant is not claimable.

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;
- \$37.50 for the 45 minutes travel to and between participants against support item 01_301_0104_1_1 using the drop down field "Provider Travel"; and
- \$42.90 for 55 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;
- \$37.50 for the 45 minutes travel to and between participants against support item 01_301_0104_1_1 using the drop down field "Provider Travel"; and
- \$42.90 for 55 kilometres travel to and between participants against support item 01_799_0104_1_1.

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

A Provider travels for 35 minutes (40 kilometres) to a participant who is located in zone 3 of the Modified Monash Model. They provide two hours of support to the participant They then spend 25 minutes (40 kilometres) returning to their usual place of business.

The provider and participant have agreed an hourly rate of \$190.00. **They have also agreed that the provider can charge for their travel time and for the non-labour costs associated with that travel (at \$0.78 per allowable kilometre).**

The provider is entitled to apply the 30-minute time-cap against the 35 minutes of travel to the participant. They are also entitled to claim for the time spent travelling back to their usual place of business by applying the 30-minute time-cap against the 25 minutes of return travel. In total, 55 minutes of travel can be claimed.

Because the provider uses his or her own car to drive to the participant, they are entitled to claim for the non-labour costs associated with this travel under the Service Agreement between the provider and the participant indicates that the provider can seek reimbursement for this cost from the participant's plan. 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_056_0128_1_3
- \$174.17 for the 55 minutes travel to the participant against support item 15_056_0128_1_3 using the drop down field "Provider Travel"; and
- \$62.40 for the 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 areas, capacity-building providers may enter specific arrangements with participants to cover travel costs, up to the relevant hourly rate for the support item. Providers should assist participants to minimise the travel costs that they need to pay (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 are able to claim 100% of the agreed fee associated with the activity from the participant's plan, subject to this *NDIS Pricing Arrangements and Price Limits* and the terms of the service agreement with the participant.

A cancellation is a short notice cancellation if the participant:

- does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- has given less than two (2) clear business days' notice for a support that meets both of the following conditions:
 - the support is less than 8 hours continuous duration; AND
 - the agreed total price for the support is less than \$1000; or
- has given less than five (5) clear business days' notice for any other support.

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:

- this *NDIS Pricing Arrangements and Price Limits* indicates that providers can claim for Short Notice Cancellations in respect of that support item; and
- the proposed charges for the activities comply with this *NDIS Pricing Arrangements and Price Limits*; and

- the provider has the agreement of the participant in advance (that is, the service agreement between the participant and provider should specify that Short Notice Cancellations can be claimed); and
- the provider was not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

Claims for a short notice cancellation should be made using the same support item as would have been used if the support had been delivered, using the “Cancellation” option in the myplace portal.

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

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

The participant cancels the support after 10 am on the Thursday 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”.

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 NDIA considers that the following would be reasonable contributions:

- up to \$0.85 a kilometre for a vehicle that **is not** modified for accessibility
- up to \$2.40 a kilometre for a vehicle that is modified for accessibility or a bus
- other forms of transport or associated costs up to the full amount, such as road tolls, parking, and public transport fares.

Support items

These non-labour costs should be claimed against the relevant activity based transport support item in the community participation support category. These support items can be delivered to individual participants subject to the rules set out in this *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 15 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
04_821_0133_6_1	Activity Based Transport	Each	\$1.00	\$1.00	\$1.00

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
102 - Assistance to Access and Maintain Employment or Higher Education	Finding and keeping a job	10_016_0102_5_3	Individual Employment Support
	Improved learning	13_030_0102_4_3	Transition Through School And To Further Education
106 - Assistance In Coordinating Or Managing Life	Improved living arrangements	08_005_0106_2_3	Assistance With Accommodation And Tenancy Obligations

Registration Group	Support Category	Support Number	Support Name
Stages, Transitions And Supports	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
	Increased social and community participation	09_009_0117_6_3	Individual Skills Development And Training
117 - Development Of Daily Living And Life Skills	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 this *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 15 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
Metropolitan	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 the ABS website).
Regional Centres	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.
Regional Areas	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.
Remote	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.
Very Remote	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
Hay	2711	Hay	NSW	5	6
	2711	Hay South	NSW	5	6
Balranald	2715	Balranald	NSW	5	6
Broken Hill	2880	Broken Hill	NSW	3	6
Ravenswood/Warren	2824	Ravenswood	NSW	5	6
	2824	Warren	NSW	5	6
Roma	4455	Roma	QLD	4	6
	4455	Blythdale	QLD	5	6
	4455	Euthulla	QLD	5	6
	4455	Orange Hill	QLD	5	6
Emerald	4702	Bluff	QLD	5	6
	4702	Comet	QLD	5	6

General Claiming Rules

NDIA Enclave	Postcode	Location Name	State	MMM Rating	NDIS MMM Rating
	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
Dysart	4745	Dysart	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
Merredin	6415	Merredin	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
	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
Kambalda	6442	Kambalda West	WA	5	6
	6442	Kambalda East	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 this *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 delivery. 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

delivery. 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 participant at the same time (a group of participants) 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 participants 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.

There are transitional arrangements in place for group-based supports in the *Assistance with Social, Economic and Community Participation* Support Category, see page 69.

Programs of Support

A provider of group-based supports in:

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

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 can only be offered if the duration of the program is no longer than 12 weeks (unless specifically allowed for in the *NDIS Pricing Arrangements and Price Limits*; and participants are able to exit from the 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.

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 this *NDIS Pricing Arrangements and Price Limits*.

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 Based Social, Economic and Community Participation Supports

When a support item (“the primary support”) in the *Assistance with Social, Economic and Community Participation* Support Category is delivered in a facility (Centre), by a provider in one of the following Registration Groups:

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

then the provider can claim an additional amount for the costs of running and maintaining the facility through the relevant Centre Capital Cost support item.

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 time during the support if required, then providers can claim up to the price limit for the relevant Centre Capital Cost support item in respect of each of the participants for each hour of the entire period of the support.

NOTE: These arrangements do not apply to providers who choose to use the transitional arrangements for group-based supports in the *Assistance with Social, Economic and Community Participation* Support Category, see page 69. The transitional price limits for these supports have the capital allowance built into them.

Centre Capital Costs

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

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	\$2.17	\$3.04	\$3.26
04_599_0133_5_1	Centre Capital Cost	Hour	\$2.17	\$3.04	\$3.26
04_599_0136_6_1	Centre Capital Cost	Hour	\$2.17	\$3.04	\$3.26
10_599_0133_5_3	Centre Capital Cost	Hour	\$2.17	\$3.04	\$3.26

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 this *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	\$571.00	\$799.40	\$856.50
01_049_0107_1_1	Establishment Fee for Personal Care/Participation	Each	\$571.00	\$799.40	\$856.50
04_049_0104_1_1	Establishment Fee for Personal Care/Participation	Each	\$571.00	\$799.40	\$856.50
04_049_0125_1_1	Establishment Fee for Personal Care/Participation	Each	\$571.00	\$799.40	\$856.50
04_049_0136_1_1	Establishment Fee for Personal Care/Participation	Each	\$571.00	\$799.40	\$856.50
04_049_0133_5_1	Establishment Fee for Personal Care/Participation	Each	\$571.00	\$799.40	\$856.50

Claiming for Irregular SIL Supports

Irregular SIL Supports are intermittent or unplanned events that disrupt supports initially planned for in the SIL plan budget, via the Roster of Care. 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:

- this *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 this *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 the Roster of Care – this includes weekday daytime, weekday evening, weekend, public holiday and overnight (either active or overnight) shifts.

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 in order 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 of 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 this *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.

Co-payments for Capital items, including Assistive Technology

Co-payments by the participant are not required. 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 this *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 a **High Intensity Support** if the participant requires assistance from a support worker with additional qualifications and experience relevant to the participant's complex needs. The high intensity price limits may be considered when:

- frequent (at least 1 instance per shift) assistance is required to manage challenging behaviours that require intensive positive behaviour support; and/or
- continual active support is required due to high medical support needs (such as unstable seizure activity or respiratory support).

Level of Disability Support Worker

Some high intensity supports have differential price limits that depend on the skills and experience of the Disability Support Worker who delivers the support.

- **Level 1 worker** support items should be used if the worker who delivers the support is someone who has the skills and experience that would mean that they would be classified as a Social and Community Services Employee level 2 (below the maximum pay point) if they were employed under the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award).
- **Level 2 worker** support items should be used if the worker who delivers the support is someone who has the skills and experience that would mean that they would be classified as a Social and Community Services Employee level 2 (at the maximum pay point) or as a Social and Community Services Employee level 3 (at the minimum pay point) if they were employed under the SCHADS Award.
- **Level 3 worker** support items should be used if the worker who delivers the support is someone who has the skills and experience that would mean that they would be classified above a Social and Community Services Employee level 3 (at the minimum pay point) if they were employed under the SCHADS Award.

In general, the Level 2 price limit applies to most high intensity supports. However, if the particular instance of support is delivered by a worker who does not have the skills and experience to deliver a high intensity support then the Level 1 price limit should be applied. If the particular instance of the support is delivered by a more highly skilled or experienced worker then the provider can consider applying the Level 3 price limit, with the participant's prior agreement.

Temporary Transformation Payment (TTP)

A number of supports in the Assistance with Daily Living Support Category and the Social, Economic and Community Participation Support Category are in the scope of the Temporary Transformation Payment (TTP). These supports have two support items, in line with the following example.

01_011_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Daytime
01_011_0107_1_1_T	Assistance With Self-Care Activities - Standard - Weekday Daytime - TTP

The price limit for each TTP item is higher than the price limit for the non-TTP item. The difference in price limits will be 4.5% of the standard price from 1 July 2021.

As with all supports, providers must also agree the price that they will charge for a support with the participant. The price for a support cannot be greater than the relevant price limit.

The TTP items can only be used by providers who are compliant with the TTP conditions (see below). Providers who meet these eligibility criteria are known as **TTP providers**.

All providers who claim for the TTP in 2021-22 must:

- publish their service prices prominently on their website, and make them available to participants, including participants who are not their clients, and the NDIA on request; and
- list their business contact details in the Provider Finder in the myplace portal and ensure that those details are kept up-to-date; and
- take part in a Financial Benchmarking Survey that is carried out for the NDIA in 2021-22.

In addition, providers who made a claim for the TTP in 2020-21 can only claim for the TTP in 2021-22 if they also took part in the Financial Benchmarking Survey that was carried out for the NDIA in 2020-21.

All providers who claim for a TTP support item are also required to acknowledge their compliance with the *NDIS Pricing Arrangements and Price Limits*, including the TTP requirements, when submitting a payment request through the myplace Provider Portal.

Providers who made a claim for the TTP in 2020-21 and did not take part in the Financial Benchmarking Survey that was carried out for the NDIA in 2020-21 are not eligible to claim for the TTP in 2021-22. If any of these providers make a claim for a TTP support item in 2021-22 then they will be required to reverse the claim and replace it with a claim for the equivalent non-TTP support item.

If any provider makes a claim for a TTP support item in 2021-22 and does not take part in the Financial Benchmarking Survey that will be carried out for the NDIA in 2021-22 then they will be required to reverse the claim and replace it with a claim for the equivalent non-TTP support item.

Providers are reminded that Section 182 of the *National Disability Insurance Scheme Act 2013* provides that if an NDIS amount is paid to a person who is not entitled for any reason to the payment of the NDIS amount then the amount of the payment is a debt due to the Agency.

Plan managers and the TTP

Plan managers are not responsible for ensuring providers are TTP compliant. They can accept the claim for a TTP support item by a registered provider as proof of TTP compliance. Plan managers are however required to inform the NDIA, when requested, which registered providers have made a claim for a TTP support item through the plan manager. Non-registered providers are not eligible for the TTP and plan managers should not use TTP line items to claim for services delivered by non-registered providers.

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 ECEI 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.

Type of Nurse

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.

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.

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.

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. Nurses practising at an advanced level incorporate professional leadership, education and research into their clinically based practice. Their practice is effective and safe. They work within a generalist or specialist context and they are responsible and accountable in managing people who have complex health care requirements.

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.

Coronavirus (COVID19) 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.gov.au](https://www.ndis.gov.au).

The Agency is responding to the COVID-19 pandemic through a number of temporary measures.

SIL Providers

Two temporary support items have been introduced to support participants living in Supported Independent Living who have additional needs because the participant:

- has been diagnosed with COVID-19 (until they are no longer infectious – as a guide, the National Management Guidelines state that this is generally for a period of up to 14 days); or
- is living in areas outlined in the ***Addenda to the NDIS Pricing Arrangements and Price Limits*** and is:
 - is required by government or medical authorities to self isolate or quarantine; or
 - is required on the advice of a medical practitioner to self isolate or quarantine because they are displaying symptoms of COVID-19 or are suspected to have come into contact with a person suspected of having contracted COVID-19; or
 - is in isolation or quarantine while waiting for the results of a COVID-19 test or because of measures taken by government or medical authorities in response to the COVID-19 pandemic.

These support items are being introduced temporarily. They can only be claimed during the periods specified in the ***Addenda to the NDIS Pricing Arrangements and Price Limits***.

These support items will cater to three scenarios for eligible participants:

- they continue to reside in the normal SIL accommodation;
- they are admitted to hospital; and
- they are relocated to alternative housing for isolation purposes or while transitioning into or out of hospital.

A single participant could move through all three scenarios over time, noting that a participant who is diagnosed with COVID-19 should only remain in their usual SIL accommodation if they self-isolate, have access to their own bathroom and do not come into contact with other residents or shared spaces.

Cleaning Services

Temporary support for eligible participants living in supported independent living arrangements and who require cleaning services to help prevent the spread of the disease. This support item can be used for a one-off professional deep cleaning of a residence of an eligible participant. The item is only claimable once per participant. See page 56 for more information.

Additional Supports

Temporary support for eligible participants living in Supported Independent Living arrangements (SIL) where additional supports are required by the participant because of COVID-19. The item can be claimed in addition to the usual SIL claim for the participant. The item recognises the additional costs of higher intensity support (staffing increase), Personal Protective Equipment (PPE), professional laundering, and any ancillary costs directly related to the participant's diagnosis. This item can only be claimed when additional costs are actually incurred and so would not be claimable if the participant was in hospital or in an Short Term Accommodation facility and the provider was not providing support to them. See page 56 for more information.

Personal Protective Equipment for Participants

NDIS participants who receive an average of at least one hour a day of face-to-face daily living supports are able to use the existing support item 03_040000919_0103_1_1 (Low Cost Disability-Related Health Consumables) to claim the cost of PPE that they use when their disability worker is supporting them.

If participants need to purchase face coverings or masks for use outside the home, this is still an everyday expense. NDIS funds cannot be used to pay for them.

Participants are expected to purchase PPE at market rates. As a general guide, the weekly cost of PPE is not expected to exceed \$50 per week.

Personal Protective Equipment for Workers

Support items have been temporarily introduced to enable providers to meet COVID-19 public health guidelines in areas and during periods outlined in the ***Addenda to the NDIS Pricing Arrangements and Price Limits***. This support can only be claimed for personal protective equipment (PPE) used for supports that are delivered in person. In order to claim, providers:

- must incur the expense and have provided the participant and support workers with PPE;
- must be delivering a support in the Assistance with Daily Life support category;
- must be registered in one of the following registration groups:

- 0104 High Intensity Daily Personal Activities;
- 0107 Daily Personal Activities; and
- 0115 Assistance with Daily Life Tasks in a Group or Shared Living Arrangement; and
- require agreement from the participant to claim additional PPE expenses against the plan.

In general, providers should not make more than one claim per participant per worker per day. However, additional support items may be claimed if supported with evidence of need.

These support items are being introduced temporarily. They can only be claimed during the periods and in the locations specified in the ***Addenda to the NDIS Pricing Arrangements and Price Limits***. See page 57 for more information.

Deep cleaning

Support items have been temporarily introduced in areas outlined in the ***Addenda to the NDIS Pricing Arrangements and Price Limits*** in response to the COVID-19 pandemic to address situations where a participant has a worker attending their home who later tests positive for COVID-19. These support items will allow the participant to arrange for a deep clean of their home following such an incident. This support does not apply to participants residing in SIL arrangements (see above). See page 57 for more information.

Participants who live in non-SIL arrangements also have access to additional Assistance with Daily Living (ADL) and Short Term Accommodation (STA) as needed, when quarantining or self-isolation is required.

This support item is being introduced temporarily. It can only be claimed during the periods specified in the ***Addenda to the NDIS Pricing Arrangements and Price Limits***.

Enabling COVID-19 Vaccination

This support can only be claimed where Supported Independent Living (SIL) providers have organised and registered their participants for a COVID-19 vaccination appointment/s offsite.

SIL providers can claim up to a fixed price of \$150 per participant as a direct claim from the Agency. This amount is fixed at \$150 total, regardless of how many offsite vaccination appointments are required by the participant.

This is an all-inclusive price that allows providers to organise the best approach for participants being vaccinated offsite. This may include organising the following:

- Administration to arrange vaccination appointments, including seeking consent;
- Transport both ways in a COVID safe manner; and
- Arranging appropriate staff to accompany to the appointment, including remaining with participants at the hub while the person has to wait through the sit down period.

In order to claim this payment, SIL providers:

- must provide the NDIS number and date of birth of the participant that has been vaccinated;
- require agreement from the participant before organising a vaccination appointment; and
- if requested by the Agency, be able to provide third party evidence the vaccination took place (date, location, certificate etc.).

This support item is being introduced temporarily. It can only be claimed during the periods and for the areas specified in the ***Addenda to the NDIS Pricing Arrangements and Price Limits***.

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 subject to the rules set out in this *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 Cancellations.**

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 **Claiming for Time of Day and Day of Week** when the support is delivered, and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

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	\$57.10	\$79.94	\$85.65
01_011_0107_1_1_T	Assistance with Self-Care Activities - Standard - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$59.67	\$83.54	\$89.51
01_015_0107_1_1	Assistance with Self-Care Activities - Standard - Weekday Evening	Hour	\$62.85	\$87.99	\$94.28
01_015_0107_1_1_T	Assistance with Self-Care Activities - Standard - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$65.68	\$91.95	\$98.52
01_002_0107_1_1	Assistance with Self-Care Activities - Standard - Weekday Night	Hour	\$64.00	\$89.60	\$96.00
01_002_0107_1_1_T	Assistance with Self-Care Activities - Standard - Weekday Night - TTP • Must be a TTP provider .	Hour	\$66.88	\$93.63	\$100.32
01_013_0107_1_1	Assistance with Self-Care Activities - Standard - Saturday	Hour	\$80.10	\$112.14	\$120.15
01_013_0107_1_1_T	Assistance with Self-Care Activities - Standard - Saturday - TTP • Must be a TTP provider .	Hour	\$83.70	\$117.18	\$125.55
01_014_0107_1_1	Assistance with Self-Care Activities - Standard - Sunday	Hour	\$103.11	\$144.35	\$154.67
01_014_0107_1_1_T	Assistance with Self-Care Activities - Standard - Sunday - TTP • Must be a TTP provider .	Hour	\$107.75	\$150.85	\$161.63
01_012_0107_1_1	Assistance with Self-Care Activities - Standard - Public Holiday	Hour	\$126.11	\$176.55	\$189.17

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_012_0107_1_1_T	Assistance with Self-Care Activities - Standard - Public Holiday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$131.78	\$184.49	\$197.67

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 subject to the rules set out in this *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 Cancellations.**

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	\$242.53	\$339.54	\$363.80

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 this *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 this *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 Cancellations.**

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	\$51.09	\$71.53	\$76.64

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 this *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	Price Limit	
				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 who requires **High Intensity Supports** to provide assistance with, or supervision of, personal tasks of daily life to develop the skills of the participant to live as autonomously as possible in circumstances where a more skilled or experienced support worker is required.

These support items can be delivered to individual participants subject to the rules set out in this *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 Cancellations.**

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 **Claiming for Time of Day and Day of Week** when the support is delivered; the **Level of Disability Support Worker** who delivers the support; and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Core - Assistance with Daily Life

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_300_0104_1_1	Assistance With Self-Care Activities - Level 1 - Weekday Daytime <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. 	Hour	\$57.10	\$79.94	\$85.65
01_300_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Weekday Daytime - TTP <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$59.67	\$83.54	\$89.51
01_301_0104_1_1	Assistance With Self-Care Activities - Level 1 - Weekday Evening <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. 	Hour	\$62.85	\$87.99	\$94.28
01_301_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Weekday Evening - TTP <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. Must be TTP provider. 	Hour	\$65.68	\$91.95	\$98.52
01_305_0104_1_1	Assistance With Self-Care Activities - Level 1 - Weekday Night <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. 	Hour	\$64.00	\$89.60	\$96.00
01_305_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Weekday Night - TTP <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$66.88	\$93.63	\$100.32
01_302_0104_1_1	Assistance With Self-Care Activities - Level 1 - Saturday <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. 	Hour	\$80.10	\$112.14	\$120.15
01_302_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Saturday - TTP <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$83.70	\$117.18	\$125.55
01_303_0104_1_1	Assistance With Self-Care Activities - Level 1 - Sunday <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. 	Hour	\$103.11	\$144.35	\$154.67
01_303_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Sunday - TTP <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$107.75	\$150.85	\$161.63
01_304_0104_1_1	Assistance With Self-Care Activities - Level 1 - Public Holiday <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. 	Hour	\$126.11	\$176.55	\$189.17
01_304_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Public Holiday - TTP <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. Must be delivered by a TTP provider. 	Hour	\$131.78	\$184.49	\$197.67
01_400_0104_1_1	Assistance With Self-Care Activities - Level 2 - Weekday Daytime <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. 	Hour	\$61.79	\$86.51	\$92.69

Core - Assistance with Daily Life

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_400_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Weekday Daytime - TTP <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$64.36	\$90.10	\$96.54
01_401_0104_1_1	Assistance With Self-Care Activities - Level 2 - Weekday Evening <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. 	Hour	\$68.01	\$95.21	\$102.02
01_401_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Weekday Evening - TTP <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$70.84	\$99.18	\$106.26
01_405_0104_1_1	Assistance With Self-Care Activities - Level 2 - Weekday Night <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. 	Hour	\$69.26	\$96.96	\$103.89
01_405_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Weekday Night - TTP <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$72.14	\$101.00	\$108.21
01_402_0104_1_1	Assistance With Self-Care Activities - Level 2 - Saturday <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. 	Hour	\$86.68	\$121.35	\$130.02
01_402_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Saturday - TTP <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$90.28	\$126.39	\$135.42
01_403_0104_1_1	Assistance With Self-Care Activities - Level 2 - Sunday <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. 	Hour	\$111.58	\$156.21	\$167.37
01_403_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Sunday - TTP <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$116.22	\$162.71	\$174.33
01_404_0104_1_1	Assistance With Self-Care Activities - Level 2 - Public Holiday <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. 	Hour	\$136.48	\$191.07	\$204.72
01_404_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Public Holiday - TTP <ul style="list-style-type: none"> Must be a Level 2 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$142.15	\$199.01	\$213.23
01_500_0104_1_1	Assistance With Self-Care Activities - Level 3 - Weekday Daytime <ul style="list-style-type: none"> Must be a Level 3 worker. Must be a high intensity support. 	Hour	\$65.09	\$91.13	\$97.64
01_500_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Weekday Daytime - TTP <ul style="list-style-type: none"> Must be a Level 3 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$67.66	\$94.72	\$101.49

Core - Assistance with Daily Life

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_501_0104_1_1	Assistance With Self-Care Activities - Level 3 - Weekday Evening <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. 	Hour	\$71.64	\$100.30	\$107.46
01_501_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Weekday Evening - TTP <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$74.47	\$104.26	\$111.71
01_505_0104_1_1	Assistance With Self-Care Activities - Level 3 - Weekday Night <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. 	Hour	\$72.96	\$102.14	\$109.44
01_505_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Weekday Night - TTP <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$75.84	\$106.18	\$113.76
01_502_0104_1_1	Assistance With Self-Care Activities - Level 3 - Saturday <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. 	Hour	\$91.31	\$127.83	\$136.97
01_502_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Saturday - TTP <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$94.91	\$132.87	\$142.37
01_503_0104_1_1	Assistance With Self-Care Activities - Level 3 - Sunday <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. 	Hour	\$117.54	\$164.56	\$176.31
01_503_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Sunday - TTP <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$122.18	\$171.05	\$183.27
01_504_0104_1_1	Assistance With Self-Care Activities - Level 3 - Public Holiday <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. 	Hour	\$143.76	\$201.26	\$215.64
01_504_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Public Holiday - TTP <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$149.43	\$209.20	\$224.15

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 this *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 Cancellations.**

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	\$51.09	\$71.53	\$76.64

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 subject to the rules set out in this *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 Cancellations.**

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 <ul style="list-style-type: none"> • Performing essential house and/or yard activities that the participant is not able to undertake. 	Hour	\$49.30	\$69.02	\$73.95
01_020_0120_1_1	House Cleaning And Other Household Activities <ul style="list-style-type: none"> • Performing essential house cleaning activities that the participant is not able to undertake. 	Hour	\$50.20	\$70.28	\$75.30

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 this *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. It can be

delivered to individual participants subject to the rules set out in this *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_022_0120_1_1	Assistance with the cost of the preparation and delivery of meals	Each	N/A	N/A	N/A

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

Assistance in Shared Living Arrangements - Supported Independent Living

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 [webpage](#).

These support items can be delivered to individual participants subject to the rules set out in this *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 Cancellations**
- **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 **Claiming for Time of Day and Day of Week** on which the support is delivered, and whether the supports are **High Intensity 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	\$57.10	\$79.94	\$85.65
01_802_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Evening	Hour	\$62.85	\$87.99	\$94.28
01_803_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Night	Hour	\$64.00	\$89.60	\$96.00
01_804_0115_1_1	Assistance in Supported Independent Living - Standard - Saturday	Hour	\$80.10	\$112.14	\$120.15
01_805_0115_1_1	Assistance in Supported Independent Living - Standard - Sunday	Hour	\$103.11	\$144.35	\$154.67
01_806_0115_1_1	Assistance in Supported Independent Living - Standard - Public Holiday	Hour	\$126.11	\$176.55	\$189.17
01_811_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Daytime <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$61.79	\$86.51	\$92.69

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_812_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Evening <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$68.01	\$95.21	\$102.02
01_813_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Night <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$69.26	\$96.96	\$103.89
01_814_0115_1_1	Assistance in Supported Independent Living - High Intensity - Saturday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$86.68	\$121.35	\$130.02
01_815_0115_1_1	Assistance in Supported Independent Living - High Intensity - Sunday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$111.58	\$156.21	\$167.37
01_816_0115_1_1	Assistance in Supported Independent Living - High Intensity - Public Holiday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$136.48	\$191.07	\$204.72
01_832_0115_1_1	Assistance in Supported Independent Living - Night-Time Sleepover	Each	\$242.53	\$339.54	\$363.80

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 this *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 subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*.

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

- **Short Notice Cancellations.**

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Claiming for 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	\$1,775.89	\$2,486.25	\$2,663.84
01_059_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Saturday	Day	\$2,263.73	\$3,169.22	\$3,395.60
01_060_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Sunday	Day	\$2,861.33	\$4,005.86	\$4,292.00
01_061_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Public Holiday	Day	\$3,458.93	\$4,842.50	\$5,188.40
01_054_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Weekday	Day	\$979.65	\$1,371.51	\$1,469.48
01_055_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Saturday	Day	\$1,223.57	\$1,713.00	\$1,835.36
01_056_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Sunday	Day	\$1,522.37	\$2,131.32	\$2,283.56
01_057_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Public Holiday	Day	\$1,821.17	\$2,549.64	\$2,731.76
01_062_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Weekday	Day	\$714.24	\$999.94	\$1,071.36
01_063_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Saturday	Day	\$876.85	\$1,227.59	\$1,315.28
01_064_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Sunday	Day	\$1,076.05	\$1,506.47	\$1,614.08
01_065_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Public Holiday	Day	\$1,275.25	\$1,785.35	\$1,912.88
01_045_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Weekday	Day	\$581.53	\$814.14	\$872.30
01_051_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Saturday	Day	\$703.49	\$984.89	\$1,055.24
01_052_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Sunday	Day	\$852.89	\$1,194.05	\$1,279.34
01_053_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Public Holiday	Day	\$1,002.29	\$1,403.21	\$1,503.44

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 rate and the participant requires more than one support worker for a period of time, or where the STA is not at the 1:1 rate and the participant requires 1:1 support for a period of time.

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

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

- **Short Notice Cancellations.**

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Claiming for 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	\$57.10	\$79.94	\$85.65
01_201_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Evening	Hour	\$62.85	\$87.99	\$94.28
01_205_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Night	Hour	\$64.00	\$89.60	\$96.00
01_202_0115_1_1	Assistance With Self-Care Activities in a STA - Saturday	Hour	\$80.10	\$112.14	\$120.15
01_203_0115_1_1	Assistance With Self-Care Activities in a STA - Sunday	Hour	\$103.11	\$144.35	\$154.67
01_204_0115_1_1	Assistance With Self-Care Activities in a STA - Public Holiday	Hour	\$126.11	\$176.55	\$189.17

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 this *NDIS Pricing Arrangements and Price Limits*.

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

- **Short Notice Cancellations.**

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	\$130.49	\$182.69	\$195.74

Residential Aged Care

A participant residing in a residential aged care facility has their reasonable and necessary needs met through a combination of supports provided by the facility as required by the *Aged Care Act 1997* and supports provided by the NDIS according to their goals and individual circumstances.

These support items are for the supports provided by the residential aged care facility. They can be delivered to individual participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*.

These support items should only be used if they are stated in a participant's plan.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_049_0115_1_1	Cross billing payments for residential aged care subsidies and supplements	Week	N/A	N/A	N/A
01_050_0115_1_1	Assistance with daily life tasks provided in residential aged care facility	Each	N/A	N/A	N/A

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 this *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"> • The host family will have minimum qualifications and provide support in the home for an agreed time. 	Day	N/A	N/A	N/A
01_027_0115_1_1	Assistance In A Shared Living Arrangement <ul style="list-style-type: none"> • Daily living support provided in a shared living arrangement. 	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 this *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 Cancellations**
- **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

Self-Management Capacity Building

This support item provides participants with flexibility to purchase services to strengthen their abilities and assistance to self-manage their funds and supports. It complements other capacity building supports to help participants to develop skills to have choice and control over their plan. It can be delivered to individual participants subject to the rules set out in this *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 Cancellations.**

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	Self-Management Capacity Building	Hour	\$65.09	\$91.13	\$97.64

Disability Related Health Supports

Nursing

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 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 page 106 for further information on these support items.

These support items can be delivered to individual participants subject to the rules set out in this *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 Cancellations**
- **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 Claiming for 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	\$86.62	\$121.27	\$129.93
01_601_0114_1_1	Delivery Of Health Supports by an Enrolled Nurse - Weekday Evening	Hour	\$95.55	\$133.77	\$143.33
01_605_0114_1_1	Delivery Of Health Supports by an Enrolled Nurse - Weekday Night	Hour	\$97.33	\$136.26	\$146.00
01_602_0114_1_1	Delivery Of Health Supports by an Enrolled Nurse - Saturday	Hour	\$123.57	\$173.00	\$185.36
01_603_0114_1_1	Delivery Of Health Supports by an Enrolled Nurse - Sunday	Hour	\$142.05	\$198.87	\$213.08
01_604_0114_1_1	Delivery Of Health Supports by an Enrolled Nurse - Public Holiday.	Hour	\$160.52	\$224.73	\$240.78
01_606_0114_1_1	Delivery of Health Supports by an Registered Nurse - Weekday Daytime	Hour	\$107.25	\$150.15	\$160.88
01_607_0114_1_1	Delivery Of Health Supports by an Registered Nurse - Weekday Evening	Hour	\$118.31	\$165.63	\$177.47
01_611_0114_1_1	Delivery Of Health Supports by an Registered Nurse - Weekday Night	Hour	\$120.51	\$168.71	\$180.77
01_608_0114_1_1	Delivery Of Health Supports by an Registered Nurse - Saturday	Hour	\$153.05	\$214.27	\$229.58
01_609_0114_1_1	Delivery Of Health Supports by an Registered Nurse - Sunday	Hour	\$175.95	\$246.33	\$263.93
01_610_0114_1_1	Delivery Of Health Supports by an Registered Nurse - Public Holiday	Hour	\$198.85	\$278.39	\$298.28
01_612_0114_1_1	Delivery of Health Supports by an Clinical Nurse - Weekday Daytime	Hour	\$124.05	\$173.67	\$186.08
01_613_0114_1_1	Delivery Of Health Supports by an Clinical Nurse - Weekday Evening	Hour	\$136.84	\$191.58	\$205.26
01_617_0114_1_1	Delivery Of Health Supports by an Clinical Nurse - Weekday Night	Hour	\$139.40	\$195.16	\$209.10
01_614_0114_1_1	Delivery Of Health Supports by an Clinical Nurse - Saturday	Hour	\$177.03	\$247.84	\$265.55
01_615_0114_1_1	Delivery Of Health Supports by an Clinical Nurse - Sunday	Hour	\$203.53	\$284.94	\$305.30
01_616_0114_1_1	Delivery Of Health Supports by an Clinical Nurse - Public Holiday	Hour	\$230.02	\$322.03	\$345.03
01_618_0114_1_1	Delivery of Health Supports by an Clinical Nurse Consultant - Weekday Daytime	Hour	\$146.72	\$205.41	\$220.08
01_619_0114_1_1	Delivery Of Health Supports by an Clinical Nurse Consultant - Weekday Evening	Hour	\$161.86	\$226.60	\$242.79
01_623_0114_1_1	Delivery Of Health Supports by an Clinical Nurse Consultant - Weekday Night	Hour	\$164.88	\$230.83	\$247.32
01_620_0114_1_1	Delivery Of Health Supports by an Clinical Nurse Consultant - Saturday	Hour	\$209.47	\$293.26	\$314.21
01_621_0114_1_1	Delivery Of Health Supports by an Clinical Nurse Consultant - Sunday	Hour	\$240.84	\$337.18	\$361.26
01_622_0114_1_1	Delivery Of Health Supports by an Clinical Nurse Consultant - Public Holiday	Hour	\$272.21	\$381.09	\$408.32
01_624_0114_1_1	Delivery of Health Supports by an Nurse Practitioner - Weekday Daytime	Hour	\$153.39	\$214.75	\$230.09
01_625_0114_1_1	Delivery Of Health Supports by an Nurse Practitioner - Weekday Evening	Hour	\$169.21	\$236.89	\$253.82
01_629_0114_1_1	Delivery Of Health Supports by an Nurse Practitioner - Weekday Night	Hour	\$172.37	\$241.32	\$258.56

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_626_0114_1_1	Delivery Of Health Supports by an Nurse Practitioner - Saturday	Hour	\$219.00	\$306.60	\$328.50
01_627_0114_1_1	Delivery Of Health Supports by an Nurse Practitioner - Sunday	Hour	\$251.81	\$352.53	\$377.72
01_628_0114_1_1	Delivery Of Health Supports by an Nurse Practitioner - Public Holiday	Hour	\$284.61	\$398.45	\$426.92

Therapy-related health 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 102 and 103 for further information on these support items.

These support items can be delivered to individual participants subject to the rules set out in this *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 Cancellations**
- **NDIA Requested Reports.**

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

- **Provider Travel - Non-Labour Costs** using support item 01_799_0118_1_1 or support item 01_799_0128_1_1, depending on their Registration Group.

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.

Item Number	Item Name and Notes	Unit	NSW VIC QLD ACT	WA SA TAS NT	Remote	Very Remote
01_700_0118_1_3	Capacity Building Supports For Early Childhood Interventions - Psychology <ul style="list-style-type: none"> • Must be delivered by a Psychologist. 	Hour	\$214.41	\$234.83	\$328.76	\$352.25
01_720_0118_1_3	Capacity Building Supports For Early Childhood Interventions - Physiotherapy <ul style="list-style-type: none"> • Must be delivered by a Physiotherapist. 	Hour	\$193.99	\$224.62	\$314.47	\$336.93
01_740_0118_1_3	Capacity Building Supports For Early Childhood Interventions - Other Therapy <ul style="list-style-type: none"> • Must be delivered by a suitably qualified allied health professional or early childhood educator. 	Hour	\$193.99	\$193.99	\$271.59	\$290.99
01_701_0128_1_3	Assessment, Recommendation, Therapy and/or Training (including Assistive Technology) - Psychology <ul style="list-style-type: none"> • Must be delivered by a Psychologist. 	Hour	\$214.41	\$234.83	\$328.76	\$352.25
01_721_0128_1_3	Assessment, Recommendation, Therapy and/or Training (including Assistive Technology) - Physiotherapy <ul style="list-style-type: none"> • Must be delivered by a Physiotherapist. 	Hour	\$193.99	\$224.62	\$314.47	\$336.93

Item Number	Item Name and Notes	Unit	NSW VIC QLD ACT	WA SA TAS NT	Remote	Very Remote
01_741_0128_1_3	Assessment, Recommendation, Therapy and/or Training (including Assistive Technology) - Other Therapy <ul style="list-style-type: none"> Must be delivered by a suitably qualified allied health professional. 	Hour	\$193.99	\$193.99	\$271.59	\$290.99
01_760_0128_3_3	Dietitian Consultation And Diet Plan Development <ul style="list-style-type: none"> Provision of advice to a participant on managing diet for health and well-being due to the impact of their disability 	Hour	\$193.99	\$193.99	\$271.59	\$290.99

Temporary COVID 19 Supports

Supported Independent Living

In response to the COVID-19 pandemic, two support items have been temporarily introduced to assist participants who are living in supported independent living arrangements where additional supports are required by the participant because of the pandemic. They are claimable for a participant living in a supported independent living arrangement who:

- has been diagnosed with COVID-19 (until they are no longer infectious – as a guide, the National Management Guidelines state that this is generally for a period of up to 14 days); or
- is in areas outlined in the **Addenda to the NDIS Pricing Arrangements and Price Limits**:
 - is required by government or medical authorities to self-isolate or quarantine; or
 - is required on the advice of a medical practitioner to self-isolate or quarantine because they are displaying symptoms of COVID-19 or are suspected to have come into contact with a person suspected of having contracted COVID-19; or
 - is in isolation or quarantine while waiting for the results of a COVID-19 test or because of measures taken by government or medical authorities in response to the COVID-19 pandemic.

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

These support items are being introduced temporarily. They can only be claimed during the periods specified in the **Addenda to the NDIS Pricing Arrangements and Price Limits**.

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_795_0115_1_1	COVID-19 SIL Cleaning Services <ul style="list-style-type: none"> Temporary support for eligible participants living in supported independent living arrangements and who require cleaning services to help prevent the spread of the disease. This support item can be used for a one-off professional deep cleaning of a residence of an eligible participant. The item is only claimable once per eligible participant. 	Each	\$300.00	\$420.00	\$450.00

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_796_0115_1_1	COVID-19 SIL Additional Supports <ul style="list-style-type: none"> • Temporary support for eligible participants living in supported independent living arrangements where additional supports are required by the participant because of COVID-19. • The item can be claimed in addition to the usual SIL claim for the participant. The item recognises the additional costs of higher intensity support (staffing increase), Personal Protective Equipment (PPE), professional laundering, and any ancillary costs directly related to the participant's diagnosis. • Note: when the participants living in the supported independent living arrangements are not required to isolate from each other then the cost should be apportioned among the participants. The maximum price limit per day for the household is as specified in this table. 	Day	\$1,200.00	\$1,680.00	\$1,800.00

Personal Protective Equipment (PPE) for workers

To enable providers to meet COVID-19 public health guidelines in areas and for periods outlined in the **Addenda to the NDIS Pricing Arrangements and Price Limits** the following temporary support items are available for participants in those States. This support can only be claimed for personal protective equipment (PPE) used for supports that are delivered in person. In order to claim, providers:

- must incur the expense and have provided the participant and support workers with PPE;
- must be delivering a support in the Assistance with Daily Life support category; and
- require agreement from the participant to claim additional PPE expenses against the plan.

In general, providers should not make more than one claim per participant per worker per day. However, additional support items may be claimed if supported with evidence of need.

These support items are being introduced temporarily. They can only be claimed during the periods and in the areas specified in the **Addenda to the NDIS Pricing Arrangements and Price Limits**.

These support items can be delivered to individual participants subject to the rules set out in this **NDIS Pricing Arrangements and Price Limits**. 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_797_0104_1_1	Personal Protective Equipment (PPE) for workers	Each	\$27.00	\$37.80	\$40.50
01_797_0107_1_1	Personal Protective Equipment (PPE) for workers	Each	\$27.00	\$37.80	\$40.50
01_797_0115_1_1	Personal Protective Equipment (PPE) for workers	Each	\$27.00	\$37.80	\$40.50

Deep Cleaning for Support Worker-Related COVID-19 Diagnosis

In response to the COVID-19 pandemic, the following temporary support items are available for participants living in areas outlined in the **Addenda to the NDIS Pricing Arrangements and Price Limits** to address situations where a participant has a worker attending their home who later tests

positive for COVID-19. These items will allow the participant to claim for related cleaning costs. This support does not apply to participants residing in SIL arrangements (see above).

Participants who live in non-SIL arrangements also have access to additional Assistance with Daily Living (ADL) and Short Term Accommodation (STA) as needed, when quarantining or self-isolation is required.

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

This support item is being introduced temporarily. It can only be claimed during the periods specified in the **Addenda to the NDIS Pricing Arrangements and Price Limits**.

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_795_0104_1_1	COVID-19 Cleaning Services <ul style="list-style-type: none"> • Temporary support for eligible participants who require cleaning services to help prevent the spread of the disease. • This support item can be used for a one-off professional deep cleaning of a residence of an eligible participant. • The item is only claimable once per eligible participant. • This item can only be claimed for participants in areas outlined in the Addenda to the NDIS Pricing Arrangements and Price Limits. 	Each	\$300.00	\$420.00	\$450.00
01_795_0107_1_1	COVID-19 Cleaning Services <ul style="list-style-type: none"> • Temporary support for eligible participants who require cleaning services to help prevent the spread of the disease. • This support item can be used for a one-off professional deep cleaning of a residence of an eligible participant. • The item is only claimable once per eligible participant. • This item can only be claimed for participants in areas and during periods outlined in the Addenda to the NDIS Pricing Arrangements and Price Limits. 	Each	\$300.00	\$420.00	\$450.00

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 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 subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*.

This support item is not subject to price limits. See page 15 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	N/A	N/A	N/A

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 this *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 subject to the rules set out in this *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 Cancellations.**

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 **Claiming for Time of Day and Day of Week** when the support is delivered, and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_104_0125_6_1	Access Community, Social And Rec Activities - Standard - Weekday Daytime	Hour	\$57.10	\$79.94	\$85.65
04_104_0125_6_1_T	Access Community, Social And Rec Activities - Standard - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$59.67	\$83.54	\$89.51
04_103_0125_6_1	Access Community, Social And Rec Activities - Standard - Weekday Evening	Hour	\$62.85	\$87.99	\$94.28
04_103_0125_6_1_T	Access Community, Social And Rec Activities - Standard - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$65.68	\$91.95	\$98.52
04_105_0125_6_1	Access Community, Social And Rec Activities - Standard - Saturday	Hour	\$80.10	\$112.14	\$120.15
04_105_0125_6_1_T	Access Community, Social And Rec Activities - Standard - Saturday - TTP • Must be a TTP provider .	Hour	\$83.70	\$117.18	\$125.55
04_106_0125_6_1	Access Community, Social And Rec Activities - Standard - Sunday	Hour	\$103.11	\$144.35	\$154.67
04_106_0125_6_1_T	Access Community, Social And Rec Activities - Standard - Sunday - TTP • Must be a TTP provider .	Hour	\$107.75	\$150.85	\$161.63
04_102_0125_6_1	Access Community, Social And Rec Activities - Standard - Public Holiday	Hour	\$126.11	\$176.55	\$189.17

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_102_0125_6_1_T	Access Community, Social And Rec Activities - Standard - Public Holiday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$131.78	\$184.49	\$197.67

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 subject to the rules set out in this *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 Cancellations.**

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 **Claiming for Time of Day and Day of Week** when the support is delivered; the **Level of Disability Support Worker** who delivers the support; and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_300_0104_1_1	Access Community, Social And Rec Activities - Level 1 - Weekday Daytime <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. 	Hour	\$57.10	\$79.94	\$85.65
04_300_0104_1_1_T	Access Community, Social And Rec Activities - Level 1 - Weekday Daytime - TTP <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$59.67	\$83.54	\$89.51
04_301_0104_1_1	Access Community, Social And Rec Activities - Level 1 - Weekday Evening <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. 	Hour	\$62.85	\$87.99	\$94.28
04_301_0104_1_1_T	Access Community, Social And Rec Activities - Level 1 - Weekday Evening - TTP <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$65.68	\$91.95	\$98.52
04_302_0104_1_1	Access Community, Social And Rec Activities - Level 1 - Saturday <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. 	Hour	\$80.10	\$112.14	\$120.15
04_302_0104_1_1_T	Access Community, Social And Rec Activities - Level 1 - Saturday - TTP <ul style="list-style-type: none"> Must be a Level 1 worker. Must be a high intensity support. Must be a TTP provider. 	Hour	\$83.70	\$117.18	\$125.55

Core - Assistance with Social, Economic and Community Participation

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_303_0104_1_1	Access Community, Social And Rec Activities - Level 1 - Sunday <ul style="list-style-type: none"> • Must be a Level 1 worker. • Must be a high intensity support. 	Hour	\$103.11	\$144.35	\$154.67
04_303_0104_1_1_T	Access Community, Social And Rec Activities - Level 1 - Sunday - TTP <ul style="list-style-type: none"> • Must be a Level 1 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$107.75	\$150.85	\$161.63
04_304_0104_1_1	Access Community, Social And Rec Activities - Level 1 - Public Holiday <ul style="list-style-type: none"> • Must be a Level 1 worker. • Must be a high intensity support. 	Hour	\$126.11	\$176.55	\$189.17
04_304_0104_1_1_T	Access Community, Social And Rec Activities - Level 1 - Public Holiday - TTP <ul style="list-style-type: none"> • Must be a Level 1 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$131.78	\$184.49	\$197.67
04_400_0104_1_1	Access Community, Social And Rec Activities - Level 2 - Weekday Daytime <ul style="list-style-type: none"> • Must be a Level 2 worker. • Must be a high intensity support. 	Hour	\$61.79	\$86.51	\$92.69
04_400_0104_1_1_T	Access Community, Social And Rec Activities - Level 2 - Weekday Daytime - TTP <ul style="list-style-type: none"> • Must be a Level 2 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$64.36	\$90.10	\$96.54
04_401_0104_1_1	Access Community, Social And Rec Activities - Level 2 - Weekday Evening <ul style="list-style-type: none"> • Must be a Level 2 worker. • Must be a high intensity support. 	Hour	\$68.01	\$95.21	\$102.02
04_401_0104_1_1_T	Access Community, Social And Rec Activities - Level 2 - Weekday Evening - TTP <ul style="list-style-type: none"> • Must be a Level 2 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$70.84	\$99.18	\$106.26
04_402_0104_1_1	Access Community, Social And Rec Activities - Level 2 - Saturday <ul style="list-style-type: none"> • Must be a Level 2 worker. • Must be a high intensity support. 	Hour	\$86.68	\$121.35	\$130.02
04_402_0104_1_1_T	Access Community, Social And Rec Activities - Level 2 - Saturday - TTP <ul style="list-style-type: none"> • Must be a Level 2 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$90.28	\$126.39	\$135.42
04_403_0104_1_1	Access Community, Social And Rec Activities - Level 2 - Sunday <ul style="list-style-type: none"> • Must be a Level 2 worker. • Must be a high intensity support. 	Hour	\$111.58	\$156.21	\$167.37
04_403_0104_1_1_T	Access Community, Social And Rec Activities - Level 2 - Sunday - TTP <ul style="list-style-type: none"> • Must be a Level 2 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$116.22	\$162.71	\$174.33
04_404_0104_1_1	Access Community, Social And Rec Activities - Level 2 - Public Holiday <ul style="list-style-type: none"> • Must be a Level 2 worker. • Must be a high intensity support. 	Hour	\$136.48	\$191.07	\$204.72

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_404_0104_1_1_T	Access Community, Social And Rec Activities - Level 2 - Public Holiday - TTP <ul style="list-style-type: none"> • Must be a Level 2 worker. • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$142.15	\$199.01	\$213.23
04_500_0104_1_1	Access Community, Social And Rec Activities - Level 3 - Weekday Daytime <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. 	Hour	\$65.09	\$91.13	\$97.64
04_500_0104_1_1_T	Access Community, Social And Rec Activities - Level 3 - Weekday Daytime - TTP <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. • Must be a TTP provider 	Hour	\$67.66	\$94.72	\$101.49
04_501_0104_1_1	Access Community, Social And Rec Activities - Level 3 - Weekday Evening <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. 	Hour	\$71.64	\$100.30	\$107.46
04_501_0104_1_1_T	Access Community, Social And Rec Activities - Level 3 - Weekday Evening - TTP <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. • Must be a TTP provider 	Hour	\$74.47	\$104.26	\$111.71
04_502_0104_1_1	Access Community, Social And Rec Activities - Level 3 - Saturday <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. 	Hour	\$91.31	\$127.83	\$136.97
04_502_0104_1_1_T	Access Community, Social And Rec Activities - Level 3 - Saturday - TTP <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. • Must be a TTP provider 	Hour	\$94.91	\$132.87	\$142.37
04_503_0104_1_1	Access Community, Social And Rec Activities - Level 3 - Sunday <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. 	Hour	\$117.54	\$164.56	\$176.31
04_503_0104_1_1_T	Access Community, Social And Rec Activities - Level 3 - Sunday - TTP <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. • Must be a TTP provider 	Hour	\$122.18	\$171.05	\$183.27
04_504_0104_1_1	Access Community, Social And Rec Activities - Level 3 - Public Holiday <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. 	Hour	\$143.76	\$201.26	\$215.64
04_504_0104_1_1_T	Access Community, Social And Rec Activities - Level 3 - Public Holiday - TTP <ul style="list-style-type: none"> • Must be a Level 3 worker. • Must be a high intensity support. • Must be a TTP provider 	Hour	\$149.43	\$209.20	\$224.15

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 this *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 15 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 of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out in the following Table divided by the number of participants 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 Cancellations.**

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 **Claiming for Time of Day and Day of Week** when the support is delivered; and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_102_0136_6_1	Group Activities - Standard - Weekday Daytime	Hour	\$57.10	\$79.94	\$85.65
04_102_0136_6_1_T	Group Activities - Standard - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$59.67	\$83.54	\$89.51
04_103_0136_6_1	Group Activities - Standard - Weekday Evening	Hour	\$62.85	\$87.99	\$94.28
04_103_0136_6_1_T	Group Activities - Standard - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$65.68	\$91.95	\$98.52
04_104_0136_6_1	Group Activities - Standard - Saturday	Hour	\$80.10	\$112.14	\$120.15

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_104_0136_6_1_T	Group Activities - Standard - Saturday - TTP • Must be a TTP provider .	Hour	\$83.70	\$117.18	\$125.55
04_105_0136_6_1	Group Activities - Standard - Sunday	Hour	\$103.11	\$144.35	\$154.67
04_105_0136_6_1_T	Group Activities - Standard - Sunday - TTP • Must be a TTP provider .	Hour	\$107.75	\$150.85	\$161.63
04_106_0136_6_1	Group Activities - Standard - Public Holiday	Hour	\$126.11	\$176.55	\$189.17
04_106_0136_6_1_T	Group Activities - Standard - Public Holiday - TTP • Must be a TTP provider .	Hour	\$131.78	\$184.49	\$197.67

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 of participants who require **High Intensity Supports** subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out in the following Table divided by the number of participants 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 Cancellations.**

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 **Claiming for Time of Day and Day of Week** when the support is delivered; and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_600_0104_6_1	Group Activities - High Intensity - Weekday Daytime • Must be a high intensity support .	Hour	\$61.79	\$86.51	\$92.69
04_600_0104_6_1_T	Group Activities - High Intensity - Weekday Daytime - TTP • Must be a high intensity support . • Must be a TTP provider .	Hour	\$64.36	\$90.10	\$96.54
04_601_0104_6_1	Group Activities - High Intensity - Weekday Evening • Must be a high intensity support .	Hour	\$68.01	\$95.21	\$102.02

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_601_0104_6_1_T	Group Activities - High Intensity - Weekday Evening - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$70.84	\$99.18	\$106.26
04_602_0104_6_1	Group Activities - High Intensity - Saturday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$86.68	\$121.35	\$130.02
04_602_0104_6_1_T	Group Activities - High Intensity - Saturday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$90.28	\$126.39	\$135.42
04_603_0104_6_1	Group Activities - High Intensity - Sunday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$111.58	\$156.21	\$167.37
04_603_0104_6_1_T	Group Activities - High Intensity - Sunday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$116.22	\$162.71	\$174.33
04_604_0104_6_1	Group Activities - High Intensity - Public Holiday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$136.48	\$191.07	\$204.72
04_604_0104_6_1_T	Group Activities - High Intensity - Public Holiday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$142.15	\$199.01	\$213.23

Supports in Employment

While some participants, with supports offered through DES or employer reasonable adjustment, will successfully maintain work, others will need higher intensity, often daily, support delivered in the workplace to maintain employment. These supports have typically been available in an Australian Disability Enterprise. They can also 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 of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out

in the following Table divided by the number of participants 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 Cancellations.**

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 **Claiming for Time of Day and Day of Week** when the support is delivered; and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_801_0133_5_1	Supports in Employment - Weekday Daytime	Hour	\$57.10	\$79.94	\$85.65
04_801_0133_5_1_T	Supports in Employment - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$59.67	\$83.54	\$89.51
04_802_0133_5_1	Supports in Employment - Weekday Evening	Hour	\$62.85	\$87.99	\$94.28
04_802_0133_5_1_T	Supports in Employment - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$65.68	\$91.95	\$98.52
04_803_0133_5_1	Supports in Employment - Saturday	Hour	\$80.10	\$112.14	\$120.15
04_803_0133_5_1_T	Supports in Employment - Saturday - TTP • Must be a TTP provider .	Hour	\$83.70	\$117.18	\$125.55
04_804_0133_5_1	Supports in Employment - Sunday	Hour	\$103.11	\$144.35	\$154.67
04_804_0133_5_1_T	Supports in Employment - Sunday - TTP • Must be a TTP provider .	Hour	\$107.75	\$150.85	\$161.63
04_805_0133_5_1	Supports in Employment - Public Holiday	Hour	\$126.11	\$176.55	\$189.17
04_805_0133_5_1_T	Supports in Employment - Public Holiday - TTP • Must be a TTP provider .	Hour	\$131.78	\$184.49	\$197.67

Transitional Funding Arrangements

This support item can be used by current Australian Disability Enterprises (ADEs) registered as Specialised Supported Employment providers. This support item will allow providers to continue to claim under the pre-1 July 2020 ADE pricing arrangements until 31 December 2021, as agreed under the pricing transition arrangements.

This support item is not subject to a price limit. However, ADE providers that choose to use pre-1 July 2020 pricing arrangements during the transition period can only claim this item at the Disability Maintenance Instrument (DMI) or Average Outlet Price (AOP) they currently have in place for each current or new supported employee.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_891_0133_5_1	Supports in Employment - Transitional Funding Arrangements	Each	N/A	N/A	N/A

Transitional Arrangements for Community and Centre Based Group Activities

Transitional arrangements are in place for group-based supports in the Assistance with Social, Economic and Community Participation Support Category until 30 June 2022.

The transitional arrangements mean that providers delivering group or centre based supports in the *Assistance with Social, Economic and Community Participation Support Category* who require time to transition to the new group-based pricing arrangements set out on page 28 can choose to continue to use the pricing arrangements and support items that were in place in 2019-20.

The transitional arrangements have price limits that are inclusive of **Non-Face-to-Face Support Provision** and **Centre Capital Costs**, and so these components cannot be claimed separately by providers using the transitional support items.

A provider can either continue to use the transitional pricing arrangements for group and centre based supports or they can choose to switch to the new pricing arrangements for group and centre based supports.

A provider must use the same approach (transitional or new) for all the group and centre based supports that they deliver.

Once a provider commences to use the new pricing arrangements they may no longer use the transitional pricing arrangements.

Community Based Group Activities - Standard

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

These support items can be delivered to individual participants or to groups of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*.

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

- **Provider Travel**
- **Short Notice Cancellations.**

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

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Claiming for Time of Day and Day of Week** when the support is delivered; the **Ratio of Disability Support Workers to Participants** in the group; and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_111_0136_6_1	Group Activities In The Community - 1:2 - Standard - Weekday Daytime	Hour	\$31.98	\$44.77	\$47.97
04_111_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Weekday Daytime - TTP <ul style="list-style-type: none"> • Must be a TTP provider. 	Hour	\$33.42	\$46.79	\$50.13
04_114_0136_6_1	Group Activities In The Community - 1:2 - Standard - Weekday Evening	Hour	\$35.20	\$49.28	\$52.80

Core - Assistance with Social, Economic and Community Participation

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_114_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$36.78	\$51.49	\$55.17
04_112_0136_6_1	Group Activities In The Community - 1:2 - Standard - Saturday	Hour	\$44.86	\$62.80	\$67.29
04_112_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Saturday - TTP • Must be a TTP provider .	Hour	\$46.87	\$65.62	\$70.31
04_113_0136_6_1	Group Activities In The Community - 1:2 - Standard - Sunday	Hour	\$57.74	\$80.84	\$86.61
04_113_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Sunday - TTP • Must be a TTP provider .	Hour	\$60.34	\$84.48	\$90.51
04_128_0136_6_1	Group Activities In The Community - 1:2 - Standard - Public Holiday	Hour	\$70.62	\$98.87	\$105.93
04_128_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Public Holiday - TTP • Must be a TTP provider .	Hour	\$73.80	\$103.32	\$110.70
04_120_0136_6_1	Group Activities In The Community - 1:3 - Standard - Weekday Daytime	Hour	\$23.60	\$33.04	\$35.40
04_120_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$24.66	\$34.52	\$36.99
04_123_0136_6_1	Group Activities In The Community - 1:3 - Standard - Weekday Evening	Hour	\$25.98	\$36.37	\$38.97
04_123_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$27.15	\$38.01	\$40.73
04_121_0136_6_1	Group Activities In The Community - 1:3 - Standard - Saturday	Hour	\$33.11	\$46.35	\$49.67
04_121_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Saturday - TTP • Must be a TTP provider .	Hour	\$34.60	\$48.44	\$51.90
04_122_0136_6_1	Group Activities In The Community - 1:3 - Standard - Sunday	Hour	\$42.62	\$59.67	\$63.93
04_122_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Sunday - TTP • Must be a TTP provider .	Hour	\$44.54	\$62.36	\$66.81
04_129_0136_6_1	Group Activities In The Community - 1:3 - Standard - Public Holiday	Hour	\$52.13	\$72.98	\$78.20
04_129_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Public Holiday - TTP • Must be a TTP provider .	Hour	\$54.47	\$76.26	\$81.71
04_136_0136_6_1	Group Activities In The Community - 1:4 - Standard - Weekday Daytime	Hour	\$19.41	\$27.17	\$29.12
04_136_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$20.29	\$28.41	\$30.44
04_137_0136_6_1	Group Activities In The Community - 1:4 - Standard - Weekday Evening	Hour	\$21.37	\$29.92	\$32.06
04_137_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$22.33	\$31.26	\$33.50
04_138_0136_6_1	Group Activities In The Community - 1:4 - Standard - Saturday	Hour	\$27.23	\$38.12	\$40.85
04_138_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Saturday - TTP • Must be a TTP provider .	Hour	\$28.46	\$39.84	\$42.69
04_139_0136_6_1	Group Activities In The Community - 1:4 - Standard - Sunday	Hour	\$35.06	\$49.08	\$52.59

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_139_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Sunday - TTP • Must be a TTP provider .	Hour	\$36.64	\$51.30	\$54.96
04_140_0136_6_1	Group Activities In The Community - 1:4 - Standard - Public Holiday	Hour	\$42.88	\$60.03	\$64.32
04_140_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Public Holiday - TTP • Must be a TTP provider .	Hour	\$44.81	\$62.73	\$67.22
04_141_0136_6_1	Group Activities In The Community - 1:5 - Standard - Weekday Daytime	Hour	\$16.90	\$23.66	\$25.35
04_141_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$17.66	\$24.72	\$26.49
04_142_0136_6_1	Group Activities In The Community - 1:5 - Standard - Weekday Evening	Hour	\$18.60	\$26.04	\$27.90
04_142_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$19.44	\$27.22	\$29.16
04_143_0136_6_1	Group Activities In The Community - 1:5 - Standard - Saturday	Hour	\$23.71	\$33.19	\$35.57
04_143_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Saturday - TTP • Must be a TTP provider .	Hour	\$24.78	\$34.69	\$37.17
04_144_0136_6_1	Group Activities In The Community - 1:5 - Standard - Sunday	Hour	\$30.52	\$42.73	\$45.78
04_144_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Sunday - TTP • Must be a TTP provider .	Hour	\$31.89	\$44.65	\$47.84
04_145_0136_6_1	Group Activities In The Community - 1:5 - Standard - Public Holiday	Hour	\$37.33	\$52.26	\$56.00
04_145_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Public Holiday - TTP • Must be a TTP provider .	Hour	\$39.01	\$54.61	\$58.52

Centre Based Group Activities - Standard

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

These support items can be delivered to individual participants or to groups of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*.

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

- **Provider Travel**
- **Short Notice Cancellations.**

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

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Claiming for Time of Day and Day of Week** when the support is delivered; the **Ratio of Disability Support Workers to Participants** in the group; and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Core - Assistance with Social, Economic and Community Participation

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_160_0136_6_1	Group Activities In A Centre - 1:1 - Standard - Weekday Daytime	Hour	\$59.27	\$82.98	\$88.91
04_160_0136_6_1_T	Group Activities In A Centre - 1:1 - Standard - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$61.84	\$86.58	\$92.76
04_161_0136_6_1	Group Activities In A Centre - 1:1 - Standard - Weekday Evening	Hour	\$65.02	\$91.03	\$97.53
04_161_0136_6_1_T	Group Activities In A Centre - 1:1 - Standard - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$67.85	\$94.99	\$101.78
04_162_0136_6_1	Group Activities In A Centre - 1:1 - Standard - Saturday	Hour	\$82.27	\$115.18	\$123.41
04_162_0136_6_1_T	Group Activities In A Centre - 1:1 - Standard - Saturday - TTP • Must be a TTP provider .	Hour	\$85.87	\$120.22	\$128.81
04_163_0136_6_1	Group Activities In A Centre - 1:1 - Standard - Sunday	Hour	\$105.28	\$147.39	\$157.92
04_163_0136_6_1_T	Group Activities In A Centre - 1:1 - Standard - Sunday - TTP • Must be a TTP provider .	Hour	\$109.92	\$153.89	\$164.88
04_164_0136_6_1	Group Activities In A Centre - 1:1 - Standard - Public Holiday	Hour	\$128.28	\$179.59	\$192.42
04_164_0136_6_1_T	Group Activities In A Centre - 1:1 - Standard - Public Holiday - TTP • Must be a TTP provider .	Hour	\$133.95	\$187.53	\$200.93
04_165_0136_6_1	Group Activities In A Centre - 1:2 - Standard - Weekday Daytime	Hour	\$34.15	\$47.81	\$51.23
04_165_0136_6_1_T	Group Activities In A Centre - 1:2 - Standard - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$35.59	\$49.83	\$53.39
04_166_0136_6_1	Group Activities In A Centre - 1:2 - Standard - Weekday Evening	Hour	\$37.37	\$52.32	\$56.06
04_166_0136_6_1_T	Group Activities In A Centre - 1:2 - Standard - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$38.95	\$54.53	\$58.43
04_167_0136_6_1	Group Activities In A Centre - 1:2 - Standard - Saturday	Hour	\$47.03	\$65.84	\$70.55
04_167_0136_6_1_T	Group Activities In A Centre - 1:2 - Standard - Saturday - TTP • Must be a TTP provider .	Hour	\$49.04	\$68.66	\$73.56
04_168_0136_6_1	Group Activities In A Centre - 1:2 - Standard - Sunday	Hour	\$59.91	\$83.87	\$89.87
04_168_0136_6_1_T	Group Activities In A Centre - 1:2 - Standard - Sunday - TTP • Must be a TTP provider .	Hour	\$62.51	\$87.51	\$93.77
04_169_0136_6_1	Group Activities In A Centre - 1:2 - Standard - Public Holiday	Hour	\$72.79	\$101.91	\$109.19
04_169_0136_6_1_T	Group Activities In A Centre - 1:2 - Standard - Public Holiday - TTP • Must be a TTP provider .	Hour	\$75.97	\$106.36	\$113.96
04_170_0136_6_1	Group Activities In A Centre - 1:3 - Standard - Weekday Daytime	Hour	\$25.77	\$36.08	\$38.66
04_170_0136_6_1_T	Group Activities In A Centre - 1:3 - Standard - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$26.83	\$37.56	\$40.25
04_171_0136_6_1	Group Activities In A Centre - 1:3 - Standard - Weekday Evening	Hour	\$28.15	\$39.41	\$42.23
04_171_0136_6_1_T	Group Activities In A Centre - 1:3 - Standard - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$29.32	\$41.05	\$43.98
04_172_0136_6_1	Group Activities In A Centre - 1:3 - Standard - Saturday	Hour	\$35.28	\$49.39	\$52.92

Core - Assistance with Social, Economic and Community Participation

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_172_0136_6_1_T	Group Activities In A Centre - 1:3 - Standard - Saturday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$36.77	\$51.48	\$55.16
04_173_0136_6_1	Group Activities In A Centre - 1:3 - Standard - Sunday	Hour	\$44.79	\$62.71	\$67.19
04_173_0136_6_1_T	Group Activities In A Centre - 1:3 - Standard - Sunday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$46.71	\$65.39	\$70.07
04_174_0136_6_1	Group Activities In A Centre - 1:3 - Standard - Public Holiday	Hour	\$54.30	\$76.02	\$81.45
04_174_0136_6_1_T	Group Activities In A Centre - 1:3 - Standard - Public Holiday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$56.64	\$79.30	\$84.96
04_175_0136_6_1	Group Activities In A Centre - 1:4 - Standard - Weekday Daytime	Hour	\$21.58	\$30.21	\$32.37
04_175_0136_6_1_T	Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$22.46	\$31.44	\$33.69
04_176_0136_6_1	Group Activities In A Centre - 1:4 - Standard - Weekday Evening	Hour	\$23.54	\$32.96	\$35.31
04_176_0136_6_1_T	Group Activities In A Centre - 1:4 - Standard - Weekday Evening - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$24.50	\$34.30	\$36.75
04_177_0136_6_1	Group Activities In A Centre - 1:4 - Standard - Saturday	Hour	\$29.40	\$41.16	\$44.10
04_177_0136_6_1_T	Group Activities In A Centre - 1:4 - Standard - Saturday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$30.63	\$42.88	\$45.95
04_178_0136_6_1	Group Activities In A Centre - 1:4 - Standard - Sunday	Hour	\$37.23	\$52.12	\$55.85
04_178_0136_6_1_T	Group Activities In A Centre - 1:4 - Standard - Sunday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$38.81	\$54.33	\$58.22
04_179_0136_6_1	Group Activities In A Centre - 1:4 - Standard - Public Holiday	Hour	\$45.05	\$63.07	\$67.58
04_179_0136_6_1_T	Group Activities In A Centre - 1:4 - Standard - Public Holiday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$46.98	\$65.77	\$70.47
04_180_0136_6_1	Group Activities In A Centre - 1:5 - Standard - Weekday Daytime	Hour	\$19.07	\$26.70	\$28.61
04_180_0136_6_1_T	Group Activities In A Centre - 1:5 - Standard - Weekday Daytime - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$19.83	\$27.76	\$29.75
04_181_0136_6_1	Group Activities In A Centre - 1:5 - Standard - Weekday Evening	Hour	\$20.77	\$29.08	\$31.16
04_181_0136_6_1_T	Group Activities In A Centre - 1:5 - Standard - Weekday Evening - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$21.61	\$30.25	\$32.42
04_182_0136_6_1	Group Activities In A Centre - 1:5 - Standard - Saturday	Hour	\$25.88	\$36.23	\$38.82
04_182_0136_6_1_T	Group Activities In A Centre - 1:5 - Standard - Saturday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$26.95	\$37.73	\$40.43
04_183_0136_6_1	Group Activities In A Centre - 1:5 - Standard - Sunday	Hour	\$32.69	\$45.77	\$49.04
04_183_0136_6_1_T	Group Activities In A Centre - 1:5 - Standard - Sunday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$34.06	\$47.68	\$51.09
04_184_0136_6_1	Group Activities In A Centre - 1:5 - Standard - Public Holiday	Hour	\$39.50	\$55.30	\$59.25
04_184_0136_6_1_T	Group Activities In A Centre - 1:5 - Standard - Public Holiday - TTP <ul style="list-style-type: none"> Must be a TTP provider. 	Hour	\$41.18	\$57.65	\$61.77

Community Based Group 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 in the community, in circumstances where a more skilled or experienced support worker is required.

These support items can be delivered to individual participants or to groups of participants who require **High Intensity Supports** subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*.

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

- **Provider Travel**
- **Short Notice Cancellations.**

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

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Claiming for Time of Day and Day of Week** when the support is delivered; the **Ratio of Disability Support Workers to Participants** in the group; and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_116_0104_6_1	Group Activities In The Community - 1:2 - High Intensity - Weekday Daytime <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$34.60	\$48.44	\$51.90
04_116_0104_6_1_T	Group Activities In The Community - 1:2 - High Intensity - Weekday Daytime - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$36.04	\$50.46	\$54.06
04_119_0104_6_1	Group Activities In The Community - 1:2 - High Intensity - Weekday Evening <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$38.09	\$53.33	\$57.14
04_119_0104_6_1_T	Group Activities In The Community - 1:2 - High Intensity - Weekday Evening - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$39.67	\$55.54	\$59.51
04_117_0104_6_1	Group Activities In The Community - 1:2 - High Intensity - Saturday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$48.54	\$67.96	\$72.81
04_117_0104_6_1_T	Group Activities In The Community - 1:2 - High Intensity - Saturday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$50.56	\$70.78	\$75.84
04_118_0104_6_1	Group Activities In The Community - 1:2 - High Intensity - Sunday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$62.48	\$87.47	\$93.72
04_118_0104_6_1_T	Group Activities In The Community - 1:2 - High Intensity - Sunday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$65.08	\$91.11	\$97.62
04_130_0104_6_1	Group Activities In The Community - 1:2 - High Intensity - Public Holiday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$76.43	\$107.00	\$114.65

Core - Assistance with Social, Economic and Community Participation

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_130_0104_6_1_T	Group Activities In The Community - 1:2 - High Intensity - Public Holiday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$79.60	\$111.44	\$119.40
04_124_0104_6_1	Group Activities In The Community - 1:3 - High Intensity - Weekday Daytime <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$25.54	\$35.76	\$38.31
04_124_0104_6_1_T	Group Activities In The Community - 1:3 - High Intensity - Weekday Daytime - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$26.60	\$37.24	\$39.90
04_127_0104_6_1	Group Activities In The Community - 1:3 - High Intensity - Weekday Evening <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$28.11	\$39.35	\$42.17
04_127_0104_6_1_T	Group Activities In The Community - 1:3 - High Intensity - Weekday Evening - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$29.28	\$40.99	\$43.92
04_125_0104_6_1	Group Activities In The Community - 1:3 - High Intensity - Saturday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$35.83	\$50.16	\$53.75
04_125_0104_6_1_T	Group Activities In The Community - 1:3 - High Intensity - Saturday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$37.32	\$52.25	\$55.98
04_126_0104_6_1	Group Activities In The Community - 1:3 - High Intensity - Sunday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$46.12	\$64.57	\$69.18
04_126_0104_6_1_T	Group Activities In The Community - 1:3 - High Intensity - Sunday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$48.04	\$67.26	\$72.06
04_131_0104_6_1	Group Activities In The Community - 1:3 - High Intensity - Public Holiday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$56.41	\$78.97	\$84.62
04_131_0104_6_1_T	Group Activities In The Community - 1:3 - High Intensity - Public Holiday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$58.76	\$82.26	\$88.14
04_146_0104_6_1	Group Activities In The Community - 1:4 - High Intensity - Weekday Daytime <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$21.01	\$29.41	\$31.52
04_146_0104_6_1_T	Group Activities In The Community - 1:4 - High Intensity - Weekday Daytime - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$21.88	\$30.63	\$32.82
04_147_0104_6_1	Group Activities In The Community - 1:4 - High Intensity - Weekday Evening <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$23.12	\$32.37	\$34.68
04_147_0104_6_1_T	Group Activities In The Community - 1:4 - High Intensity - Weekday Evening - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$24.09	\$33.73	\$36.14
04_148_0104_6_1	Group Activities In The Community - 1:4 - High Intensity - Saturday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$29.47	\$41.26	\$44.21
04_148_0104_6_1_T	Group Activities In The Community - 1:4 - High Intensity - Saturday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$30.70	\$42.98	\$46.05

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_149_0104_6_1	Group Activities In The Community - 1:4 - High Intensity - Sunday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$37.94	\$53.12	\$56.91
04_149_0104_6_1_T	Group Activities In The Community - 1:4 - High Intensity - Sunday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$39.51	\$55.31	\$59.27
04_150_0104_6_1	Group Activities In The Community - 1:4 - High Intensity - Public Holiday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$46.40	\$64.96	\$69.60
04_150_0104_6_1_T	Group Activities In The Community - 1:4 - High Intensity - Public Holiday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$48.33	\$67.66	\$72.50
04_151_0104_6_1	Group Activities In The Community - 1:5 - High Intensity - Weekday Daytime <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$18.29	\$25.61	\$27.44
04_151_0104_6_1_T	Group Activities In The Community - 1:5 - High Intensity - Weekday Daytime - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$19.05	\$26.67	\$28.58
04_152_0104_6_1	Group Activities In The Community - 1:5 - High Intensity - Weekday Evening <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$20.13	\$28.18	\$30.20
04_152_0104_6_1_T	Group Activities In The Community - 1:5 - High Intensity - Weekday Evening - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$20.97	\$29.36	\$31.46
04_153_0104_6_1	Group Activities In The Community - 1:5 - High Intensity - Saturday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$25.66	\$35.92	\$38.49
04_153_0104_6_1_T	Group Activities In The Community - 1:5 - High Intensity - Saturday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$26.72	\$37.41	\$40.08
04_154_0104_6_1	Group Activities In The Community - 1:5 - High Intensity - Sunday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$33.03	\$46.24	\$49.55
04_154_0104_6_1_T	Group Activities In The Community - 1:5 - High Intensity - Sunday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$34.40	\$48.16	\$51.60
04_155_0104_6_1	Group Activities In The Community - 1:5 - High Intensity - Public Holiday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$40.40	\$56.56	\$60.60
04_155_0104_6_1_T	Group Activities In The Community - 1:5 - High Intensity - Public Holiday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$42.08	\$58.91	\$63.12

Centre Based Group 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 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 of participants who require **High Intensity Supports** subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*.

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

- **Provider Travel**
- **Short Notice Cancellations.**

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

These support items are subject to price limits as set out in the following Table. Different price limits apply depending on the **Claiming for Time of Day and Day of Week** when the support is delivered; the **Ratio of Disability Support Workers to Participants** in the group; and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_185_0104_6_1	Group Activities In A Centre - 1:1 - High Intensity - Weekday Daytime Must be a high intensity support .	Hour	\$63.96	\$89.54	\$95.94
04_185_0104_6_1_T	Group Activities In A Centre - 1:1 - High Intensity - Weekday Daytime - TTP • Must be a high intensity support . Must be a TTP provider .	Hour	\$66.53	\$93.14	\$99.80
04_186_0104_6_1	Group Activities In A Centre - 1:1 - High Intensity - Weekday Evening Must be a high intensity support .	Hour	\$70.18	\$98.25	\$105.27
04_186_0104_6_1_T	Group Activities In A Centre - 1:1 - High Intensity - Weekday Evening - TTP • Must be a high intensity support . Must be a TTP provider .	Hour	\$73.01	\$102.21	\$109.52
04_187_0104_6_1	Group Activities In A Centre - 1:1 - High Intensity - Saturday Must be a high intensity support .	Hour	\$88.85	\$124.39	\$133.28
04_187_0104_6_1_T	Group Activities In A Centre - 1:1 - High Intensity - Saturday - TTP • Must be a high intensity support . Must be a TTP provider .	Hour	\$92.45	\$129.43	\$138.68
04_188_0104_6_1	Group Activities In A Centre - 1:1 - High Intensity - Sunday Must be a high intensity support .	Hour	\$113.75	\$159.25	\$170.63
04_188_0104_6_1_T	Group Activities In A Centre - 1:1 - High Intensity - Sunday - TTP • Must be a high intensity support . Must be a TTP provider .	Hour	\$118.39	\$165.75	\$177.59
04_189_0104_6_1	Group Activities In A Centre - 1:1 - High Intensity - Public Holiday Must be a high intensity support .	Hour	\$138.65	\$194.11	\$207.98
04_189_0104_6_1_T	Group Activities In A Centre - 1:1 - High Intensity - Public Holiday - TTP • Must be a high intensity support . Must be a TTP provider .	Hour	\$144.32	\$202.05	\$216.48
04_190_0104_6_1	Group Activities In A Centre - 1:2 - High Intensity - Weekday Daytime • Must be a high intensity support .	Hour	\$36.77	\$51.48	\$55.16
04_190_0104_6_1_T	Group Activities In A Centre - 1:2 - High Intensity - Weekday Daytime - TTP • Must be a high intensity support . • Must be a TTP provider .	Hour	\$38.21	\$53.49	\$57.32

Core - Assistance with Social, Economic and Community Participation

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_191_0104_6_1	Group Activities In A Centre - 1:2 - High Intensity - Weekday Evening <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$40.26	\$56.36	\$60.39
04_191_0104_6_1_T	Group Activities In A Centre - 1:2 - High Intensity - Weekday Evening - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$41.84	\$58.58	\$62.76
04_192_0104_6_1	Group Activities In A Centre - 1:2 - High Intensity - Saturday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$50.71	\$70.99	\$76.07
04_192_0104_6_1_T	Group Activities In A Centre - 1:2 - High Intensity - Saturday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$52.73	\$73.82	\$79.10
04_193_0104_6_1	Group Activities In A Centre - 1:2 - High Intensity - Sunday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$64.65	\$90.51	\$96.98
04_193_0104_6_1_T	Group Activities In A Centre - 1:2 - High Intensity - Sunday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$67.25	\$94.15	\$100.88
04_194_0104_6_1	Group Activities In A Centre - 1:2 - High Intensity - Public Holiday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$78.60	\$110.04	\$117.90
04_194_0104_6_1_T	Group Activities In A Centre - 1:2 - High Intensity - Public Holiday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$81.77	\$114.48	\$122.66
04_195_0104_6_1	Group Activities In A Centre - 1:3 - High Intensity - Weekday Daytime <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$27.71	\$38.79	\$41.57
04_195_0104_6_1_T	Group Activities In A Centre - 1:3 - High Intensity - Weekday Daytime - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$28.77	\$40.28	\$43.16
04_196_0104_6_1	Group Activities In A Centre - 1:3 - High Intensity - Weekday Evening <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$30.28	\$42.39	\$45.42
04_196_0104_6_1_T	Group Activities In A Centre - 1:3 - High Intensity - Weekday Evening - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$31.45	\$44.03	\$47.18
04_197_0104_6_1	Group Activities In A Centre - 1:3 - High Intensity - Saturday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$38.00	\$53.20	\$57.00
04_197_0104_6_1_T	Group Activities In A Centre - 1:3 - High Intensity - Saturday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$39.49	\$55.29	\$59.24
04_198_0104_6_1	Group Activities In A Centre - 1:3 - High Intensity - Sunday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$48.29	\$67.61	\$72.44
04_198_0104_6_1_T	Group Activities In A Centre - 1:3 - High Intensity - Sunday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$50.21	\$70.29	\$75.32
04_199_0104_6_1	Group Activities In A Centre - 1:3 - High Intensity - Public Holiday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$58.58	\$82.01	\$87.87

Core - Assistance with Social, Economic and Community Participation

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_199_0104_6_1_T	Group Activities In A Centre - 1:3 - High Intensity - Public Holiday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$60.93	\$85.30	\$91.40
04_200_0104_6_1	Group Activities In A Centre - 1:4 - High Intensity - Weekday Daytime <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$23.18	\$32.45	\$34.77
04_200_0104_6_1_T	Group Activities In A Centre - 1:4 - High Intensity - Weekday Daytime - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$24.05	\$33.67	\$36.08
04_201_0104_6_1	Group Activities In A Centre - 1:4 - High Intensity - Weekday Evening <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$25.29	\$35.41	\$37.94
04_201_0104_6_1_T	Group Activities In A Centre - 1:4 - High Intensity - Weekday Evening - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$26.26	\$36.76	\$39.39
04_202_0104_6_1	Group Activities In A Centre - 1:4 - High Intensity - Saturday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$31.64	\$44.30	\$47.46
04_202_0104_6_1_T	Group Activities In A Centre - 1:4 - High Intensity - Saturday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$32.87	\$46.02	\$49.31
04_203_0104_6_1	Group Activities In A Centre - 1:4 - High Intensity - Sunday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$40.11	\$56.15	\$60.17
04_203_0104_6_1_T	Group Activities In A Centre - 1:4 - High Intensity - Sunday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$41.68	\$58.35	\$62.52
04_204_0104_6_1	Group Activities In A Centre - 1:4 - High Intensity - Public Holiday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$48.57	\$68.00	\$72.86
04_204_0104_6_1_T	Group Activities In A Centre - 1:4 - High Intensity - Public Holiday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$50.50	\$70.70	\$75.75
04_205_0104_6_1	Group Activities In A Centre - 1:5 - High Intensity - Weekday Daytime <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$20.46	\$28.64	\$30.69
04_205_0104_6_1_T	Group Activities In A Centre - 1:5 - High Intensity - Weekday Daytime - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$21.22	\$29.71	\$31.83
04_206_0104_6_1	Group Activities In A Centre - 1:5 - High Intensity - Weekday Evening <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$22.30	\$31.22	\$33.45
04_206_0104_6_1_T	Group Activities In A Centre - 1:5 - High Intensity - Weekday Evening - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$23.14	\$32.40	\$34.71
04_207_0104_6_1	Group Activities In A Centre - 1:5 - High Intensity - Saturday <ul style="list-style-type: none"> • Must be a high intensity support. 	Hour	\$27.83	\$38.96	\$41.75
04_207_0104_6_1_T	Group Activities In A Centre - 1:5 - High Intensity - Saturday - TTP <ul style="list-style-type: none"> • Must be a high intensity support. • Must be a TTP provider. 	Hour	\$28.89	\$40.45	\$43.34

Core - Assistance with Social, Economic and Community Participation

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_208_0104_6_1	Group Activities In A Centre - 1:5 - High Intensity - Sunday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$35.20	\$49.28	\$52.80
04_208_0104_6_1_T	Group Activities In A Centre - 1:5 - High Intensity - Sunday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$36.57	\$51.20	\$54.86
04_209_0104_6_1	Group Activities In A Centre - 1:5 - High Intensity - Public Holiday <ul style="list-style-type: none"> Must be a high intensity support. 	Hour	\$42.57	\$59.60	\$63.86
04_209_0104_6_1_T	Group Activities In A Centre - 1:5 - High Intensity - Public Holiday - TTP <ul style="list-style-type: none"> Must be a high intensity support. Must be a TTP provider. 	Hour	\$44.25	\$61.95	\$66.38

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 NDIA [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 this *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 Cancellations**
- **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.

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	\$65.09	\$91.13	\$97.64

Where a participant aged 0-6 years is receiving assistance from Partners in the Community (PITC) delivering Early Childhood Early Intervention (ECEI) services, linking the family to a service provider/s (under ECEI best practice principles, a service provider operating under the key worker approach) and support through changes in circumstance will be delivered through Partner arrangements.

Where a participant aged seven (7) and over is receiving assistance from Partners in the Community (PITC) delivering Local Area Coordination (LAC) services, plan implementation and monitoring support will be delivered by a Participant's Local Area Coordinator.

Level 2: Coordination of Supports

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 this *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 Cancellations**
- **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.

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 this *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 Cancellations**
- **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.

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

Capacity Building and Training in Plan and Financial Management

This support assists the participant to build capacity to undertake all aspects of plan administration and management, including engaging providers; developing service agreements; maintaining records; paying providers; and claiming payments from the NDIA. This support focusses on strengthening the participant's ability to undertake tasks associated with the management of their supports. This includes building financial skills; building organisational skills; and enhancing the participant's ability to direct 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 item can be delivered to individual participants subject to the rules set out in this *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 Cancellations.**

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

- **Provider Travel - Non-Labour Costs** using the support item 07_799_0117_8_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
07_003_0117_8_3	Capacity Building and Training in Plan and Financial Management by a Support Coordinator	Hour	\$65.09	\$91.13	\$97.64

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 this *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 Cancellations.**
- **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 **Claiming for 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	\$85.62	\$119.87	\$128.43
07_102_0106_6_3	Psychosocial Recovery Coaching - Weekday Evening	Hour	\$94.25	\$131.95	\$141.38
07_103_0106_6_3	Psychosocial Recovery Coaching - Weekday Night	Hour	\$95.97	\$134.36	\$143.96
07_104_0106_6_3	Psychosocial Recovery Coaching - Saturday	Hour	\$120.12	\$168.17	\$180.18
07_105_0106_6_3	Psychosocial Recovery Coaching - Sunday	Hour	\$154.61	\$216.45	\$231.92
07_106_0106_6_3	Psychosocial Recovery Coaching - Public Holiday	Hour	\$189.11	\$264.75	\$283.67

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 subject to the rules set out in this *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 Cancellations.**

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	\$65.09	\$91.13	\$97.64

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 subject to the rules set out in this *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 Cancellations.**

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 Including Mentoring, Peer-Support And Individual Skill Development	Hour	\$65.09	\$91.13	\$97.64

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 of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out in the following Table divided by the number of participants 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 Cancellations.**

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	\$65.09	\$91.13	\$97.64

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 this *NDIS Pricing Arrangements and Price Limits*.

This support item is not subject to price limits. See page 15 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 this *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 15 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 and Counselling

This support is designed to provide workplace assessment or counselling to assist participants successfully engage in employment. (Note: if a participant is employed and on award wages, then in most instances a work place assessment is available through the Employment Assistance Fund administered by JobAccess and is a free service to employers.) For employment related counselling, this support may benefit participants who have, for example, experienced traumatic injury and need significant support (over and above a mainstream employment related service) to develop a new work pathway.

This support item can be delivered to individual participants subject to the rules set out in this *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 Cancellations**
- **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 items are 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 And Counselling	Hour	\$193.99	\$271.59	\$290.99

Workplace assistance

This support item provides workplace assistance that enables a participant to successfully obtain or retain employment in the open or supported labour market. This support can be supplied to any working age participant (including students reaching working age) with an employment goal. This may include supports to:

- explore what work would mean for them (discovery);
- build essential foundation skills for work;
- managing complex barriers to obtaining and sustaining employment;
- specialised job customisation;
- supports to transition from an Australian Disability Enterprise (ADE) to open employment;
- develop a career plan; and
- other capacity building supports that are likely to lead to successful engagement in a Disability Employment Service (DES).

Note: this support item cannot be used to fund a Certified education course (for example, Certificate I in Workplace Education), even if run within the provider's services, as this would be funded through the Vocational Education system.

This support item can be delivered to individual participants or groups of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out in the following Table divided by the number of participants 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 Cancellations**
- **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 Support	Hour	\$65.09	\$91.13	\$97.64

School Leaver Employment Supports (SLES)

School Leaver Employment Supports (SLES) are capacity building supports for students transitioning from school to employment. They are available during the final months at school and continue post school exit. These supports are designed to plan and implement a pathway to inclusive employment, focussing on capacity building for goal achievement. With appropriate supports, it is expected that the majority of SLES participants will transition to the Disability Employment Service (DES) to undertake the job seeking, placement and post placement support phases of their pathway. These supports will have an individualised approach, with a strong emphasis on "try and test" work experience opportunities, (generally in work places that would pay award wages). Capacity building should focus on hard and soft skill development. Supports, more generally, should facilitate positive experiences that contribute to developing an understanding of work capability and confidence to step into employment. SLES should also help inform the level and nature of future supports needed to obtain and sustain employment.

This support item can be delivered to individual participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. It is not subject to price limits. See page 15 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
10_021_0102_5_3	School Leaver Employment Supports	Each	N/A	N/A	N/A

Supports in Employment

Specialised Supported Employment

These support items are duplicates of the Specialised Supported Employment support on page 67. They are temporarily duplicated in this support category to facilitate access to the new arrangements.

These support items can be delivered to individual participants or to groups of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out in the following Table divided by the number of participants 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 Cancellations.**

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

- **Provider Travel - Non-Labour Costs** using the support item 10_799_0133_5_3
- **Activity Based Transport - Social, Economic and Community Participation Supports** using support item 10_590_0133_5_3
- **Centre Capital Costs** using support item 10_599_0133_5_3, 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 **Claiming for Time of Day and Day of Week** when the support is delivered, and whether the provider is eligible for the **Temporary Transformation Payment (TTP)**.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
10_801_0133_5_1_D	Supports in Employment - Weekday Daytime	Hour	\$57.10	\$79.94	\$85.65
10_801_0133_5_1_T_D	Supports in Employment - Weekday Daytime - TTP • Must be a TTP provider .	Hour	\$59.67	\$83.54	\$89.51
10_802_0133_5_1_D	Supports in Employment - Weekday Evening	Hour	\$62.85	\$87.99	\$94.28
10_802_0133_5_1_T_D	Supports in Employment - Weekday Evening - TTP • Must be a TTP provider .	Hour	\$65.68	\$91.95	\$98.52
10_803_0133_5_1_D	Supports in Employment - Saturday	Hour	\$80.10	\$112.14	\$120.15
10_803_0133_5_1_T_D	Supports in Employment - Saturday - TTP • Must be a TTP provider .	Hour	\$83.70	\$117.18	\$125.55
10_804_0133_5_1_D	Supports in Employment - Sunday	Hour	\$103.11	\$144.35	\$154.67
10_804_0133_5_1_T_D	Supports in Employment - Sunday - TTP • Must be a TTP provider .	Hour	\$107.75	\$150.85	\$161.63
10_805_0133_5_1_D	Supports in Employment - Public Holiday	Hour	\$126.11	\$176.55	\$189.17
10_805_0133_5_1_T_D	Supports in Employment - Public Holiday - TTP • Must be a TTP provider .	Hour	\$131.78	\$184.49	\$197.67

Transitional Funding Arrangements

This support item can be used by current Australian Disability Enterprises (ADEs) registered as Specialised Supported Employment providers. This support item will allow providers to continue to

claim under the pre-1 July 2020 ADE pricing arrangements ending on 31 December 2021, as agreed under the pricing transition arrangements.

This support item is not subject to a price limit. However, ADE providers that choose to use pre-1 July 2020 pricing arrangements during the transition period can only claim this item at the current Disability Maintenance Instrument (DMI) or Average Outlet Price (AOP) they currently have in place for each current or new supported employee.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
04_891_0133_5_1_D	Supports in Employment - Transitional Funding Arrangements	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 this *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 Cancellations**
- **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_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	NSW VIC QLD ACT	WA SA TAS NT	Remote	Very Remote
11_022_0110_7_3	Specialist Behavioural Intervention Support <ul style="list-style-type: none">• Highly specialised intensive support interventions to address significantly harmful or persistent behaviours of concern.• Development of behaviour support plans that temporarily use restrictive practices, with intention to minimise use of these practices.	Hour	\$214.41	\$234.83	\$328.76	\$352.25
11_023_0110_7_3	Behaviour Management Plan Including Training in Behaviour Management Strategies <ul style="list-style-type: none">• Training for carers and others in behaviour management strategies required due the participant's disability.	Hour	\$193.99	\$193.99	\$271.59	\$290.99

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 this *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 Cancellations**
- **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	\$65.09	\$91.13	\$97.64

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 support items can be delivered to individual participants or to groups of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out in the following Table divided by the number of participants 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 Cancellations**
- **NDIA Requested Reports.**

Providers of this support can also claim for the costs of

- **Provider Travel - Non-Labour Costs** using support item 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.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
12_027_0126_3_3	Exercise Physiology <ul style="list-style-type: none">• Advice to a participant (or a group of participants) regarding exercise required due to the impact of their disability.	Hour	\$166.99	\$233.79	\$250.49
12_027_0128_3_3	Exercise Physiology <ul style="list-style-type: none">• Advice to a participant (or a group of participants) regarding exercise required due to the impact of their disability.	Hour	\$166.99	\$233.79	\$250.49
12_029_0126_3_3	Personal Training <ul style="list-style-type: none">• Personal training provided to a participant (or a group of participants) due to the impact of their disability.	Hour	\$58.10	\$81.34	\$87.15

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 be delivered to individual participants or to groups of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out in the following Table divided by the number of participants 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 Cancellations**
- **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.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
12_025_0128_3_3	Dietitian Consultation And Diet Plan Development	Hour	\$193.99	\$271.59	\$290.99

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 of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out in the following Table divided by the number of participants 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 Cancellations.**

Providers of this support can also claim for the costs of

- **Provider Travel - Non-Labour Costs** using support item 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.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
13_030_0102_4_3	Transition through School and to Further Education	Hour	\$65.09	\$91.13	\$97.64

Capacity Building - Improved Life Choices

The supports in this support category help participants with the management of their plans.

Plan Management - Financial Administration Supports

These support items allow 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.

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

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
14_033_0127_8_3	Plan Management - Set Up Costs <ul style="list-style-type: none">A one-off (per plan) fee for setting up the financial management arrangements.	Each	\$232.35	\$325.29	\$348.54
14_034_0127_8_3	Plan Management - Monthly Fee <ul style="list-style-type: none">A monthly fee for the ongoing maintenance of the financial management arrangements.	Month	\$104.45	\$146.23	\$156.67

Capacity Building and Training in Plan and Financial Management

This support item assists a participant to build their capacity to undertake all aspects of plan administration and management, including engaging providers, developing service agreements, maintaining records, paying providers, and claiming payments from the NDIA. Providers of these supports are expected to assist participants to develop their skills for self-management, where this is possible.

This support item can be delivered to individual participants subject to the rules set out in this *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 Cancellations.**

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

- **Provider Travel - Non-Labour Costs** using support item 14_799_0127_8_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
14_031_0127_8_3	Capacity Building and Training in Plan and Financial Management by a Plan Manager	Hour	\$65.09	\$91.13	\$97.64

Capacity Building - Improved Daily Living

This support category includes assessment supports, training supports, strategy development supports, and therapeutic (including Early Childhood Intervention) supports to assist the development of, or to increase, a participant's skills and their capacity for independence and community participation.

Early Childhood Intervention Supports (under 7 years)

These support items provide capacity building supports, including key worker, to assist a child (under 7 years of age) 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. 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 of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out in the following Table divided by the number of participants 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 Cancellations**
- **NDIA Requested Reports.**

Providers of this support 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 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.

Item Number	Item Name and Notes	Unit	NSW VIC QLD ACT	WA SA TAS NT	Remote	Very Remote
15_001_0118_1_3	Capacity Building Supports for Early Childhood Interventions - Psychology <ul style="list-style-type: none"> • Support must be delivered by a Psychologist. 	Hour	\$214.41	\$234.83	\$328.76	\$352.25
15_003_0118_1_3	Capacity Building Supports for Early Childhood Interventions - Physiotherapy <ul style="list-style-type: none"> • Support must be delivered by a Physiotherapist. 	Hour	\$193.99	\$224.62	\$314.47	\$336.93
15_005_0118_1_3	Capacity Building Supports for Early Childhood Interventions - Other Therapy <ul style="list-style-type: none"> • Support must be delivered by a suitably qualified allied health professional or early childhood educator. 	Hour	\$193.99	\$193.99	\$271.59	\$290.99

Item Number	Item Name and Notes	Unit	NSW VIC QLD ACT	WA SA TAS NT	Remote	Very Remote
15_007_0118_1_3	<p>Capacity Building Supports for Early Childhood - Allied Health Assistant - Level 1</p> <ul style="list-style-type: none"> Support must be delivered by an allied health assistant working under the delegation and direct supervision at all times of a therapist. <p>Where a support is delivered by an allied health assistant, the allied health assistant must be covered by the professional indemnity insurance of the supervising therapist (or the therapist's or allied health assistant's employing provider).</p>	Hour	\$56.16	\$56.16	\$78.62	\$84.24
15_008_0118_1_3	<p>Capacity Building Supports for Early Childhood - Allied Health Assistant - Level 2</p> <ul style="list-style-type: none"> Support must be delivered by an allied health assistant working under the delegation and supervision of a therapist, where the therapist is satisfied that the allied health assistant is able to work independently without direct supervision at all times. <p>Where a support is delivered by an allied health assistant, the allied health assistant must be covered by the professional indemnity insurance of the supervising therapist (or the therapist's or allied health assistant's employing provider).</p>	Hour	\$86.79	\$86.79	\$121.51	\$130.19

Therapy Supports (over 7 years)

These support items provide therapeutic services to participants (over 7 years). In the NDIS, therapy supports are for participants with an established disability, where maximum medical improvement has been reached, to facilitate functional improvement. For people who access the Scheme as 'early intervention' NDIS participants, reasonable and necessary supports are likely to be a blend of medical and disability therapies, but should be predominantly disability therapy supports. Therapy in this context must be aimed at adjustment, adaption, and building capacity for community participation.

Maintenance care can be claimed against a participant's plan, where the primary purpose is to provide ongoing support for a participant in order 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 provided and 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 of participants subject to the rules set out in this *NDIS Pricing Arrangements and Price Limits*. If a support item is delivered to a group of participants then the price limit for each participant is the price limit set out in the following Table divided by the number of participants 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. (Note: There are special arrangements for the Community Engagement Assistance support item.)

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 Cancellations**
- **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 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.

Item Number	Item Name and Notes	Unit	NSW VIC QLD ACT	WA SA TAS NT	Remote	Very Remote
15_036_0114_1_3	Assessment and Support by a Nurse <ul style="list-style-type: none"> • Provision to a participant of care, training, or supervision of a delegated worker to respond to complex care needs where that care is not the usual responsibility of the health system. • The support must be delivered by a Registered Nurse. • This support cannot be delivered to a group of participants. 	Hour	\$124.05	\$124.05	\$173.67	\$186.08
15_043_0128_1_3	Counselling <ul style="list-style-type: none"> • Provision to a participant of a support to facilitate self-knowledge, emotional acceptance and growth, and the optimal development of personal resources, to help the participant work towards their personal goals and gain greater insight into their lives. 	Hour	\$156.16	\$156.16	\$218.62	\$234.24
15_045_0128_1_3	Community Engagement Assistance <ul style="list-style-type: none"> • Provision to a participant of a support to empower participants and improve interactions between participants and their social networks. • 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. • Note: The price limit for this support item applies to each participant, even if the support is delivered concurrently to more than one participant. 	Hour	\$44.40	\$44.40	\$62.16	\$66.60
15_051_0114_1_3	Community Nursing Care For Continence Aid <ul style="list-style-type: none"> • Provision to a participant of continence aids assessment, recommendation, and training support. • The support must be delivered by a Registered Nurse. • This support cannot be delivered to a group of participants. 	Hour	\$124.05	\$124.05	\$173.67	\$186.08

Capacity Building - Improved Daily Living

Item Number	Item Name and Notes	Unit	NSW VIC QLD ACT	WA SA TAS NT	Remote	Very Remote
15_052_0128_1_3	<p>Therapy Assistant - Level 1</p> <ul style="list-style-type: none"> Provision to a participant of a therapeutic support by an allied health assistant working under the delegation and direct supervision at all times of a therapist. 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). 	Hour	\$56.16	\$56.16	\$78.62	\$84.24
15_053_0128_1_3	<p>Therapy Assistant - Level 2</p> <ul style="list-style-type: none"> Provision to a participant of a therapeutic support by an allied health assistant working under the delegation and supervision of a therapist, where the therapist is satisfied that the allied health assistant is able to work independently without direct supervision at all times. 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). 	Hour	\$86.79	\$86.79	\$121.51	\$130.19
15_054_0128_1_3	<p>Assessment, Recommendation, Therapy or Training (including Assistive Technology) - Psychology</p> <ul style="list-style-type: none"> Provision to a participant of Assessment, Recommendation, Therapy, or Training (including in assistive technology) supports. The support must be delivered by a Psychologist. 	Hour	\$214.41	\$234.83	\$328.76	\$352.25
15_055_0128_1_3	<p>Assessment, Recommendation, Therapy or Training (including Assistive Technology) - Physiotherapy</p> <ul style="list-style-type: none"> Provision to a participant of Assessment, Recommendation, Therapy, or Training (including in assistive technology) supports. The support must be delivered by a Physiotherapist. 	Hour	\$193.99	\$224.62	\$314.47	\$336.93
15_056_0128_1_3	<p>Assessment, Recommendation, Therapy or Training (including Assistive Technology) - Other Therapy</p> <ul style="list-style-type: none"> Provision to a participant of Assessment, Recommendation, Therapy, or Training (including in assistive technology) supports. The support must be delivered by a suitably qualified allied health professional. 	Hour	\$193.99	\$193.99	\$271.59	\$290.99
15_062_0128_3_3	<p>Dietitian Consultation And Diet Plan Development</p> <ul style="list-style-type: none"> Provision of advice to a participant on managing diet for health and well-being due to the impact of their disability 	Hour	\$193.99	\$193.99	\$271.59	\$290.99
15_200_0126_1_3	<p>Exercise Physiology</p> <ul style="list-style-type: none"> Provision of advice to a participant regarding exercise required due to the impact of their disability to a participant. 	Hour	\$166.99	\$166.99	\$233.79	\$250.49
15_200_0128_1_3	<p>Exercise Physiology</p> <ul style="list-style-type: none"> Provision of advice to a participant regarding exercise required due to the impact of their disability to a participant. 	Hour	\$166.99	\$166.99	\$233.79	\$250.49

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 this *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 Cancellations**
- **NDIA Requested Reports.**

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

- **Provider Travel - Non-Labour Costs** using support item 15_799_0119_1_3 or 15_799_0134_1_3, depending on their Registration Group.

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_501_0119_1_3	Audiologist hearing services	Hour	\$193.99	\$271.59	\$290.99
15_502_0134_1_3	Audiologist hearing services	Hour	\$193.99	\$271.59	\$290.99
15_503_0134_1_3	Audiometrist hearing services	Hour	\$166.83	\$233.56	\$250.25

Multidisciplinary Team Supports

This support item enables a coordinated multidisciplinary approach to be delivered to participants beyond the age covered by the Early Childhood Early Intervention approach. All team members will claim against a single support item, thereby increasing flexibility in service delivery to reflect the changing needs of a participant. It can be delivered to individual participants subject to the rules set out in this *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 subject to the rules set out in this *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 Cancellations**
- **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 Claiming for 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	\$86.62	\$121.27	\$129.93
15_401_0114_1_3	Delivery Of Health Supports by an Enrolled Nurse - Weekday Evening	Hour	\$95.55	\$133.77	\$143.33
15_405_0114_1_3	Delivery Of Health Supports by an Enrolled Nurse - Weekday Night	Hour	\$97.33	\$136.26	\$146.00
15_402_0114_1_3	Delivery Of Health Supports by an Enrolled Nurse - Saturday	Hour	\$123.57	\$173.00	\$185.36
15_403_0114_1_3	Delivery Of Health Supports by an Enrolled Nurse - Sunday	Hour	\$142.05	\$198.87	\$213.08
15_404_0114_1_3	Delivery Of Health Supports by an Enrolled Nurse - Public Holiday.	Hour	\$160.52	\$224.73	\$240.78
15_406_0114_1_3	Delivery of Health Supports by an Registered Nurse - Weekday Daytime	Hour	\$107.25	\$150.15	\$160.88
15_407_0114_1_3	Delivery Of Health Supports by an Registered Nurse - Weekday Evening	Hour	\$118.31	\$165.63	\$177.47
15_411_0114_1_3	Delivery Of Health Supports by an Registered Nurse - Weekday Night	Hour	\$120.51	\$168.71	\$180.77
15_408_0114_1_3	Delivery Of Health Supports by an Registered Nurse - Saturday	Hour	\$153.05	\$214.27	\$229.58
15_409_0114_1_3	Delivery Of Health Supports by an Registered Nurse - Sunday	Hour	\$175.95	\$246.33	\$263.93
15_410_0114_1_3	Delivery Of Health Supports by an Registered Nurse - Public Holiday	Hour	\$198.85	\$278.39	\$298.28
15_412_0114_1_3	Delivery of Health Supports by an Clinical Nurse - Weekday Daytime	Hour	\$124.05	\$173.67	\$186.08
15_413_0114_1_3	Delivery Of Health Supports by an Clinical Nurse - Weekday Evening	Hour	\$136.84	\$191.58	\$205.26
15_417_0114_1_3	Delivery Of Health Supports by an Clinical Nurse - Weekday Night	Hour	\$139.40	\$195.16	\$209.10
15_414_0114_1_3	Delivery Of Health Supports by an Clinical Nurse - Saturday	Hour	\$177.03	\$247.84	\$265.55
15_415_0114_1_3	Delivery Of Health Supports by an Clinical Nurse - Sunday	Hour	\$203.53	\$284.94	\$305.30
15_416_0114_1_3	Delivery Of Health Supports by an Clinical Nurse - Public Holiday	Hour	\$230.02	\$322.03	\$345.03
15_418_0114_1_3	Delivery of Health Supports by an Clinical Nurse Consultant - Weekday Daytime	Hour	\$146.72	\$205.41	\$220.08
15_419_0114_1_3	Delivery Of Health Supports by an Clinical Nurse Consultant - Weekday Evening	Hour	\$161.86	\$226.60	\$242.79
15_423_0114_1_3	Delivery Of Health Supports by an Clinical Nurse Consultant - Weekday Night	Hour	\$164.88	\$230.83	\$247.32
15_420_0114_1_3	Delivery Of Health Supports by an Clinical Nurse Consultant - Saturday	Hour	\$209.47	\$293.26	\$314.21
15_421_0114_1_3	Delivery Of Health Supports by an Clinical Nurse Consultant - Sunday	Hour	\$240.84	\$337.18	\$361.26
15_422_0114_1_3	Delivery Of Health Supports by an Clinical Nurse Consultant - Public Holiday	Hour	\$272.21	\$381.09	\$408.32
15_424_0114_1_3	Delivery of Health Supports by an Nurse Practitioner - Weekday Daytime	Hour	\$153.39	\$214.75	\$230.09
15_425_0114_1_3	Delivery Of Health Supports by an Nurse Practitioner - Weekday Evening	Hour	\$169.21	\$236.89	\$253.82
15_429_0114_1_3	Delivery Of Health Supports by an Nurse Practitioner - Weekday Night	Hour	\$172.37	\$241.32	\$258.56
15_426_0114_1_3	Delivery Of Health Supports by an Nurse Practitioner - Saturday	Hour	\$219.00	\$306.60	\$328.50

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
15_427_0114_1_3	Delivery Of Health Supports by an Nurse Practitioner - Sunday	Hour	\$251.81	\$352.53	\$377.72
15_428_0114_1_3	Delivery Of Health Supports by an Nurse Practitioner - Public Holiday	Hour	\$284.61	\$398.45	\$426.92

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 this *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 subject to the rules set out this *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 Cancellations**
- **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 15_799_0135_1_3, depending 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"> • Provision of time limited support to assist a person to develop and maintain daily budget, including assisting in planning purchases. 	Hour	\$57.10	\$79.94	\$85.65
15_037_0117_1_3	Skill Development And Training to increase independence, including Public Transport Training <ul style="list-style-type: none"> • Individual training provided in the home for general life skills to increase independence. 	Hour	\$57.10	\$79.94	\$85.65
15_038_0117_1_3	Training For Carers/Parents <ul style="list-style-type: none"> • Training for carers in matters related to caring for a person with disability. 	Hour	\$65.09	\$91.13	\$97.64
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 this *NDIS Pricing Arrangements and Price Limits*.

This support item is not subject to price limits. See page 15 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	N/A	N/A	N/A

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.

Appendix A: History of Changes to the *NDIS Pricing Arrangements and Price Limits 2021-22*

Version	Page	Details of Amendment	Date Published	Date of Effect
1.0		2020-21 edition of the <i>NDIS Pricing Arrangements and Price Limits</i>	1 July 2021	1 July 2021

IN THE FAIR WORK COMMISSION

Matter No: AM2018/26

Matter: 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010*

WITNESS STATEMENT OF CHRISTOPHER CHIPPENDALE

ANNEXURE CC-3

National Disability Insurance Scheme

Disability Support Worker

Cost Model

Assumptions and Methodology

2021-22

Valid from: 1 July 2021

(Version 1.0 - Publication Date: 1 July 2021)



Delivered by the
National Disability
Insurance Agency

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Terms that we use

DSW	Disability Support Worker
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
TTP	Temporary Transformation Payment

Further information

Further information on pricing in the National Disability Insurance Scheme can be found at the [NDIS website](#)

Footnotes

Footnotes are included in Appendix 1 – Footnotes at the end of this report

Version Control

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

Version	Page	Details of Amendment	Release Date	Operative Date
1.0		First Edition of the <i>Disability Support Worker Cost Model Assumptions and Methodology 2021-22</i>	1 July 2021	1 July 2021

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Description of the Cost Model

This chapter sets out the methodology and assumptions of the Cost Model that the NDIA uses to inform its pricing decisions for supports that are delivered by Disability Support Workers (DSWs). Further information on the NDIA’s approach to pricing be found in the NDIA’s *Pricing Strategy*¹ and in the report of the *Annual Pricing Review 2020-21*.²

The NDIS Disability Support Worker Cost Model estimates the cost of delivering a billable hour of support taking into account all of the costs associated with every billable hour, including: base pay; shift loadings; holiday pay; salary on costs; supervision costs; utilisation (non-billable activities); employee allowances; corporate overheads and margin.

These estimates are the basis of the price limits set by the NDIA for supports delivered by DSWs, with price limit set at the level that can be achieved by providers who match the benchmarks set by their reasonable efficient competitors. Of course, the costs of providers are driven by a number of different factors, all of which are reflected in the Cost Model. Providers may overachieve on some benchmarks and underachieve on others.

Sustainable price levels are set with reference to the revealed economics of current providers. They are determined by the outcomes achieved by the most efficient (the 25th percentile) of providers. This means that at least 25 per cent of providers in the sector are currently operating at better than this cost benchmark.³ The NDIA considers that these benchmarks therefore represent reasonable targets for providers to aim for in the delivery of their services.

¹ NDIA. (2019). *National Disability Insurance Scheme Pricing Strategy*. <https://www.ndis.gov.au/media/1820/download>

² National Disability Insurance Agency. (2020). *Report of the National Disability Insurance Scheme Annual Pricing Review 2020-21*. <https://www.ndis.gov.au/media/2413/download>

³ The NDIA considers that it is appropriate to estimate the cost structure of overall efficient (25th percentile) providers by reference to the 25th percentile of all providers’ performance against each of the key parameters because there is little collinearity observed between the parameters in the TTP Benchmarking Survey results. The determinant of the Pearson product-moment correlation coefficient matrix (see below) is 87.1%.

	A = Permanent Share of Workforce	B = Supervision Ratio	C = Non travel allowances	D = Workers Compensation Premium	E = Utilisation percentage	F = Overheads percentage
A	1.00	-0.09	-0.13	0.06	-0.04	0.08
B	-0.09	1.00	-0.07	0.00	0.19	0.08
C	-0.13	-0.07	1.00	-0.02	-0.14	-0.18
D	0.06	0.00	-0.02	1.00	-0.02	0.02
E	-0.04	0.19	-0.14	-0.02	1.00	0.09
F	0.08	0.08	-0.18	0.02	0.09	1.00

See p.58 of the *Annual Pricing Review 2020-21*.

Applicable Industrial Award

The national award for DSWs is the *Social, Community, Home Care and Disability Services Industry Award 2010* (SCHADS Award).⁴ The NDIA recognises that some DSWs are employed under Enterprise Bargaining Agreements (EBAs). However, these EBAs have to leave the worker no worse off overall than they would be under the relevant Award. Any additional benefits offered by EBAs over the Award have been agreed to by providers and are often offset by productivity gains. The NDIA therefore considers the conditions set out in the SCHADS Award to be the appropriate foundation for the Cost Model.

Base Pay

The NDIA recognises that providers have to employ DSWs with different skill levels and levels of experience to meet the different needs of participants. The Cost Model therefore has different sets of cost assumptions for four types of workers (DSW Level A, DSW Level B, DSW Level C and DSW Level D).

Table 1 sets out the Cost Model’s assumptions with respect to the base pay of DSWs.⁵

Table 1: Assumed SCHADS Classifications and Pay Rates, 1 July 2021

	Assumed SCHADS Classification	Award Hourly Rate
DSW Level A	2.3	\$30.94
DSW Level B	2.4/3.1	\$32.16
DSW Level C	3.2	\$33.48
DSW Level D	4.4	\$40.39

Shift Loadings

Table 2 sets out the Cost Model’s assumptions with respect to shift loadings. These assumptions are based on the SCHADS Award.⁶

Table 2: Shift Loadings, 1 July 2021

Shift	Permanent Loading	Casual Loading
Weekday	0.0%	25.0%
Saturday	50.0%	75.0%
Sunday	100.0%	125.0%
Public Holiday	150.0%	175.0%
Evening Shift	12.5%	37.5%
Night Shift	15.0%	40.0%

⁴ Fair Work Commission. [Social, Community, Home Care and Disability Services Industry Award 2010](#), incorporating all amendments up to and including 30 June 2021.

Fair Work Commission. [Equal Remuneration Order 2010](#), (C2010/3131).

⁵ Calculated as 1/38th of the relevant ERO adjusted minimum wage.

⁶ SCHADS Award: Clauses 10.4(b), 26 and 29.3.

Days Worked Versus Days Paid

The Cost Model recognises that under the SCHADS Award a permanent worker's ordinary hours of work will be 38 hours per week⁷, and that they will be available to work on 220 days a year, because under the National Employment Standards⁸ they must be paid for:

- 20 days of annual leave;⁹
- 10 days of public holidays;¹⁰ and
- Up to 10 days of personal leave.¹¹

The Cost Model recognises that providers need to accrue the revenue to meet the costs of these leave accruals during the billable hours of the DSW.

The Cost Model also recognises that workers accrue Long Service Leave entitlements when they work and that again providers need to accrue the revenue to meet the costs of this leave accrual during the billable hours of the DSW. The Cost Model assumes that workers accrue 4 $\frac{1}{3}$ days of long service leave each year.¹²

In line with SCHADS Award, the Cost Model also provides a 17.5% loading for annual leave to compensate workers for the shifts they would have otherwise taken.¹³

⁷ SCHADS Award: Clause 25.1.

⁸ The National Employment Standards govern leave and several other conditions in Awards, and also may not be reduced by EBAs. <https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

⁹ <https://www.fairwork.gov.au/leave/annual-leave>

¹⁰ <https://www.fairwork.gov.au/leave/public-holidays>

Note: The Agency recognises that there are more than 10 public holidays in each year, and that the number of public holidays varies by jurisdiction. However, some public holidays occur on weekends and it is unlikely that any worker in their ordinary working hours would be rostered to have worked on more than 10 public holidays. This is the appropriate number for the Cost Model to use to calculate the accrual cost of the leave, rather than the payment rate for public holidays.

¹¹ <https://www.fairwork.gov.au/leave/sick-and-carers-leave/paid-sick-and-carers-leave>

Note: The Cost Model slightly overestimates provider's cost with respect to this parameter as it assumes all workers utilise all of their personal leave entitlement each year even though some workers may not use their entitlement.

¹² <https://www.fairwork.gov.au/leave/long-service-leave>

Note: The Cost Model overestimates provider's cost with respect to this parameter as it assumes all permanent workers and casual workers qualify for LSL accruals and that all workers will eventually access their long service leave entitlement. This reflects the rollout of portable long service leave schemes in some jurisdictions.

¹³ SCHADS Award: Clause 31.3

Table 3: Impact of Leave on the Cost per Worked Hour of a Permanent DSW

	DSW A	DSW B	DSW C	DSW D
Standard Hourly Rate	\$30.94	\$32.16	\$33.48	\$40.39
Allowance for Annual leave				
a. No. hours leave accrued in a year (hrs/yr)	152	152	152	152
b. Loading	17.5%	17.5%	17.5%	17.5%
c. Proportion of leave taken	100.0%	100.0%	100.0%	100.0%
Cost per worked hour	\$3.30	\$3.44	\$3.58	\$4.31
Allowance for Personal leave				
a. No. hours leave in a year (hrs/yr)	76	76	76	76
b. Loading	0.0%	0.0%	0.0%	0.0%
c. Proportion of leave taken	100.0%	100.0%	100.0%	100.0%
Cost per worked hour	\$1.41	\$1.46	\$1.52	\$1.84
Allowance for Public Holiday leave				
a. No. hours leave accrued in a year (hrs/yr)	76	76	76	76
b. Loading	0.0%	0.0%	0.0%	0.0%
c. Proportion of leave taken	100.0%	100.0%	100.0%	100.0%
Cost per worked hour	\$1.41	\$1.46	\$1.52	\$1.84
Allowance for Long Service leave				
a. No. hours leave accrued in a year (hrs/yr)	32.93	32.93	32.93	32.93
b. Loading	0.0%	0.0%	0.0%	0.0%
c. Proportion of leave taken	100.0%	100.0%	100.0%	100.0%
Cost per worked hour	\$0.61	\$0.63	\$0.66	\$0.80
Cumulative cost per hour, after leave costs	\$37.67	\$39.15	\$40.76	\$49.17
Increase from permanent standard hourly rate	21.7%	21.7%	21.7%	21.7%

Salary On-costs

The Cost Model recognises that providers incur other costs related to the salaries, including:

- Superannuation at the statutory 9.5% of base salary, including while on leave;¹⁴
- Workers compensation insurance at 1.7% of base salary, including while on leave;¹⁵ and
- Employee allowances at 1.0% of base salary.¹⁶

¹⁴ <https://www.ato.gov.au/Business/Super-for-employers/How-much-to-pay/>

¹⁵ The *Annual Pricing Review 2020-21* (page 54) found that, averaged over 2010-11 to 2014-15, the standardised Australian average workers compensation premium rate was 1.5% for all industries and 1.7% for the Health and Community Services sector. The Benchmarking Study undertaken as part of the Annual Pricing Review 2020-21 found that the average workers compensation premium among respondents in the disability sector was 2.6%, with a median of 2.3% and a 25th percentile of 1.7%. In line with the *NDIS Pricing Strategy*, this Cost Model parameter has been set at the level achieved by efficient (25th percentile) providers.

¹⁶ The *Annual Pricing Review 2020-21* (page 57) found that allowances in the sector were typically in the order of 1.0% of the base salary payable to the worker.

The Cost Model does not provide for payroll tax as most jurisdictions exempt not-for-profit and smaller organisations from payroll tax.

Table 4: Impact of Salary On-costs on the Cost per Worked Hour of a Permanent DSW

	DSW A	DSW B	DSW C	DSW D
Cumulative cost per hour, before on-costs	\$37.67	\$39.15	\$40.76	\$49.17
Superannuation				
Superannuation Rate (%)	10.00%	10.00%	10.00%	10.00%
Superannuation (\$)	\$3.77	\$3.92	\$4.08	\$4.92
Workers Compensation				
Premium Rate (%)	1.7%	1.7%	1.7%	1.7%
Premium Cost (\$)	\$0.64	\$0.67	\$0.69	\$0.84
Employee Allowances				
Allowance Rate (%)	1.0%	1.0%	1.0%	1.0%
Allowance Cost (\$)	\$0.31	\$0.32	\$0.33	\$0.40
Cumulative cost per hour, after on-costs	\$42.38	\$44.05	\$45.86	\$55.33
Cumulative increase from standard hourly rate	37.0%	37.0%	37.0%	37.0%

Supervision costs

The Cost Model recognises that DSWs require support and supervision and assumes that supervisors have the same shift loadings, leave entitlements and salary on-costs as the workers they manage, and that higher skilled workers require higher skilled supervisors. The Cost Model also assumes a span of control (ratio of workers per supervisor) of 15 to 1.¹⁷

Table 5: Impact of Supervision on Cost per Worked Hour of a Permanent DSW

	DSW A	DSW B	DSW C	DSW D
Cumulative cost per hour, before supervision	\$42.38	\$44.05	\$45.86	\$55.33
Supervisor				
Level of supervisor (SCHADS Equivalent)	3.2	4.2	4.2	5.1
Base Salary	\$33.48	\$38.52	\$38.52	\$42.94
Leave costs	\$7.28	\$8.38	\$8.38	\$9.34
Salary-on costs	\$5.10	\$5.87	\$5.87	\$6.55
Span of control				
Span of control	15	15	15	15
Cost of supervision (\$)	\$3.06	\$3.52	\$3.52	\$3.92
Cumulative cost per hour, after supervision	\$45.44	\$47.57	\$49.38	\$59.25
Cumulative increase from standard hourly rate	46.9%	47.9%	47.5%	46.7%

¹⁷ The Benchmarking Study undertaken as part of the *Annual Pricing Review 2020-21* (page 52) found that the average span of control among respondents in the disability sector was 11.8:1 with a 25th percentile of 15:1. In line with the *NDIS Pricing Strategy*, this Cost Model parameter has been set at the level achieved by efficient (25th percentile) providers.

Permanent v Casual Workers

The Cost Model assumes that 70% of the DSW workforce is permanently employed.¹⁸

Table 6: Impact of Casual Loading on the Cost per Worked Hour of a DSW

	DSW A	DSW B	DSW C	DSW D
Cumulative cost per hour, at 100% permanent	\$45.44	\$47.57	\$49.38	\$59.25
Cumulative cost per hour, at 70% permanent	\$45.98	\$48.14	\$49.97	\$59.96
Effect of casual loading	1.3%	1.3%	1.3%	1.3%
Cumulative increase from standard hourly rate	48.6%	49.7%	49.2%	48.4%

Utilisation

The Cost Model recognises that not all worked hours are billable. For example, the SCHADS Award provides that a DSW should have a ten minute paid break from work every four hours. DSWs also need to undertake training and attend to other issues. The Cost Model assumes that higher skilled workers with more responsibilities may require more non-billable hours, to maintain their skills and deal with other issues. Accordingly, the Cost Model sets the utilisation level at 92.0% for DSW As, 89.0% for DSW Bs; 87.7% for DSW Cs; and 80% for DSW Ds.¹⁹

The Cost Model assumes that supervisors have the same rate of non-billable hours as DSWs.

¹⁸ The Benchmarking Study undertaken as part of the *Annual Pricing Review 2020-21* (page 52) found that the average casual employment share among respondents in the disability sector was 43.8% with a 25th percentile of 71.7%. In line with the *NDIS Pricing Strategy*, this Cost Model parameter has been set at the level achieved by efficient (25th percentile) providers.

¹⁹ The Benchmarking Study undertaken as part of the *Annual Pricing Review 2020-21* (page 52) found that the average utilisation among respondents in the disability sector was 79.8% with a 25th percentile of 90.0%. In line with the *NDIS Pricing Strategy*, this Cost Model parameter has been set at the level achieved by efficient (25th percentile) providers.

Because the Benchmarking Study did not disaggregate its results between DSWs 1, 2 and 3 the efficient utilisation rates have been estimated for each DSW Level around the sector wide 25th percentile with the utilisation rate decreasing slightly with the seniority of the worker.

The utilisation rate for DSW Ds was set after consultations with providers who were currently employing workers in the role of a psychosocial recovery coach. These providers indicated that these staff were appropriately classified at the SCHADS pay point 4.4. They also indicated that workers who supported participants with psychosocial disabilities often needed to debrief and be supported at the end of their shifts to support their own mental well-being, which lowered their own and their supervisors' utilisation rates.

Table 7: Impact of Utilisation on the Cost per Billable Hour of a DSW

	DSW A	DSW B	DSW C	DSW D
Cumulative cost per hour, before utilisation	\$45.98	\$48.14	\$49.97	\$59.96
Utilisation rates				
Breaks	4.17%	4.17%	4.17%	4.17%
Training	3.29%	6.58%	7.89%	7.89%
Other	0.54%	0.25%	0.24%	7.94%
Total Utilisation (%)	92.0%	89.0%	87.7%	80.0%
Cost of utilisation (\$)	\$4.00	\$5.95	\$7.01	\$14.99
Cumulative cost per hour, after utilisation	\$49.98	\$54.09	\$56.98	\$74.95
Cumulative increase from standard hourly rate	61.5%	68.2%	70.2%	85.6%

Overheads

The Cost Model assumes that corporate overheads are 12.0% of direct costs (all those above).²⁰

Table 8: Impact of Overheads on the Cost per Billable Hour of a DSW

	DSW A	DSW B	DSW C	DSW D
Cumulative cost per hour, before overheads	\$49.98	\$54.09	\$56.98	\$74.95
Overhead				
Overheads as a share of direct costs (%)	12.0%	12.0%	12.0%	12.0%
Cost of overheads (\$)	\$6.00	\$6.49	\$6.84	\$8.99
Cumulative cost per hour, after overheads	\$55.98	\$60.58	\$63.81	\$83.94
Cumulative increase from standard hourly rate	80.9%	88.4%	90.6%	107.8%

Margins

The Cost Model assumes a 2% margin on other costs. This equates to a rate of return of 8% against working capital, equivalent to three month's wages and entitlements.

Table 9: Impact of Margins on the Cost per Billable Hour of a DSW

	DSW A	DSW B	DSW C	DSW D
Cumulative cost per hour, before margin	\$55.98	\$60.58	\$63.81	\$83.94
Margin				
Margin as a share of other costs (%)	2.0%	2.0%	2.0%	2.0%
Cost of margin (\$)	\$1.12	\$1.21	\$1.28	\$1.68
Cumulative cost per hour, after margin	\$57.10	\$61.79	\$65.09	\$85.61
Cumulative increase from standard hourly rate	84.5%	92.1%	94.4%	112.0%

²⁰ The *Annual Pricing Review 2020-21* (page 58) found that the overheads percentage should be increased to 12.0% to better align with the estimated overheads of efficient providers in the sector, as observed in the Benchmarking Study adjusted for that survey's unrepresentativeness and that other recommendations being made by the Review would directly address some of the costs that providers are currently carrying in their overheads

Accommodation Cost Amounts

These amounts are indexed on 1 July each year in line with movements in the increase in the Consumer Price Index over the 12 months to the end of the preceding March.

Centre Based Capital Amount

When a support item (“the primary support”) in the Assistance with Social, Economic and Community Participation Support Category is delivered in a facility (Centre), by a provider in one of the following Registration Groups:

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

then the provider can claim an additional amount for the costs of running and maintaining the facility through the relevant Centre Capital Cost support item.

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 time during the support if required, then providers can claim up to the price limit for the relevant Centre Capital Cost support item in respect of each of the participants for each hour of the entire period of the support.

In 2021-22, the Centre Based Capital Amount is \$2.17.

Short Term Accommodation Amount

The short term accommodation amount has three components

- Short Term Accommodation Labour Component, which covers the costs of the disability support workers providing support;
- Short Term Accommodation Capital Component, which covers the capital costs of the support; and
- Short Term Accommodation Hotel Component, which covers costs like food, heating, cleaning etc. associated with the support.

In 2021-22, the latter two components are as follows:

- Short Term Accommodation Capital Component = \$130.49 per day
- Short Term Accommodation Hotel Component = \$52.92 per day

Medium Term Accommodation Amount

This amount is equal to the Short Term Accommodation Capital Component.

Price Limits Determined by the Cost Model

The following Table sets out how the price limits for each relevant NDIS support item is related to the NDIA's estimates of the efficient costs of delivering supports. Further information can be found in the NDIA's *NDIS Pricing Arrangements and Price Limits 2021-22* on the [NDIS website](#).

Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
01_002_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Night	Determined by DSW model	DSW A	Night Loading	
01_002_0107_1_1_T	Assistance With Self-Care Activities - Standard - Weekday Night - TTP	Derived from DSW Model	DSW A	Night Loading	See Note 1
01_010_0107_1_1	Assistance With Self-Care Activities - Night-Time Sleepover	Derived from DSW Model	DSW A		See Note 2
01_011_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Daytime	Determined by DSW model	DSW A		
01_011_0107_1_1_T	Assistance With Self-Care Activities - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 1
01_012_0107_1_1	Assistance With Self-Care Activities - Standard - Public Holiday	Determined by DSW model	DSW A	Public Holiday Loading	
01_012_0107_1_1_T	Assistance With Self-Care Activities - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 1
01_013_0107_1_1	Assistance With Self-Care Activities - Standard - Saturday	Determined by DSW model	DSW A	Saturday Loading	
01_013_0107_1_1_T	Assistance With Self-Care Activities - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 1
01_014_0107_1_1	Assistance With Self-Care Activities - Standard - Sunday	Determined by DSW model	DSW A	Sunday Loading	
01_014_0107_1_1_T	Assistance With Self-Care Activities - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 1
01_015_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Evening	Determined by DSW model	DSW A	Evening Loading	
01_015_0107_1_1_T	Assistance With Self-Care Activities - Standard - Weekday Evening - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 1
01_045_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Weekday	Derived from DSW Model	DSW B		See Note 4
01_049_0104_1_1	Establishment Fee For Personal Care/Participation	Derived from DSW Model	DSW A		See Note 3
01_049_0107_1_1	Establishment Fee For Personal Care/Participation	Derived from DSW Model	DSW A		See Note 3
01_051_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 4
01_052_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 4
01_053_0115_1_1	STA And Assistance (Inc. Respite) - 1:4 - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 4
01_054_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Weekday	Derived from DSW Model	DSW B		See Note 4
01_055_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 4
01_056_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 4

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
01_057_0115_1_1	STA And Assistance (Inc. Respite) - 1:2 - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 4
01_058_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Weekday	Derived from DSW Model	DSW B		See Note 4
01_059_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 4
01_060_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 4
01_061_0115_1_1	STA And Assistance (Inc. Respite) - 1:1 - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 4
01_062_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Weekday	Derived from DSW Model	DSW B		See Note 4
01_063_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 4
01_064_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 4
01_065_0115_1_1	STA And Assistance (Inc. Respite) - 1:3 - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 4
01_134_0117_8_1	Self-Management Capacity Building	Derived from DSW Model	DSW C		
01_200_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Daytime	Determined by DSW model	DSW A		
01_201_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Evening	Determined by DSW model	DSW A	Evening Loading	
01_202_0115_1_1	Assistance With Self-Care Activities in a STA - Saturday	Determined by DSW model	DSW A	Saturday Loading	
01_203_0115_1_1	Assistance With Self-Care Activities in a STA - Sunday	Determined by DSW model	DSW A	Sunday Loading	
01_204_0115_1_1	Assistance With Self-Care Activities in a STA - Public Holiday	Determined by DSW model	DSW A	Public Holiday Loading	
01_205_0115_1_1	Assistance With Self-Care Activities in a STA - Weekday Night	Determined by DSW model	DSW A	Night Loading	
01_300_0104_1_1	Assistance With Self-Care Activities - Level 1 - Weekday Daytime	Determined by DSW model	DSW A		
01_300_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 1
01_301_0104_1_1	Assistance With Self-Care Activities - Level 1 - Weekday Evening	Determined by DSW model	DSW A	Evening Loading	
01_301_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Weekday Evening - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 1
01_302_0104_1_1	Assistance With Self-Care Activities - Level 1 - Saturday	Determined by DSW model	DSW A	Saturday Loading	
01_302_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 1
01_303_0104_1_1	Assistance With Self-Care Activities - Level 1 - Sunday	Determined by DSW model	DSW A	Sunday Loading	
01_303_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 1
01_304_0104_1_1	Assistance With Self-Care Activities - Level 1 - Public Holiday	Determined by DSW model	DSW A	Public Holiday Loading	
01_304_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 1
01_305_0104_1_1	Assistance With Self-Care Activities - Level 1 - Weekday Night	Determined by DSW model	DSW A	Night Loading	

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
01_305_0104_1_1_T	Assistance With Self-Care Activities - Level 1 - Weekday Night - TTP	Derived from DSW Model	DSW A	Night Loading	See Note 1
01_400_0104_1_1	Assistance With Self-Care Activities - Level 2 - Weekday Daytime	Determined by DSW model	DSW B		
01_400_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 1
01_401_0104_1_1	Assistance With Self-Care Activities - Level 2 - Weekday Evening	Determined by DSW model	DSW B	Evening Loading	
01_401_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Weekday Evening - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 1
01_402_0104_1_1	Assistance With Self-Care Activities - Level 2 - Saturday	Determined by DSW model	DSW B	Saturday Loading	
01_402_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 1
01_403_0104_1_1	Assistance With Self-Care Activities - Level 2 - Sunday	Determined by DSW model	DSW B	Sunday Loading	
01_403_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 1
01_404_0104_1_1	Assistance With Self-Care Activities - Level 2 - Public Holiday	Determined by DSW model	DSW B	Public Holiday Loading	
01_404_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 1
01_405_0104_1_1	Assistance With Self-Care Activities - Level 2 - Weekday Night	Determined by DSW model	DSW B	Night Loading	
01_405_0104_1_1_T	Assistance With Self-Care Activities - Level 2 - Weekday Night - TTP	Derived from DSW Model	DSW B	Night Loading	See Note 1
01_500_0104_1_1	Assistance With Self-Care Activities - Level 3 - Weekday Daytime	Determined by DSW model	DSW C		
01_500_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Weekday Daytime - TTP	Derived from DSW Model	DSW C		See Note 1
01_501_0104_1_1	Assistance With Self-Care Activities - Level 3 - Weekday Evening	Determined by DSW model	DSW C	Evening Loading	
01_501_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Weekday Evening - TTP	Derived from DSW Model	DSW C	Evening Loading	See Note 1
01_502_0104_1_1	Assistance With Self-Care Activities - Level 3 - Saturday	Determined by DSW model	DSW C	Saturday Loading	
01_502_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Saturday - TTP	Derived from DSW Model	DSW C	Saturday Loading	See Note 1
01_503_0104_1_1	Assistance With Self-Care Activities - Level 3 - Sunday	Determined by DSW model	DSW C	Sunday Loading	
01_503_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Sunday - TTP	Derived from DSW Model	DSW C	Sunday Loading	See Note 1
01_504_0104_1_1	Assistance With Self-Care Activities - Level 3 - Public Holiday	Determined by DSW model	DSW C	Public Holiday Loading	
01_504_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Public Holiday - TTP	Derived from DSW Model	DSW C	Public Holiday Loading	See Note 1
01_505_0104_1_1	Assistance With Self-Care Activities - Level 3 - Weekday Night	Determined by DSW model	DSW C	Night Loading	
01_505_0104_1_1_T	Assistance With Self-Care Activities - Level 3 - Weekday Night - TTP	Derived from DSW Model	DSW C	Night Loading	See Note 1
01_801_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Daytime	Determined by DSW model	DSW A		
01_802_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Evening	Determined by DSW model	DSW A	Evening Loading	

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
01_803_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Night	Determined by DSW model	DSW A	Night Loading	
01_804_0115_1_1	Assistance in Supported Independent Living - Standard - Saturday	Determined by DSW model	DSW A	Saturday Loading	
01_805_0115_1_1	Assistance in Supported Independent Living - Standard - Sunday	Determined by DSW model	DSW A	Sunday Loading	
01_806_0115_1_1	Assistance in Supported Independent Living - Standard - Public Holiday	Determined by DSW model	DSW A	Public Holiday Loading	
01_811_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Daytime	Determined by DSW model	DSW B		
01_812_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Evening	Determined by DSW model	DSW B	Evening Loading	
01_813_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Night	Determined by DSW model	DSW B	Night Loading	
01_814_0115_1_1	Assistance in Supported Independent Living - High Intensity - Saturday	Determined by DSW model	DSW B	Saturday Loading	
01_815_0115_1_1	Assistance in Supported Independent Living - High Intensity - Sunday	Determined by DSW model	DSW B	Sunday Loading	
01_816_0115_1_1	Assistance in Supported Independent Living - High Intensity - Public Holiday	Determined by DSW model	DSW B	Public Holiday Loading	
01_832_0115_1_1	Assistance in Supported Independent Living - Night-Time Sleepover	Derived from DSW Model	DSW A		See Note 2
04_049_0104_1_1	Establishment Fee For Personal Care/Participation	Derived from DSW Model	DSW A		See Note 3
04_049_0125_1_1	Establishment Fee For Personal Care/Participation	Derived from DSW Model	DSW A		See Note 3
04_049_0133_5_1	Establishment Fee For Personal Care/Participation	Derived from DSW Model	DSW A		See Note 3
04_049_0136_1_1	Establishment Fee For Personal Care/Participation	Derived from DSW Model	DSW A		See Note 3
04_102_0125_6_1	Access Community Social And Rec Activities - Standard - Public Holiday	Determined by DSW model	DSW A	Public Holiday Loading	
04_102_0125_6_1_T	Access Community Social And Rec Activities - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 1
04_102_0136_6_1	Group Activities - Standard - Weekday Daytime	Determined by DSW model	DSW A		
04_102_0136_6_1_T	Group Activities - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 1
04_103_0125_6_1	Access Community Social And Rec Activities - Standard - Weekday Evening	Determined by DSW model	DSW A	Evening Loading	
04_103_0125_6_1_T	Access Community Social And Rec Activities - Standard - Weekday Evening - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 1
04_103_0136_6_1	Group Activities - Standard - Weekday Evening	Determined by DSW model	DSW A	Evening Loading	
04_103_0136_6_1_T	Group Activities - Standard - Weekday Evening - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 1
04_104_0125_6_1	Access Community Social And Rec Activities - Weekday Daytime	Determined by DSW model	DSW A		
04_104_0125_6_1_T	Access Community Social And Rec Activities - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 1
04_104_0136_6_1	Group Activities - Standard - Saturday	Determined by DSW model	DSW A	Saturday Loading	
04_104_0136_6_1_T	Group Activities - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 1

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
04_105_0125_6_1	Access Community Social And Rec Activities - Standard - Saturday	Determined by DSW model	DSW A	Saturday Loading	
04_105_0125_6_1_T	Access Community Social And Rec Activities - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 1
04_105_0136_6_1	Group Activities - Standard - Sunday	Determined by DSW model	DSW A	Sunday Loading	
04_105_0136_6_1_T	Group Activities - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 1
04_106_0125_6_1	Access Community Social And Rec Activities - Standard - Sunday	Determined by DSW model	DSW A	Sunday Loading	
04_106_0125_6_1_T	Access Community Social And Rec Activities - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 1
04_106_0136_6_1	Group Activities - Standard - Public Holiday	Determined by DSW model	DSW A	Public Holiday Loading	
04_106_0136_6_1_T	Group Activities - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 1
04_111_0136_6_1	Group Activities In The Community - 1:2 - Standard - Weekday Daytime	Derived from DSW Model	DSW A		See Note 5
04_111_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 5
04_112_0136_6_1	Group Activities In The Community - 1:2 - Standard - Saturday	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_112_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_113_0136_6_1	Group Activities In The Community - 1:2 - Standard - Sunday	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_113_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_114_0136_6_1	Group Activities In The Community - 1:2 - Standard - Weekday Afternoon	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_114_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Weekday Afternoon - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_116_0104_6_1	Group Activities In The Community - 1:2 - Complex - Weekday Daytime	Derived from DSW Model	DSW B		See Note 5
04_116_0104_6_1_T	Group Activities In The Community - 1:2 - Complex - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 5
04_117_0104_6_1	Group Activities In The Community - 1:2 - Complex - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_117_0104_6_1_T	Group Activities In The Community - 1:2 - Complex - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_118_0104_6_1	Group Activities In The Community - 1:2 - Complex - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_118_0104_6_1_T	Group Activities In The Community - 1:2 - Complex - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_119_0104_6_1	Group Activities In The Community - 1:2 - Complex - Weekday Afternoon	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_119_0104_6_1_T	Group Activities In The Community - 1:2 - Complex - Weekday Afternoon - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_120_0136_6_1	Group Activities In The Community - 1:3 - Standard - Weekday Daytime	Derived from DSW Model	DSW A		See Note 5
04_120_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 5
04_121_0136_6_1	Group Activities In The Community - 1:3 - Standard - Saturday	Derived from DSW Model	DSW A	Saturday Loading	See Note 5

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
04_121_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_122_0136_6_1	Group Activities In The Community - 1:3 - Standard - Sunday	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_122_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_123_0136_6_1	Group Activities In The Community - 1:3 - Standard - Weekday Afternoon	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_123_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Weekday Afternoon - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_124_0104_6_1	Group Activities In The Community - 1:3 - Complex - Weekday Daytime	Derived from DSW Model	DSW B		See Note 5
04_124_0104_6_1_T	Group Activities In The Community - 1:3 - Complex - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 5
04_125_0104_6_1	Group Activities In The Community - 1:3 - Complex - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_125_0104_6_1_T	Group Activities In The Community - 1:3 - Complex - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_126_0104_6_1	Group Activities In The Community - 1:3 - Complex - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_126_0104_6_1_T	Group Activities In The Community - 1:3 - Complex - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_127_0104_6_1	Group Activities In The Community - 1:3 - Complex - Weekday Afternoon	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_127_0104_6_1_T	Group Activities In The Community - 1:3 - Complex - Weekday Afternoon - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_128_0136_6_1	Group Activities In The Community - 1:2 - Standard - Public Holiday	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_128_0136_6_1_T	Group Activities In The Community - 1:2 - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_129_0136_6_1	Group Activities In The Community - 1:3 - Standard - Public Holiday	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_129_0136_6_1_T	Group Activities In The Community - 1:3 - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_130_0104_6_1	Group Activities In The Community - 1:2 - Complex - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_130_0104_6_1_T	Group Activities In The Community - 1:2 - Complex - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_131_0104_6_1	Group Activities In The Community - 1:3 - Complex - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_131_0104_6_1_T	Group Activities In The Community - 1:3 - Complex - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_136_0136_6_1	Group Activities In The Community - 1:4 - Standard - Weekday Daytime	Derived from DSW Model	DSW A		See Note 5
04_136_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 5
04_137_0136_6_1	Group Activities In The Community - 1:4 - Standard - Weekday Afternoon	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_137_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Weekday Afternoon - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_138_0136_6_1	Group Activities In The Community - 1:4 - Standard - Saturday	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_138_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 5

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
04_139_0136_6_1	Group Activities In The Community - 1:4 - Standard - Sunday	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_139_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_140_0136_6_1	Group Activities In The Community - 1:4 - Standard - Public Holiday	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_140_0136_6_1_T	Group Activities In The Community - 1:4 - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_141_0136_6_1	Group Activities In The Community - 1:5 - Standard - Weekday Daytime	Derived from DSW Model	DSW A		See Note 5
04_141_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 5
04_142_0136_6_1	Group Activities In The Community - 1:5 - Standard - Weekday Afternoon	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_142_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Weekday Afternoon - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_143_0136_6_1	Group Activities In The Community - 1:5 - Standard - Saturday	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_143_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_144_0136_6_1	Group Activities In The Community - 1:5 - Standard - Sunday	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_144_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_145_0136_6_1	Group Activities In The Community - 1:5 - Standard - Public Holiday	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_145_0136_6_1_T	Group Activities In The Community - 1:5 - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_146_0104_6_1	Group Activities In The Community - 1:4 - Complex - Weekday Daytime	Derived from DSW Model	DSW B		See Note 5
04_146_0104_6_1_T	Group Activities In The Community - 1:4 - Complex - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 5
04_147_0104_6_1	Group Activities In The Community - 1:4 - Complex - Weekday Afternoon	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_147_0104_6_1_T	Group Activities In The Community - 1:4 - Complex - Weekday Afternoon - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_148_0104_6_1	Group Activities In The Community - 1:4 - Complex - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_148_0104_6_1_T	Group Activities In The Community - 1:4 - Complex - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_149_0104_6_1	Group Activities In The Community - 1:4 - Complex - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_149_0104_6_1_T	Group Activities In The Community - 1:4 - Complex - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_150_0104_6_1	Group Activities In The Community - 1:4 - Complex - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_150_0104_6_1_T	Group Activities In The Community - 1:4 - Complex - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_151_0104_6_1	Group Activities In The Community - 1:5 - Complex - Weekday Daytime	Derived from DSW Model	DSW B		See Note 5
04_151_0104_6_1_T	Group Activities In The Community - 1:5 - Complex - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 5
04_152_0104_6_1	Group Activities In The Community - 1:5 - Complex - Weekday Afternoon	Derived from DSW Model	DSW B	Evening Loading	See Note 5

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
04_152_0104_6_1_T	Group Activities In The Community - 1:5 - Complex - Weekday Afternoon - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_153_0104_6_1	Group Activities In The Community - 1:5 - Complex - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_153_0104_6_1_T	Group Activities In The Community - 1:5 - Complex - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_154_0104_6_1	Group Activities In The Community - 1:5 - Complex - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_154_0104_6_1_T	Group Activities In The Community - 1:5 - Complex - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_155_0104_6_1	Group Activities In The Community - 1:5 - Complex - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_155_0104_6_1_T	Group Activities In The Community - 1:5 - Complex - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_160_0136_6_1	Group Activities In A Centre - 1:1 - Standard - Weekday	Derived from DSW Model	DSW A		See Note 5
04_160_0136_6_1_T	Group Activities In A Centre - 1:1 - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 5
04_161_0136_6_1	Group Activities In A Centre - 1:1 - Standard - Weekday Afternoon	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_161_0136_6_1_T	Group Activities In A Centre - 1:1 - Standard - Weekday Afternoon - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_162_0136_6_1	Group Activities In A Centre - 1:1 - Standard - Saturday	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_162_0136_6_1_T	Group Activities In A Centre - 1:1 - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_163_0136_6_1	Group Activities In A Centre - 1:1 - Standard - Sunday	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_163_0136_6_1_T	Group Activities In A Centre - 1:1 - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_164_0136_6_1	Group Activities In A Centre - 1:1 - Standard - Public Holiday	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_164_0136_6_1_T	Group Activities In A Centre - 1:1 - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_165_0136_6_1	Group Activities In A Centre - 1:2 - Standard - Weekday Daytime	Derived from DSW Model	DSW A		See Note 5
04_165_0136_6_1_T	Group Activities In A Centre - 1:2 - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 5
04_166_0136_6_1	Group Activities In A Centre - 1:2 - Standard - Weekday Afternoon	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_166_0136_6_1_T	Group Activities In A Centre - 1:2 - Standard - Weekday Afternoon - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_167_0136_6_1	Group Activities In A Centre - 1:2 - Standard - Saturday	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_167_0136_6_1_T	Group Activities In A Centre - 1:2 - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_168_0136_6_1	Group Activities In A Centre - 1:2 - Standard - Sunday	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_168_0136_6_1_T	Group Activities In A Centre - 1:2 - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_169_0136_6_1	Group Activities In A Centre - 1:2 - Standard - Public Holiday	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_169_0136_6_1_T	Group Activities In A Centre - 1:2 - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
04_170_0136_6_1	Group Activities In A Centre - 1:3 - Standard - Weekday Daytime	Derived from DSW Model	DSW A		See Note 5
04_170_0136_6_1_T	Group Activities In A Centre - 1:3 - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 5
04_171_0136_6_1	Group Activities In A Centre - 1:3 - Standard - Weekday Afternoon	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_171_0136_6_1_T	Group Activities In A Centre - 1:3 - Standard - Weekday Afternoon - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_172_0136_6_1	Group Activities In A Centre - 1:3 - Standard - Saturday	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_172_0136_6_1_T	Group Activities In A Centre - 1:3 - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_173_0136_6_1	Group Activities In A Centre - 1:3 - Standard - Sunday	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_173_0136_6_1_T	Group Activities In A Centre - 1:3 - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_174_0136_6_1	Group Activities In A Centre - 1:3 - Standard - Public Holiday	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_174_0136_6_1_T	Group Activities In A Centre - 1:3 - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_175_0136_6_1	Group Activities In A Centre - 1:4 - Standard - Weekday Daytime	Derived from DSW Model	DSW A		See Note 5
04_175_0136_6_1_T	Group Activities In A Centre - 1:4 - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 5
04_176_0136_6_1	Group Activities In A Centre - 1:4 - Standard - Weekday Afternoon	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_176_0136_6_1_T	Group Activities In A Centre - 1:4 - Standard - Weekday Afternoon - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_177_0136_6_1	Group Activities In A Centre - 1:4 - Standard - Saturday	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_177_0136_6_1_T	Group Activities In A Centre - 1:4 - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_178_0136_6_1	Group Activities In A Centre - 1:4 - Standard - Sunday	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_178_0136_6_1_T	Group Activities In A Centre - 1:4 - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_179_0136_6_1	Group Activities In A Centre - 1:4 - Standard - Public Holiday	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_179_0136_6_1_T	Group Activities In A Centre - 1:4 - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_180_0136_6_1	Group Activities In A Centre - 1:5 - Standard - Weekday Daytime	Derived from DSW Model	DSW A		See Note 5
04_180_0136_6_1_T	Group Activities In A Centre - 1:5 - Standard - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 5
04_181_0136_6_1	Group Activities In A Centre - 1:5 - Standard - Weekday Afternoon	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_181_0136_6_1_T	Group Activities In A Centre - 1:5 - Standard - Weekday Afternoon - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 5
04_182_0136_6_1	Group Activities In A Centre - 1:5 - Standard - Saturday	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_182_0136_6_1_T	Group Activities In A Centre - 1:5 - Standard - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 5
04_183_0136_6_1	Group Activities In A Centre - 1:5 - Standard - Sunday	Derived from DSW Model	DSW A	Sunday Loading	See Note 5

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
04_183_0136_6_1_T	Group Activities In A Centre - 1:5 - Standard - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 5
04_184_0136_6_1	Group Activities In A Centre - 1:5 - Standard - Public Holiday	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_184_0136_6_1_T	Group Activities In A Centre - 1:5 - Standard - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 5
04_185_0104_6_1	Group Activities In A Centre - 1:1 - Complex - Weekday Daytime	Derived from DSW Model	DSW B		See Note 5
04_185_0104_6_1_T	Group Activities In A Centre - 1:1 - Complex - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 5
04_186_0104_6_1	Group Activities In A Centre - 1:1 - Complex - Weekday Afternoon	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_186_0104_6_1_T	Group Activities In A Centre - 1:1 - Complex - Weekday Afternoon - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_187_0104_6_1	Group Activities In A Centre - 1:1 - Complex - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_187_0104_6_1_T	Group Activities In A Centre - 1:1 - Complex - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_188_0104_6_1	Group Activities In A Centre - 1:1 - Complex - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_188_0104_6_1_T	Group Activities In A Centre - 1:1 - Complex - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_189_0104_6_1	Group Activities In A Centre - 1:1 - Complex - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_189_0104_6_1_T	Group Activities In A Centre - 1:1 - Complex - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_190_0104_6_1	Group Activities In A Centre - 1:2 - Complex - Weekday Daytime	Derived from DSW Model	DSW B		See Note 5
04_190_0104_6_1_T	Group Activities In A Centre - 1:2 - Complex - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 5
04_191_0104_6_1	Group Activities In A Centre - 1:2 - Complex - Weekday Afternoon	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_191_0104_6_1_T	Group Activities In A Centre - 1:2 - Complex - Weekday Afternoon - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_192_0104_6_1	Group Activities In A Centre - 1:2 - Complex - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_192_0104_6_1_T	Group Activities In A Centre - 1:2 - Complex - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_193_0104_6_1	Group Activities In A Centre - 1:2 - Complex - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_193_0104_6_1_T	Group Activities In A Centre - 1:2 - Complex - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_194_0104_6_1	Group Activities In A Centre - 1:2 - Complex - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_194_0104_6_1_T	Group Activities In A Centre - 1:2 - Complex - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_195_0104_6_1	Group Activities In A Centre - 1:3 - Complex - Weekday Daytime	Derived from DSW Model	DSW B		See Note 5
04_195_0104_6_1_T	Group Activities In A Centre - 1:3 - Complex - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 5
04_196_0104_6_1	Group Activities In A Centre - 1:3 - Complex - Weekday Afternoon	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_196_0104_6_1_T	Group Activities In A Centre - 1:3 - Complex - Weekday Afternoon - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 5

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
04_197_0104_6_1	Group Activities In A Centre - 1:3 - Complex - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_197_0104_6_1_T	Group Activities In A Centre - 1:3 - Complex - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_198_0104_6_1	Group Activities In A Centre - 1:3 - Complex - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_198_0104_6_1_T	Group Activities In A Centre - 1:3 - Complex - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_199_0104_6_1	Group Activities In A Centre - 1:3 - Complex - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_199_0104_6_1_T	Group Activities In A Centre - 1:3 - Complex - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_200_0104_6_1	Group Activities In A Centre - 1:4 - Complex - Weekday Daytime	Derived from DSW Model	DSW B		See Note 5
04_200_0104_6_1_T	Group Activities In A Centre - 1:4 - Complex - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 5
04_201_0104_6_1	Group Activities In A Centre - 1:4 - Complex - Weekday Afternoon	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_201_0104_6_1_T	Group Activities In A Centre - 1:4 - Complex - Weekday Afternoon - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_202_0104_6_1	Group Activities In A Centre - 1:4 - Complex - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_202_0104_6_1_T	Group Activities In A Centre - 1:4 - Complex - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_203_0104_6_1	Group Activities In A Centre - 1:4 - Complex - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_203_0104_6_1_T	Group Activities In A Centre - 1:4 - Complex - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_204_0104_6_1	Group Activities In A Centre - 1:4 - Complex - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_204_0104_6_1_T	Group Activities In A Centre - 1:4 - Complex - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_205_0104_6_1	Group Activities In A Centre - 1:5 - Complex - Weekday Daytime	Derived from DSW Model	DSW B		See Note 5
04_205_0104_6_1_T	Group Activities In A Centre - 1:5 - Complex - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 5
04_206_0104_6_1	Group Activities In A Centre - 1:5 - Complex - Weekday Afternoon	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_206_0104_6_1_T	Group Activities In A Centre - 1:5 - Complex - Weekday Afternoon - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 5
04_207_0104_6_1	Group Activities In A Centre - 1:5 - Complex - Saturday	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_207_0104_6_1_T	Group Activities In A Centre - 1:5 - Complex - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 5
04_208_0104_6_1	Group Activities In A Centre - 1:5 - Complex - Sunday	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_208_0104_6_1_T	Group Activities In A Centre - 1:5 - Complex - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 5
04_209_0104_6_1	Group Activities In A Centre - 1:5 - Complex - Public Holiday	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_209_0104_6_1_T	Group Activities In A Centre - 1:5 - Complex - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 5
04_300_0104_1_1	Access Community Social And Rec Activities - Level 1 - Weekday Daytime	Determined by DSW model	DSW A		

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
04_300_0104_1_1_T	Access Community Social And Rec Activities - Level 1 - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 1
04_301_0104_1_1	Access Community Social And Rec Activities - Level 1 - Weekday Evening	Determined by DSW model	DSW A	Evening Loading	
04_301_0104_1_1_T	Access Community Social And Rec Activities - Level 1 - Weekday Evening - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 1
04_302_0104_1_1	Access Community Social And Rec Activities - Level 1 - Saturday	Determined by DSW model	DSW A	Saturday Loading	
04_302_0104_1_1_T	Access Community Social And Rec Activities - Level 1 - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 1
04_303_0104_1_1	Access Community Social And Rec Activities - Level 1 - Sunday	Determined by DSW model	DSW A	Sunday Loading	
04_303_0104_1_1_T	Access Community Social And Rec Activities - Level 1 - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 1
04_304_0104_1_1	Access Community Social And Rec Activities - Level 1 - Public Holiday	Determined by DSW model	DSW A	Public Holiday Loading	
04_304_0104_1_1_T	Access Community Social And Rec Activities - Level 1 - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 1
04_400_0104_1_1	Access Community Social And Rec Activities - Level 2 - Weekday Daytime	Determined by DSW model	DSW B		
04_400_0104_1_1_T	Access Community Social And Rec Activities - Level 2 - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 1
04_401_0104_1_1	Access Community Social And Rec Activities - Level 2 - Weekday Evening	Determined by DSW model	DSW B	Evening Loading	
04_401_0104_1_1_T	Access Community Social And Rec Activities - Level 2 - Weekday Evening - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 1
04_402_0104_1_1	Access Community Social And Rec Activities - Level 2 - Saturday	Determined by DSW model	DSW B	Saturday Loading	
04_402_0104_1_1_T	Access Community Social And Rec Activities - Level 2 - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 1
04_403_0104_1_1	Access Community Social And Rec Activities - Level 2 - Sunday	Determined by DSW model	DSW B	Sunday Loading	
04_403_0104_1_1_T	Access Community Social And Rec Activities - Level 2 - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 1
04_404_0104_1_1	Access Community Social And Rec Activities - Level 2 - Public Holiday	Determined by DSW model	DSW B	Public Holiday Loading	
04_404_0104_1_1_T	Access Community Social And Rec Activities - Level 2 - Public Holiday - TTP	Derived from DSW Model	DSW B	Public Holiday Loading	See Note 1
04_500_0104_1_1	Access Community Social And Rec Activities - Level 3 - Weekday Daytime	Determined by DSW model	DSW C		
04_500_0104_1_1_T	Access Community Social And Rec Activities - Level 3 - Weekday Daytime - TTP	Derived from DSW Model	DSW C		See Note 1
04_501_0104_1_1	Access Community Social And Rec Activities - Level 3 - Weekday Evening	Determined by DSW model	DSW C	Evening Loading	
04_501_0104_1_1_T	Access Community Social And Rec Activities - Level 3 - Weekday Evening - TTP	Derived from DSW Model	DSW C	Evening Loading	See Note 1
04_502_0104_1_1	Access Community Social And Rec Activities - Level 3 - Saturday	Determined by DSW model	DSW C	Saturday Loading	
04_502_0104_1_1_T	Access Community Social And Rec Activities - Level 3 - Saturday - TTP	Derived from DSW Model	DSW C	Saturday Loading	See Note 1
04_503_0104_1_1	Access Community Social And Rec Activities - Level 3 - Sunday	Determined by DSW model	DSW C	Sunday Loading	
04_503_0104_1_1_T	Access Community Social And Rec Activities - Level 3 - Sunday - TTP	Derived from DSW Model	DSW C	Sunday Loading	See Note 1

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Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
04_504_0104_1_1	Access Community Social And Rec Activities - Level 3 - Public Holiday	Determined by DSW model	DSW C	Public Holiday Loading	
04_504_0104_1_1_T	Access Community Social And Rec Activities - Level 3 - Public Holiday - TTP	Derived from DSW Model	DSW C	Public Holiday Loading	See Note 1
04_600_0104_6_1	Group Activities - High Intensity - Weekday Daytime	Determined by DSW model	DSW B		
04_600_0104_6_1_T	Group Activities - High Intensity - Weekday Daytime - TTP	Derived from DSW Model	DSW B		See Note 1
04_601_0104_6_1	Group Activities - High Intensity - Weekday Evening	Determined by DSW model	DSW B	Evening Loading	
04_601_0104_6_1_T	Group Activities - High Intensity - Weekday Evening - TTP	Derived from DSW Model	DSW B	Evening Loading	See Note 1
04_602_0104_6_1	Group Activities - High Intensity - Saturday	Determined by DSW model	DSW B	Saturday Loading	
04_602_0104_6_1_T	Group Activities - High Intensity - Saturday - TTP	Derived from DSW Model	DSW B	Saturday Loading	See Note 1
04_603_0104_6_1	Group Activities - High Intensity - Sunday	Determined by DSW model	DSW B	Sunday Loading	
04_603_0104_6_1_T	Group Activities - High Intensity - Sunday - TTP	Derived from DSW Model	DSW B	Sunday Loading	See Note 1
04_604_0104_6_1	Group Activities - High Intensity - Public Holiday	Determined by DSW model	DSW B	Public Holiday Loading	
04_604_0104_6_1_T	Group Activities - High Intensity - Public Holiday - TTP	Determined by DSW model	DSW B	Public Holiday Loading	See Note 1
04_801_0133_5_1	Supports in Employment - Weekday Daytime	Determined by DSW model	DSW A		
04_801_0133_5_1_T	Supports in Employment - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 1
04_802_0133_5_1	Supports In Employment - Weekday Evening	Determined by DSW model	DSW A	Evening Loading	
04_802_0133_5_1_T	Supports In Employment - Weekday Evening - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 1
04_803_0133_5_1	Supports In Employment - Saturday	Determined by DSW model	DSW A	Saturday Loading	
04_803_0133_5_1_T	Supports In Employment - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 1
04_804_0133_5_1	Supports In Employment - Sunday	Determined by DSW model	DSW A	Sunday Loading	
04_804_0133_5_1_T	Supports In Employment - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 1
04_805_0133_5_1	Supports In Employment - Public Holiday	Determined by DSW model	DSW A	Public Holiday Loading	
04_805_0133_5_1_T	Supports In Employment - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 1
07_003_0117_8_3	CB and Training in Plan and Financial Management by a Support Coordinator	Determined by DSW model	DSW C		
07_101_0106_6_3	Psychosocial Recovery Coaching - Weekday Daytime	Determined by DSW model	DSW D		
07_102_0106_6_3	Psychosocial Recovery Coaching - Weekday Evening	Determined by DSW model	DSW D	Evening Loading	
07_103_0106_6_3	Psychosocial Recovery Coaching - Weekday Night	Determined by DSW model	DSW D	Night Loading	
07_104_0106_6_3	Psychosocial Recovery Coaching - Saturday	Determined by DSW model	DSW D	Saturday Loading	

National Disability Insurance Scheme – Disability Support Worker Cost Model 2021-22

Support Item Number	Support Item Name	Methodology	Basic Model	Loading	Adjustment
07_105_0106_6_3	Psychosocial Recovery Coaching - Sunday	Determined by DSW model	DSW D	Sunday Loading	
07_106_0106_6_3	Psychosocial Recovery Coaching - Public Holiday	Determined by DSW model	DSW D	Public Holiday Loading	
08_005_0106_2_3	Assistance With Accommodation And Tenancy Obligations	Determined by DSW model	DSW C		
09_006_0106_6_3	Life Transition Planning Incl. Mentoring Peer-Support And Indiv Skill Develop	Determined by DSW model	DSW C		
09_009_0117_6_3	Skills Development And Training	Determined by DSW model	DSW C		
10_016_0102_5_3	Employment Support	Determined by DSW model	DSW C		
10_801_0133_5_1_D	Supports in Employment - Weekday Daytime	Determined by DSW model	DSW A		
10_801_0133_5_1_T_D	Supports in Employment - Weekday Daytime - TTP	Derived from DSW Model	DSW A		See Note 1
10_802_0133_5_1_D	Supports In Employment - Weekday Evening	Determined by DSW model	DSW A	Evening Loading	
10_802_0133_5_1_T_D	Supports In Employment - Weekday Evening - TTP	Derived from DSW Model	DSW A	Evening Loading	See Note 1
10_803_0133_5_1_D	Supports In Employment - Saturday	Determined by DSW model	DSW A	Saturday Loading	
10_803_0133_5_1_T_D	Supports In Employment - Saturday - TTP	Derived from DSW Model	DSW A	Saturday Loading	See Note 1
10_804_0133_5_1_D	Supports In Employment - Sunday	Determined by DSW model	DSW A	Sunday Loading	
10_804_0133_5_1_T_D	Supports In Employment - Sunday - TTP	Derived from DSW Model	DSW A	Sunday Loading	See Note 1
10_805_0133_5_1_D	Supports In Employment - Public Holiday	Determined by DSW model	DSW A	Public Holiday Loading	
10_805_0133_5_1_T_D	Supports In Employment - Public Holiday - TTP	Derived from DSW Model	DSW A	Public Holiday Loading	See Note 1
11_024_0117_7_3	Individual Social Skills Development	Determined by DSW model	DSW C		
13_030_0102_4_3	Transition Through School And To Further Education	Determined by DSW model	DSW C		
14_031_0127_8_3	CB and Training in Plan and Financial Management by a Plan Manager	Determined by DSW model	DSW C		
15_035_0106_1_3	Assistance With Decision Making Daily Planning and Budgeting	Determined by DSW model	DSW A		
15_037_0117_1_3	Individual Skill Development And Training Including Public Transport Training	Determined by DSW model	DSW A		
15_038_0117_1_3	Training For Carers/Parents	Determined by DSW model	DSW C		

Notes

1. Temporary Transformation Payment (TTP)

The 2021-22 price limit for each TTP support item is higher than the price limit for the equivalent non-TTP item. In 2021-22, the TTP additional amount is equal to 4.5 per cent of the DSW A Cost for each time of day and day of week.

2. Assistance with Self Care Activities - Night-Time Sleepover Support

The price limit for these support items is equal to the SCHADS Award Sleepover Allowance²¹ plus three times the DSW A Night Cost.

3. Establishment Fee for Personal Care/Participation

The price limit for this support item is 10 times the DSW A Weekday Cost.

4. Short Term Accommodation and Assistance (including the respite care)

The daily price limits for each 1:n weekday support item is the sum of the following amounts:

- The short term accommodation capital component (see page 11);
- The short term accommodation hotel component (see page 11);
- 1/n times 8 times the DSW B Daytime hourly price limit;
- 1/n times 8 times the DSW B Weekday Evening hourly price limit;
- 1/n times 8 times the DSW B Weekday Night hourly price limit.

The 2021-22 daily price limits for each 1:n Saturday support item is the sum of the following amounts:

- The short term accommodation capital component (see page 11);
- The short term accommodation hotel component (see page 11);
- 1/n times 24 times the DSW B Saturday hourly price limit.

The 2021-22 daily price limits for each 1:n Sunday support item is the sum of the following amounts:

- The short term accommodation capital component (see page 11);
- The short term accommodation hotel component (see page 11);
- 1/n times 24 times the DSW B Sunday hourly price limit.

The 2021-22 daily price limits for each 1:n Public Holiday support item is the sum of the following amounts:

- The short term accommodation capital component (see page 11);
- The short term accommodation hotel component (see page 11);

²¹ Calculated as 4.9% of the weekly minimum wage (before ERO adjustment) for a Social and community services employee level 3 at pay point 3 in clause 15.3 of the SCHADS Award. See Clause 25.7(d) of the SCHADS Award.

- 1/n times 24 times the DSW B Public Holiday hourly price limit.

5. Group Activities (Transitional Arrangement)

The price limits for community-based group supports apply to each hour of support and are based on the price limits of the relevant 1:1 community participation support (for each level of support and time of day and day of week). If the price limit for the relevant 1:1 support is P then the price limit P_n for the 1:n community based support is given by the following formulae:

$$P_n = \frac{P + (n - 1) \times 0.12 \times P}{n}$$

For each additional person in the group (after the first) an additional 12% of the 1:1 price limit (essentially seven minutes) is added to the hourly price limit.

The hourly transitional price limit for a centre-based group support is calculated by adding the hourly Centre Based Capital Amount (see page 11) to the hourly transitional price limit for the relevant community based group support.

Appendix 1 – Footnotes

1. NDIA. (2019). *National Disability Insurance Scheme Pricing Strategy*.
<https://www.ndis.gov.au/media/1820/download>
2. National Disability Insurance Agency. (2020). *Report of the National Disability Insurance Scheme Annual Pricing Review 2020-21*.
<https://www.ndis.gov.au/media/2413/download>
3. The NDIA considers that it is appropriate to estimate the cost structure of overall efficient (25th percentile) providers by reference to the 25th percentile of all providers' performance against each of the key parameters because there is little collinearity observed between the parameters in the TTP Benchmarking Survey results. The determinant of the Pearson product-moment correlation coefficient matrix (see below) is 87.1%.

	A = Perma nent Share of Workfo rce	B = Supervi sion Ra tio	C = Non travel allowan ces	D = Workers Compens ation Premium	E = Utilisation percent age	F = Overheads percent age
A	1.00	-0.09	-0.13	0.06	-0.04	0.08
B	-0.09	1.00	-0.07	0.00	0.19	0.08
C	-0.13	-0.07	1.00	-0.02	-0.14	-0.18
D	0.06	0.00	-0.02	1.00	-0.02	0.02
E	-0.04	0.19	-0.14	-0.02	1.00	0.09
F	0.08	0.08	-0.18	0.02	0.09	1.00

See p.58 of the *Annual Pricing Review 2020-21*.

4. Fair Work Commission. [Social, Community, Home Care and Disability Services Industry Award 2010](#), incorporating all amendments up to and including 30 June 2021.
Fair Work Commission. [Equal Remuneration Order 2010](#), (C2010/3131).
5. Calculated as 1/38th of the relevant ERO adjusted minimum wage.
6. SCHADS Award: Clauses 10.4(b), 26 and 29.3.
7. SCHADS Award: Clause 25.1.
8. The National Employment Standards govern leave and several other conditions in Awards, and also may not be reduced by EBAs.
<https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>
9. <https://www.fairwork.gov.au/leave/annual-leave>
10. <https://www.fairwork.gov.au/leave/public-holidays>
Note: The Agency recognises that there are more than 10 public holidays in each year, and that the number of public holidays varies by jurisdiction. However, some public holidays occur on weekends and it is unlikely that any worker in their ordinary working hours would be rostered to have worked on more than 10 public holidays.
11. <https://www.fairwork.gov.au/leave/sick-and-carers-leave/paid-sick-and-carers-leave>

Note: The Cost Model slightly overestimates provider's cost with respect to this parameter as it assumes all workers utilise all of their personal leave entitlement each year even though some workers may not use their entitlement.

12. <https://www.fairwork.gov.au/leave/long-service-leave>

Note: The Cost Model overestimates provider's cost with respect to this parameter as it assumes all permanent workers and casual workers qualify for LSL accruals and that all workers will eventually access their long service leave entitlement. This reflects the rollout of portable long service leave schemes in some jurisdictions.

13. SCHADS Award: Clause 31.3

14. <https://www.ato.gov.au/Business/Super-for-employers/How-much-to-pay/>

15. The *Annual Pricing Review 2020-21* (page 54) found that, averaged over 2010-11 to 2014-15, the standardised Australian average workers compensation premium rate was 1.5% for all industries and 1.7% for the Health and Community Services sector. The Benchmarking Study undertaken as part of the *Annual Pricing Review 2020-21* found that the average workers compensation premium among respondents in the disability sector was 2.6%, with a median of 2.3% and a 25th percentile of 1.7%. In line with the *NDIS Pricing Strategy*, this Cost Model parameter has been set at the level achieved by efficient (25th percentile) providers.

16. The *Annual Pricing Review 2020-21* (page 57) found that allowances in the sector were typically in the order of 1.0% of the base salary payable to the worker.

17. The Benchmarking Study undertaken as part of the *Annual Pricing Review 2020-21* (page 52) found that the average span of control among respondents in the disability sector was 11.8:1 with a 25th percentile of 15:1. In line with the *NDIS Pricing Strategy*, this Cost Model parameter has been set at the level achieved by efficient (25th percentile) providers.

18. The Benchmarking Study undertaken as part of the *Annual Pricing Review 2020-21* (page 52) found that the average casual employment share among respondents in the disability sector was 43.8% with a 25th percentile of 71.7%. In line with the *NDIS Pricing Strategy*, this Cost Model parameter has been set at the level achieved by efficient (25th percentile) providers.

19. The Benchmarking Study undertaken as part of the *Annual Pricing Review 2020-21* (page 52) found that the average utilisation among respondents in the disability sector was 79.8% with a 25th percentile of 90.0%. In line with the *NDIS Pricing Strategy*, this Cost Model parameter has been set at the level achieved by efficient (25th percentile) providers.

Because the Benchmarking Study did not disaggregate its results between DSWs 1, 2 and 3 the efficient utilisation rates have been estimated for each DSW Level around the sector wide 25th percentile with the utilisation rate decreasing slightly with the seniority of the worker.

The utilisation rate for DSW Ds was set after consultations with providers who were currently employing workers in the role of a psychosocial recovery coach. These providers indicated that these staff were appropriately classified at the SCHADS pay point 4.4. They also indicated that workers who supported participants with

psychosocial disabilities often needed to debrief and be supported at the end of their shifts to support their own mental well-being, which lowered their own and their supervisors' utilisation rates.

20. The *Annual Pricing Review 2020-21* (page 58) found that the overheads percentage should be increased to 12.0% to better align with the estimated overheads of efficient providers in the sector, as observed in the Benchmarking Study adjusted for that survey's unrepresentativeness and that other recommendations being made by the Review would directly address some of the costs that providers are currently carrying in their overheads.
21. Calculated as 4.9% of the weekly minimum wage (before ERO adjustment) for a Social and community services employee level 3 at pay point 3 in clause 15.3 of the SCHADS Award. See Clause 25.7(d) of the SCHADS Award.

IN THE FAIR WORK COMMISSION

Matter No: AM2018/26

Matter: 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010*

WITNESS STATEMENT OF CHRISTOPHER CHIPPENDALE

ANNEXURE CC-4



To: National Disability Insurance Agency

Via Email: pricing@ndis.gov.au

Date: 28 October 2020

**Submission re: Review of Supported Independent Living Price Controls –
 Issues Paper (August 2020)**

Life Without Barriers (LWB) is a charitable organisation supporting almost 23,000 people in over 400 communities across Australia. We provide people with the services and assistance they need so they can achieve their goals and maximise their opportunities to participate as fully in society as they wish. We partner with communities, elders, governments and others to ensure positive long-term change for the people we work with. We support a range of people including: people with disability; children, young people and families; people with mental health needs; refugees; and people who are homeless.

We directly support around 5,000 people with disability through the NDIS and in addition to Supported Independent Living (SIL) LWB also provides support coordination, daily living supports at home and in the community, skills building/day activities, and therapeutic supports to assist health and wellbeing. Predominately, LWB supports people with intellectual disability, many of whom have high and complex needs.

LWB is supportive of the SIL price controls however believes that some adjustments are required to the existing pricing model to account for the diversity of SIL operations. Additionally, the disability sector remains in transition to an efficient pricing regime to ensure necessary ongoing service delivery. Therefore, it is essential for the continued development of the NDIS and full engagement of participants in the scheme that appropriate pricing arrangements remain in place at this time.

LWB is one of Australia's largest SIL providers and as a consequence is materially impacted by changes to the cost model. Additionally, as discussed with senior officers at the NDIA, there are further issues in relation to SIL that are not included in this response relating to transferred services from the NSW and Victorian governments. These discussions are ongoing.

1. Overview

LWB acknowledges that NDIA pricing, based on the cost per hour model, affects the total cost of the NDIS and may ultimately affect overall scheme sustainability. We acknowledge

that part of the sustainability analysis includes conducting reviews for price controls for SIL with those outcomes planned to come into effect later in the 2020-21 financial year.

Against this background, we have approached this submission acknowledging that the review is tasked with identifying potential improvements to the structure of the NDIS DSW Cost Model, to inform the cost parameters required to estimate the comprehensive cost of delivering an hour of SIL supports in a shared living arrangement. We also note that a strong market of adequately resourced SIL providers is vital for the success of the NDIS. SIL is not a 'one size fits all model' and LWB supports people with a range of needs in our SIL services, including many people with very high and complex needs.

In respect of the prescribed cumulative cost per hour/s contained in the Issues Paper for DSWs (DSW1 \$54.30, DSW2 \$58.68, DSW3 \$61.76 and DSW4 \$80.90), like other providers, LWB does not believe that these rates properly acknowledge the true activities and costs of SIL services and as such LWB will find it very challenging to operate within these prescribed hourly rates.

2. Key Issues for Consideration

2.1 NDIA Adoption of the 25th Percentile

Of particular concern is the adoption of several pricing parameters within the cost model where some 'efficient providers' are considered to be operating within the 25th percentile.

LWB considers it inappropriate to readily adopt parameters within the 25th percentile as this reflects the minority of providers and fails to recognise that the disability sector is still in transition where most providers are progressively moving to more efficient categories. LWB believes that the parameters identified below should be reconsidered and adjusted to more achievable parameters. LWB considers that parameters closer to the 50th percentile would be more appropriate during this transition phase. These benchmarks would represent a more reasonable medium target for providers to work towards.

LWB acknowledges that in respect of some non-SIL services, the Temporary Transformational Payment was set to ensure at least 50% of providers in the sector were operating at this cost benchmark. This payment regime accepts that to set a new and revised benchmark that only 25% of providers can currently achieve will not be in the best interests of the disability sector or its participants. LWB believes that this framework is also applicable to SIL services.

2.2 Workers Compensation

The NDIS Annual Pricing Review 2020-21 (page 54) reported that workers compensation premiums averaged over 2010-11 to 2014-15 are as follows:

the standardised Australian average workers compensation premium rate was 1.5% for all industries and 1.7% for the Health and Community Services sector.

This information shows that the broad health and community services sector is above the Australian average. Further, the particular characteristics of the disability sector are highlighted in the Benchmarking Study undertaken for the NDIS Annual Pricing Review 2020-21 that found that the average workers compensation premium in the disability sector was 2.6%, with a median of 2.3% and a 25th percentile of 1.7%. At this time LWB does not believe that the Cost Model parameter at the 25th percentile level, is appropriate.

There are inherent risks associated with health care and social assistance with risks stemming from the nature of this work. Although hazards are present in every workplace, workers in this sector have one of the highest rates of work-related injuries and illnesses, predominantly due to regular people handling. Other risks in the SIL environment include dealing with aggression/challenging behaviour; slips and trips; using equipment; hazardous substances, infections and diseases; and scalding and burns.

Workers may be exposed to a range of hazards that can affect their health and well-being depending on the services they provide, the location of the workplace and the participants being supported. They perform physically demanding and repetitive tasks such as lifting and are regularly exposed to workplace stress and physical safety concerns, putting workers at risk of illness and injury.

Like other organisations, LWB spends considerable time and resources on proactive ways to prevent or reduce worker exposure to hazards. These activities also come at a cost and are ongoing. In this context, especially in high-intensity SIL services, workers compensation rates applicable to workers performing those activities is significantly higher than many other job classifications.

LWB considers that the use of workers compensation rates that date back to 2010-11 to 2014-15 generally are dated. LWB believes that the workers compensation rates applicable to each jurisdiction for *non-residential care* (NSW) and *other social assistance activities* (all other jurisdictions apart from NSW) should be used to assist in determining a workers compensation rate to be applied in the Cost Model. The following table provides a summary of the applicable workers compensation rates by jurisdiction for 2020-21.

Jurisdiction	Relevant Regulatory Body	Classification	2020-21 Industry Rate
NSW	icare / SIRA	Non Residential Care	2.20%
		Corporate Head Office	0.47%
Vic	Victorian WorkCover Authority	Other Social Assistance Services	2.28%
Qld	WorkCover Qld	Other Social Assistance Services	2.28%
SA	RTWSA	Other Social Assistance Services	2.32%
WA	WorkCover WA	Other Social Assistance Services	3.41%
ACT	ACT Government	Other Social Assistance Services	4.71%
Tas	WorkCover Tasmania	Other Social Assistance Services	4.27%

2.3 Average Span of Control – 15:1

We note that the average span of control among respondents of the Annual Pricing Review 2020-21 was 11.8:1 with a 25th percentile of 15:1. In respect of the adoption of the 25th percentile, we again believe that this is not appropriate at this time.

There is a variance in respect of span of control across LWB SIL services in the number of workers per supervisor. Factors that influence this variance generally include the number of participants living in the home, which could be between 2 to 6, and the ratio of staff to participant supports funded in the Roster of Care. Active night shifts will also significantly increase both the FTE and head count of staff being supervised by a Team Leader.

When compared to non-SIL services, it is also likely that the people being supported have:

- significantly more complex needs, including needs defined under the NDIS as 'High Intensity Daily Personal Activities' (HIDPA)
- require support with the administration of medication
- require assistance with personal funds management
- require the use of restrictive practices.

These all require risk assessment and oversight by an experienced team leader.

The nature of the SIL team environment also adds complexity as the team is often working in isolation or across varying shifts over the 24/7 service, rather than in a non-SIL environment where closer teamwork and group supervision may be possible.

In some SIL services it is possible to have the Team Leader working across multiple sites and supervising a greater number of direct reports. In these situations, the Team Leader is generally a fully supervisory position working 100% administrative/managerial duties. Where Team Leaders are working in a single home, they are often restricted to only 40% admin time, working the remaining 60% 'on the floor' engaging in direct support work. While this can allow greater observation, role modelling and feedback to staff during those direct support shifts, it does impact upon the flexibility of the Team Leader to have adequate coverage across all the rostered staff. Operationally this can adversely affect the delivery of high-quality supervision.

Given the nature of a 24/7 accommodation service, interactions with families, guardians and others are significantly higher in SIL services than non-SIL, and the nature of those interactions can require significant attention. Given that SIL participants generally have high support needs which range across functional domains, and the service addresses the social and interpersonal needs and aspirations of participants (which are in addition to assessed primary supports), SIL providers must ensure that all needs are met and supports provided regardless of the volume of support hours in participants' plans.

The staff in SIL services are required to undertake more training than staff in most non-SIL services, which also increases the workload requirements of SIL Team Leaders.

As a result, LWB considers that a span of control ratio for DSWs should be reduced to ensure the reasonable and necessary support and supervision to DSW staff. Some flexibility in the calculation of the ratio should also be considered.

2.4 Utilisation rates – at 92% DSW 1, 89% DSW 2, 87.7% DSW 3 and 80% DSW 4

The 92% utilisation factor was determined following the NDIA Annual Pricing Review 2020-21, which found that the average utilisation among respondents in the disability sector was 79.8% with a 25th percentile of 90%. According to the NDIA, in line with the NDIS Pricing Strategy, the utilisation parameter has been set at the level achieved by efficient (25th percentile) providers. This is despite feedback from respondents on this parameter during Annual Pricing Review 2020-21 stating:

...there was almost universal feedback from providers that the efficient rates of labour utilisation assumed in the cost model were too high, (Source: Annual Pricing Review 2020-21 Final Report May 2020, page 48).

Notwithstanding, the findings from the NDIA Annual Pricing Review 2020-21 the NDIA did not set the parameter at 90% as per the 25th percentile for DSW 1 roles, it was set at 92%. It is noted that had the NDIA adopted the 90% (as reported by the 25th percentile group of providers) instead of a 92% parameter for utilisation there would be an additional payment to providers of \$1.06 per hour. If the 90% utilisation parameter was applied by the NDIA in the cost model it would effectively revise the cumulative cost per hour after overheads and margin from \$54.30 per hour to **\$55.50** per hour, an additional \$1.20 per hour.

LWB is seeking an adjustment to the utilisation rate parameter to (as a minimum) the 25th percentile, that is 90% for the DSW 1 role utilisation parameter and consequential adjustments to the utilisation parameters applicable to DSW 2 to DSW 4 roles to maintain relativity between the roles. The following table provides a summary of the LWB proposed changes to the utilisation factors for DSWs within the Cost Model 2020-21.

	DSW 1	DSW 2	DSW 3	DSW 4
Utilisation Rate as per DSW Cost Model 2020-21 (%)	92.0%	89.0%	87.7%	80.0%
Proposed LWB Utilisation Rate for DSW Cost Model 2020-21 (%)	90.0%	87.0%	85.7%	78.0%
Proposed LWB Change (%)	-2.0%	-2.0%	-2.0%	-2.0%

3. Matters Not Included in the NDIS DSW Cost Control Issues Paper 2020-21

3.1 Recognition of Overtime Costs

The NDIA DSW Cost Model 2020-21 includes the assumptions and methodology used to estimate the costs to disability service providers of employing DSWs to deliver supports through the NDIS. The cost model estimates the costs of delivering a billable hour of support taking into account all of the costs associated with every billable hour, including

base pay; shift loadings; holiday pay; salary on costs; supervision costs; utilisation (non billable activities); employee allowances; corporate overheads and margin.

However, the cost model does not recognise the additional cost incurred by providers when overtime costs are incurred to fill shifts to support participants. All designated shifts must be filled to support participants to ensure support and wellbeing, this invariably necessitates the filling of some shifts by either casuals, overtime or perhaps agency usage. This results in higher costs to providers than utilising permanent ordinary hours of support. LWB believes that examination of comparable 24/7 services, such as aged care, hospitals and the like should be considered in this regard to fully account for the operational imperatives of SIL.

Therefore, the use of overtime at a minimum cost of 150% of the normal permanent cost per hour results in costs that exceed those included in the NDIA cost model. In respect of overtime the hourly cost can be from 150% to 250% higher than the cost of permanent ordinary hours. LWB stresses that the use of overtime is only ever used as a last resort when shifts cannot be filled via ordinary hours worked by permanent or casual staff.

LWB believes that this additional cost should be recognised by the NDIA and an allowance included in the NDIA cost model assumptions. It is LWB's contention that an allowance of up to \$1.59 per hour should be included within the NDIA Cost Model to more appropriately estimate the legitimate costs to disability providers of delivering supports through the NDIS. This proposed Overtime Allowance would be similar to the allowances made for Annual, Personal, Public Holiday and Long Service leave. This would revise the DSW 1 cost per hour from \$35.98 (cumulative cost per hour, after leave) to \$37.57 (cumulative cost per hour, after leave and overtime), and have consequential flow on effects to the DSW 2 to DSW 4 roles.

3.2 Participant vacancies

LWB contends that there will always be a particular level of participant vacancies in SIL services. Participant vacancies can be attributable to a number of factors including; participant's death, a change in participant circumstances, participant vacancy management, the trend of higher participant turnover within participants under 30 years of age and other circumstances.

LWB believes as a minimum requirement that participant vacancies should be funded by the NDIS to providers for a period of up to 90 days, while the vacancy continues, at the similar rate of the previous participant where the vacancy was created to assist operational sustainability of those shared living arrangements where participant vacancies exist. Notwithstanding that participant vacancies among providers and taking over 180 days to fill due to participants exercising choice and control, ensuring compatibility of participants and assessment of significant risks for existing participants and staff which also delay in filling vacancies. Also delays related to having plans approved by the NDIA are adversely impacting the days in which a vacancy continues.

This recognition would be consistent to that provided through the *Claiming Payment for SDA Vacancy* under the *NDIS, Price Guide 2019-20 – Specialist Disability Accommodation*. Where a participant no longer physically resides in a SIL service, funding should continue for that participant for 90 days if the dwelling accommodates 4-5 participants and 60 days if the dwelling accommodates 2-3 participants. This process would harmonise the SDA and SIL funding rules where vacancies occur and assist providers to support the remaining participants despite reduced SIL funding.

3.3 Provider Costs Related to Quality and Safeguarding

There are undeniably costs associated by providers with maintaining appropriate standards of quality and safeguarding, with respect to external audits, maintaining practice standards, incident reporting, behavioural support requirements, worker screening and restrictive practices. It is appropriate that these are responsibilities for providers, but this parameter is not included in the current Cost Model.

These costs have been increasing over time without recognition by the NDIA. The costs incurred by LWB for these items are significant and likely to increase with new and necessary measures highlighted by the NDIS Quality and Safeguards Commission and findings/recommendations from the Disability Royal Commission. This is an area where LWB believes that the NDIA and other agencies should consider in more detail. LWB would be pleased to be involved in detailed discussions on this issue.

LWB draws the attention of the NDIA to the *McKinsey & Company Report – Final Report February 2018*, commissioned by the NDIA - page 51:

The introduction of the NDIS Quality and Safeguarding Framework will have some implications for providers on the scope of incident reporting requirements. Given the operational implications of this are not yet known, the IPR recommends that the NDIA revisits this recommendation in the future to evaluate if providers need to be compensated for the costs of incident reporting – for example by introducing an incident reporting line item in the Price Guide to allow for providers to charge for time spent on this activity.

LWB believes that the costs incurred by providers for quality and safeguarding for SIL participants should be recognised and compensated by the NDIA as outlined in the *McKinsey & Company Report*. Potential methods for this to occur may include a designated amount per participant or alternatively an increase to the corporate overheads parameter used within the DSW Cost Model. The current corporate overheads rate of 12% does not adequately accommodate the quality and safeguarding costs incurred by providers and would need to be increased to include the costs related to quality and safeguarding.

LWB believes that this is an area where the NDIA and disability sector should continue to collaborate to further define the costs and necessary price increases.

4. Responses to specific questions in the Issues Paper

In addition to the comments above, LWB has responded to specific questions below:

Q 25) What is the average vacancy rate across your properties?

Due to a number of issues as detailed in further questions, LWB has around 10% of its SIL services vacant at this time.

Q 26) Is the vacancy rate of a property influenced by factors such as the complexity of participants in each property, the rurality of the property, and the number of rooms in the property?

The vacancy rates are influenced by all the factors in the NDIA Issues Paper. Other factors that also influence the vacancy rate are:

- Client compatibility and related risks
- Clients exercising choice and control
- Clients desiring proximity to family and friends
- Delays in obtaining SDA eligibility and/or SIL funding approval
- Some properties are of a basic design and seen as less attractive than newer and more contemporary designs
- Property location and proximity to services, accessibility and availability of supports.

In respect of the final two points above, we note that they are transition issues that will be resolved over time, especially as the SDA program is further implemented. However, at this time they are significant issues for LWB.

Q27) What factors are considered in optimising the number of participants per SIL property? What impact does this have on costs?

The process to acquire NDIS funding for SDA and SIL is lengthy and the time it takes will depend on a number of variables, including whether a perspective participant approaches LWB wishing to leave their family home for the first time, or already has funding eligibility determined. The time it takes to progress an application is therefore largely outside of our control and can take up to 12 months in some cases.

The needs, compatibility and complexities of existing participants, as well as perspective participants, has a major bearing on the number of participants and influences the viability of perspective participants wishing to apply or being deemed suitable to reside in a house. In the case of one property where we have been unable to fill a vacancy due to the current complexities of clients, LWB has been successful in requests to have a property re-enrolled with the NDIA for fewer residents, thus eliminating the vacancy, and we have further such requests in process.

Q28) What approach is used to optimise vacancy levels across your properties?

LWB has dedicated Intake and Engagement officer positions to promote existing vacancies in the properties and liaise with Support Coordinators, participants and families who are seeking accommodation.

All enquiries are managed from initial contact through to site inspections, application and information gathering, client matching assessments, consultation with existing clients,

family and decision makers, as well as the Specialist Disability Accommodation partner where relevant. Delays in obtaining SDA eligibility and/or SIL funding approval in the applicant's NDIS plan has impacted upon our ability to successfully fill vacancies.

Q 31) What impact does participant complexity have on the costs of delivering supports in the SIL environment?

Participant complexity impacts the costs of delivering support in a number of ways:

- The need for more experienced staff which brings higher wage costs
- Increased training costs
- Difficulty attracting and retaining a suitably skilled workforce, leading to increased costs through overtime usage
- Higher turnover of staff with increased recruitment, induction, training and other costs
- Complex support needs of participants either through complex behaviours, or complex medical issues, can contribute to lengthier vacancy periods, contributing to the costs of SIL due to client vacancies.
- Some participants have authorised restrictive practices in place which may impact upon other residents, potentially leading to increased staffing costs and/or lengthy vacancies due to the impact of making the home less appealing (eg locked doors).
- Supporting participants with complex needs often requires increased management support. This can also be required to respond to increased obligations re reporting for compliance, and/or increased support and supervision for staff.
- Increased costs may be incurred as a result of incidents – eg debriefing staff and increased workers compensation premiums due to 'high cost' incidents.
- Complexity of participant needs also drives a need for the home to provide a vehicle for transport – which cannot always be fully recouped from participants' plans
- Time spent with families and neighbours and other related stakeholders supporting and managing fallout from complex behaviours resulting in incidents.

Q 32) What approach is used to optimise the allocation of participants with different support needs across your properties?

LWB is regularly making assessments regarding existing participants and their needs as well as considering perspective participants seeking accommodation. LWB is also responding to the choice and control directions of these participants and their representatives, who are able to decide where and with whom they will live.

To some extent LWB is able to determine the potential 'type' of participant who may fit within a property but are guided by aspects such as the features of the houses eg. whether it is wheelchair accessible; proximity to support networks and the community within which they wish to reside, and whether there are existing restrictions regarding the gender, age, needs of each participant. The NDIS Practice Standards and Quality Indicators state that:

Where the provider delivers supported independent living supports to participants in specialist disability accommodation dwellings, documented arrangements are in place with each participant and each specialist disability accommodation provider.

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*At a minimum, the arrangements should outline the party or parties responsible and their roles (where applicable) for the following matters:
In shared living, how vacancies will be filled, including each participant's right to have their needs, preferences and situation taken into account;*

LWB fully supports the different approach from when people were 'placed' in vacancies, often by governments. LWB now has significant (and appropriate) obligations to fully liaise with the current residents, their substitute decision makers, SDA partners and others.

LWB endeavours to ensure that we are optimising placements or the allocation of resources, eg HIDPA trained staff at one location instead of across two, but in reality it is the client that chooses where they wish to live – and if we need to have staff trained in HIDPA procedures as a result then the training and assessment needs to be undertaken.

It is worth noting that further optimisation is undertaken by not placing participants with generalist needs in our complex medical homes staffed by registered nurses when there are no medical or nursing intervention needs.

Q 33) How many shifts are provided in a 24-hour period? To what extent is the number of shifts driven by factors such as the number of participants in the property, the mix of support needs within the property, or other factors?

All LWB SIL outlets operate on a 24/7 basis – the majority with active night shifts. When all clients are out at day activities there are periods with no staff rostered.

Most homes operate with three main eight-hour shifts – morning, afternoon and evening, with often shorter shifts for double (two staff) coverage, as required by client need as reflected in the ROC. For example, some properties may have the typical 0600-1400, 1400-2200, 2200-0600 with a 0600-1000 and 1700-2100 double coverage.

Some homes have double coverage for the full 8-hour shifts, and some have even higher ratios. Double coverage may also be established through the use of longer shifts to overlap with the incoming shift – eg night shift may be 10 hours from 2200-0800. This is based on the ROC and implemented in accordance with Industrial Award regulations.

The support needs of the participants in the property significantly drives the number of shifts, particularly with physical support needs such as personal hygiene and mealtime support. Requirements for line of sight supervision may also be required to manage risks, particularly if there is risk to clients due to complex behaviours. Manual handling risks are also a driver, with many participants requiring 2-person supports irrespective of the manual handling equipment being used. If other residents are not able to be left without support for the duration of those tasks, then a third staff member must be rostered on.

The number of clients is not necessarily a driving factor in itself. The compatibility of clients and their ability to interact may be a significant factor, particularly in legacy properties that may not be fully suitable.

Q 34) How do sleepover and crossover shifts impact on supply costs?

The ROC does not provide for crossover/handover as funding is limited to direct participant support only. Consequently, LWB ensures that staff are available prior to and after shifts to obtain or provide a briefing from the previous shift. But this can be contingent on the goodwill of staff and cannot and should not be relied upon in the Cost Model. It is critical for the quality of support and creates considerable higher risks if handover were not to occur. The costs attributable to sleepovers and crossover shifts should be provided for in the DSW cost model.

This along with sleepovers are mostly impacted by way of attrition rate with staff (LWB DSW staff turnover is >20% per annum), staff are reluctant to do sleepovers given the low pay rate (\$49.30 for each sleepover) for this compared to time away from their families/personal lives. The lack of a structured handover time also places an increased safety risk for our staff as they may not be hearing about previous behaviours, hazards or potential triggers that have occurred in the previous shift.

The other impact regarding sleepover is there is an activation component, where a higher rate is required to be paid to staff in addition to the base rate, ie. overtime. This has a financial impact as overtime is not funded in the DSW Cost Model.

Q 35) On an annual basis, how often is a new participant established in a property?

This varies greatly, but an example is that in the last 12 months in 56 of our services transferred from the NSW Government, we have seen new people move into 10 houses.

Q 37) Do costs for delivering SIL services differ significantly between metropolitan centres versus regional, rural and remote areas? If so, what is the average cost differential, and what elements of the cost drive this difference?

LWB experiences different costs in rural/remote services across its whole service portfolio. In respect of SIL services, the key issue resulting in additional costs is the ability to attract, retain and train staff.

This is another area that LWB believes should be further considered in detail by the NDIA in conjunction with the disability sector.

Q 40) What additional costs are being incurred as a result of COVID-19?

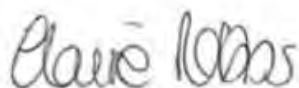
Please provide details.

LWB has incurred additional PPE costs, some of which have/will be reimbursed by the NDIA. There has also been administration time involved in preparing and submitting claims for additional hours of supports provided to SIL clients in group homes during COVID. The additional hours relate to times when clients would usually be out of the home but were unable to do so due to COVID eg. attending day services, working, studying, staying at home with their families etc.

Unfortunately, in some cases, LWB has not been able to claim for the additional supports provided. These additional costs have been absorbed by LWB.

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If you require any further information, we would be pleased to discuss our comments further. In the first instance, please contact Mr Chris Chippendale, Executive Lead Disability Engagement on 0423 025 035.



Claire Robbs
Chief Executive Officer

IN THE FAIR WORK COMMISSION

Matter No: AM2018/26

Matter: 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010*

WITNESS STATEMENT OF RICHARD CABRITA

I, Richard Cabrita, of [REDACTED], say as follows:

1. I have been employed by Life Without Barriers (**LWB**) since December 2018, in the position of Operations Manager – ACT.
2. My day-to-day duties and responsibilities in this position include but are not limited to the following:
 - (a) Leadership and management responsibilities associated with ensuring that LWB's values, culture, systems and processes are properly implemented and executed in its aged care operations in the ACT.
 - (b) Client services and operations management – i.e. managing client service teams and adherence to corporate policies & processes, LWB's strategic plan, LWB's business plan and relevant regulations, funding agreements and accreditation standards.
 - (c) Risk and quality – i.e. ensuring a consistent standard of quality in accordance with regulations prescribed in relevant legislation and funding agency standards.
 - (d) Stakeholder engagement – i.e. maintaining and developing positive and professional working relationships with key stakeholders and partners.
 - (e) Organisational responsibilities – i.e. leading and developing a culture whereby '*client first, safety always*' is an integral part of the leadership approach and service delivery.

3. I have worked in the aged and disability care sectors for approximately 30 years. This includes employment with:
 - (a) The IRT Group as Business Manager (June 2017 – July 2018).
 - (b) Mackillop Community Services as Manager NDIS (June 2016 – July 2017).
 - (c) Catholic Healthcare as Business Development Manager (July 2016 – March 2017).
 - (d) Parramatta Mission as Project Manager (January 2016 – January 2017).
 - (e) Brain Injury Association of NSW as State Manager (NSW) (August 2015 – March 2016).
 - (f) House with No Steps in Community Engagement (August 2014 – August 2015).
4. I hold qualifications including the following:
 - (a) Master of Business Administration;
 - (b) Graduate Certificate in Professional Economics;
 - (c) Certificate IV in Disability; and
 - (d) Diploma in Human Resources Management.
5. I am currently completing a Juris Doctor.

LWB's Operations

6. LWB is a not-for-profit organisation that provides a range of social support services in all states and territories in Australia.
7. LWB provides disability, aged care, child, youth and family, mental health, homelessness, alcohol and drug, and refugee and asylum seeker support services.

8. As at 30 June 2021, LWB employs a total of 8,069 employees and as at 21 June 2021, LWB services 15,763 clients.

LWB's Aged Care Services

9. In this statement, I refer to '*aged care services*'. When using that phrase, I am referring to the services provided by LWB to its aged clients. LWB's aged care services are not provided in residential aged care settings such as nursing homes.
10. LWB's aged care services are distinct from services provided to persons who have a disability.
11. LWB's aged care services are generally funded by one of the following Commonwealth Government schemes:
- (a) The Commonwealth Home Support Program (**CHSP**);
 - (b) Home Care Packages (**HCP**); and
 - (a) Veterans Home Care (**VHC**).
12. As at 16 June 2021, LWB has approximately 5938 aged care clients as follows:

CHSP	4600
HCP	647
VHCP	691

13. As at 9 July 2021, LWB's aged care clients are located in all states and territories, except Tasmania, as follows:

NSW	195
ACT	1842
Victoria	315
SA	371
WA	26
NT	247
QLD	2763
Tasmania	N/A

14. LWB's aged care services involve providing individuals with one or more of the following:
- (a) Domestic assistance – including cleaning and household tasks, buying groceries, paying bills and budgeting.
 - (b) Personal care – including showering, toileting, brushing teeth etc.
 - (c) Social support – including taking individuals into the community, as well as to see family and friends.
 - (d) Home and garden maintenance – including maintenance to homes and gardens to ensure safety and access to and around the home.
 - (e) Modifications – including more substantial modifications to the home to ensure older Australians can continue to live independently within their homes and communities.
 - (f) Flexible respite care – including providing support to carers that ordinarily care for the client.
 - (g) Other services – clinical and therapeutic care in line with wellness and reablement goals.
15. Certain aspects of LWB's aged care services are from time-to-time contracted out to other providers, including other not-for-profit organisations as well as for-profit organisations, if LWB is unable to provide the services itself. I refer to such organisations as **Brokers**. The Brokers engaged by LWB include organisations that specialise in the provision of services other than aged care, such as household cleaning, gardening and home maintenance. Other Brokers provide a range of aged care services through their employees who are support workers.
16. I engage directly with the Brokers engaged by LWB in the ACT in relation to the commercial matters between LWB and the Brokers. In addition, I am responsible for overseeing their performance.

17. For completeness; LWB also provides services to aged persons on a fee-for service basis, if they are not eligible under the CHSP, HCPs or VHC program. However, these services constitute only a very small part of LWB’s aged care operations.

LWB’s Aged Care Workforce

18. In this statement, I refer to LWB’s ‘aged care workforce’. I use that term to describe LWB’s employees who provide LWB’s aged care services to its clients.

19. As at 18 June 2021, LWB’s aged care workforce is comprised of approximately the following numbers of employees:

Full-time employees	6
Part-time employees	238
Casual employees	105
Total employees	349

20. Of the 349 employees, 290 are female and 59 are male.

21. The aged care workforce is engaged in each state and territory, except Tasmania, as follows:

NSW	20
ACT	97
Victoria	19
SA	17
WA	10
NT	32
QLD	154
Tasmania	N/A

22. It is my understanding that LWB’s aged care workforce is covered by the *Social, Community, Home Care and Disability Services Industry Award 2010 (Award)*. None of the employees are covered by an enterprise agreement.

Minimum Engagements

23. LWB's aged care workforce is routinely required to work shifts that are less than two hours in duration.
24. Table 1 below sets out the number of shifts worked in LWB's aged care operations by reference to the duration of the shift from 1 January 2019 – 31 March 2021:

Table 1: Shift length in aged care operations (1 January 2019 – 31 March 2021)

	1 Jan 2019 – 31 Dec 2019	1 Jan 2020 – 31 Dec 2020	1 Jan 2021 – 31 March 2021	Total shifts
1 hour or less	56,404	67,119	22,961	146,484
More than 1 hour, less than 2 hours	49,984	49,384	15,017	114,385
2 hours or more	13,850	20,687	8,185	42,722
Total shifts	120,238	137,190	46,163	303,591

25. As can be seen from Table 1, during the period of 1 January 2019 – 31 March 2021:
- (a) 48% of shifts were one hour or less in duration;
 - (b) 86% of shifts were less than two hours in duration; and
 - (c) Only 14% of shifts were two hours or more in duration.
26. LWB's aged care workforce is rostered to work shifts that are less than two hours in duration for reasons that include the following:
- (a) Clients simply do not want or need a service that lasts for two hours or more.
 - (b) Related to paragraph (a) above; many of the services sought by LWB's aged clients necessarily require less than two hours to be delivered. For example, a client requiring assistance to get ready in the morning (e.g. showering, getting dressed and making breakfast) would typically require

LWB’s services for 1 – 1.5 hours. In other instances, even less time is required; for instance, where a client requires assistance with taking their medication or consuming a meal.

(c) LWB is constrained in its ability to arrange the provision of its services to different clients consecutively, such that multiple services can be arranged in a way that affords the relevant employee a shift that is two hours or more in duration. I refer to the various complexities associated with preparing rosters at paragraphs 65 - 79 of this statement.

(d) Funding constraints are also relevant. For example, under the VHC program, the Department of Veterans’ Affairs dictates the duration of the service to be provided to the client. In these instances, LWB and the client do not have the latitude to extend the duration of the shift.

Broken Shifts

27. LWB utilises the broken shift arrangements contemplated by the Award for the purposes of its aged care services.

28. For instance, in the ACT, from 1 January 2019 – 31 March 2021, the aged care workforce was required to work broken shifts as follows:

Table 2: Broken shifts in aged care operations in the ACT (1 January 2019 – 31 March 2021)

	1 Jan 2019 – 31 Dec 2019	1 Jan 2020 – 31 Dec 2020	1 Jan 2021 – 31 March 2021	Total
Shift broken once	50,329	65,096	19,431	134,856
Shift broken twice	5,850	4,805	1,077	11,732
Shift broken more than twice	6,249	5,927	1,394	13,570
Total	62,428	75,828	21,902	160,158

29. During the period of 1 January 2019 – 31 March 2021, the number of shifts other than broken shifts that was rostered for the aged care workforce in the ACT was as follows:

Table 3: Shifts other than broken shifts in aged care operations in the ACT (1 January 2019 – 31 March 2021)

	1 Jan 2019 – 31 Dec 2019	1 Jan 2020 – 31 Dec 2020	1 Jan 2021 – 31 March 2021	Total
Shifts other than broken shifts	7,904	6,600	1,609	16,113

30. The data above includes ‘shifts’ where the employee was on leave. As a result, the number of ‘shifts’ is higher than the actual shifts worked.
31. The data set out at paragraphs 28 - 29:
- (a) Suggests that more than 91% of all shifts constituted broken shifts during the period of 1 January 2019 – 31 March 2021.
 - (b) Identifies that of all broken shifts, approximately 16% were broken twice or more.
32. LWB has been unable to obtain the data set at paragraph 28 for other states and territories. [REDACTED]
[REDACTED]. The above data was produced using that system. [REDACTED]
[REDACTED]
[REDACTED] That system does not enable the production of such information.
33. Nonetheless, LWB does roster its aged care workforce to work broken shifts that are broken twice and more than twice, in all of the states and territories in which it provides aged care services.
34. LWB does not provide any additional payment or allowance to the aged care workforce for working a broken shift.

35. Broken shifts are utilised by LWB in order to accommodate clients' choices as to when they wish to receive their services. Clients often wish to be serviced at multiple times through the day, by the same employee. In between those sessions, however, they do not require LWB's services.
36. In addition, the reasons set out at paragraphs 65 - 79 further explain why LWB implements broken shifts.

The Fair Work Commission's Decision

37. It is my understanding that the Fair Work Commission (**Commission**) has decided that the Award will be varied in the following respects in relation to broken shifts and minimum engagement periods:
 - (a) All part-time and casual employees must be paid for at least two hours, for each shift and for each portion of a broken shift.
 - (b) A shift can only be broken once. A shift may be broken twice if the employee agrees. Agreement will be required on each occasion.
 - (c) A broken shift allowance may be payable for each broken shift that an employee is required to work. The quantum of the allowance would depend on the number of times the shift is broken.
38. It is my understanding that the Commission has provisionally decided that the above changes will commence operation from 1 October 2021.
39. Since the Commission made its decision to vary the Award, LWB has given extensive consideration to the steps that it will need to take in order to ensure that its arrangements comply with the Award once varied.
40. A working group comprised of various members of staff was formed on or around 12 May 2021. The working group includes members of staff with various fields of knowledge and expertise, including LWB's aged care operations, disability care operations, business analytics, finance, human resources and rostering practices. I am a member of that working group in my capacity as a 'subject matter expert' in LWB's aged care operations.

41. The working group has been considering (and is continuing to consider) the impact that the Commission's decision will have on LWB's operations, including by undertaking an assessment as to whether, and if so, how, the adverse impacts of the decision can be mitigated.
42. As a consequence of the working group's deliberations, specific consideration is being given by LWB as to whether, and if so, how, work undertaken by LWB's aged care workforce should be rearranged in light of the Commission's decision about minimum payments and broken shifts.
43. In addition, the processes required to implement the Award variations have been considered and discussed by LWB's senior management team, including those who have responsibility for the management of LWB's national aged care operations, as well as its people and culture team.

Minimum Engagements and Broken Shifts – Consequences of the Commission's Decision

44. LWB will face increased employment costs as a consequence of the variations proposed to the Award.
45. For example, if the Commission decides that employees must be paid the proposed broken shift allowances, LWB will be required to make those payments to the aged care workforce when rostered to work on a broken shift.
46. Moreover, the vast majority of shifts performed by the aged care workforce are less than two hours in length. I refer to my evidence at paragraphs 24 - 25.
47. In order to provide an illustrative example of the potential cost increase facing LWB as a consequence of the decision to require payment for at least two hours' work for each shift and portion of a broken shift, I make the following assumptions:

- (a) In a month, on average, the aged care workforce performs 5425 shifts or portions of a broken shift that are one hour in length.

That is, over the 27-month period between 1 January 2019 – 31 March 2021, a total of 146,484 shifts of one hour or less were worked. I have divided 146,484 by 27 and have assumed that all of those shifts were one hour in length, even though some of those shifts were in fact less than one hour in length.

- (b) All such work is performed by employees classified under the Award as a Home Care Employee Level 1.

It is my understanding that the lowest minimum rate prescribed by the Award that could apply to the aged care workforce relates to a Home Care Employee Level 1. In practice, most employees in the aged care workforce are classified at a higher level and are therefore paid a higher minimum rate.

- (c) None of the work attracted any premiums such as the casual loading, shift penalties or weekend penalty rates.

48. Over a one month period, the cost of paying employees for an additional hour of work in respect of each of the 5425 one hour shifts would total \$118,679. If extrapolated to a 12 month period, the total cost would equate to \$1,424,148. This represents 6.7% of the total annual labour cost associated with the aged care workforce.

49. The calculations above under-estimate the actual cost that would be incurred because:

- (a) I have utilised a lower base hourly rate than the rates in fact payable to the aged care workforce.
- (b) I have disregarded premiums such as the casual loading, shift penalties and weekend penalties.

- (c) I have assumed that in all instances, only an hour of additional pay would be required even though, in some instances, more than an additional hour of pay would be required to satisfy the new minimum payment provisions to be introduced in the Award.
 - (d) I have not taken into account any additional costs that might flow from the Commission's decision such as the proposed broken shift allowance.
50. The calculations assume that all of the shifts that were less than one hour in duration were performed by part-time and casual employees. LWB's aged care workforce includes only six full-time employees.
51. Further additional costs would be incurred in respect of shifts or portions of broken shifts that are more than one hour but less than two hours in duration.
52. LWB cannot sustainably bear additional employment costs of the extent described above, unless it is able to recover a significant proportion if not all of those costs. In order to try to recover those costs, it will be necessary to endeavour to arrange work in a way that results in employees, as far as possible, being afforded at least two continuous hours of work for each shift and portion of a broken shift.
53. In order to comply with the Award as varied and to mitigate the impact of the Commission's decision on LWB, it will seek to:
- (a) Eliminate broken shifts that are broken more than twice.
 - (b) As far as practicable, avoid rostering shifts that are broken twice.
 - (c) As far as practicable, roster employees such that they are afforded at least two hours' work on each shift and portion of a broken shift, for the reason explained at paragraph 52.
54. In respect of the issue at paragraph 53(b):
- (a) A new systems solution will need to be introduced in order to obtain agreement from employees to work a broken shift that is broken twice.

Given the significant number of employees that comprise LWB's aged care workforce and the high volume of clients that are serviced by it, a system that enables LWB to efficiently seek an employee's agreement would be necessary. It is not feasible for LWB to obtain such agreement by individually contacting an employee by a telephone call or text message. Rather, an automated systems solution will be necessary.

- (b) In respect of full-time and part-time employees, LWB will face considerable uncertainty when preparing rosters if employees have not confirmed their agreement to work such a broken shift by the time the roster is prepared.
- (c) In addition, the withdrawal of an employee's agreement to work such a shift would potentially cause significant disruption to LWB's operations and undermine its ability to service its clients, unless LWB is able to find another employee to perform the relevant work.
- (d) If the Commission decides that employees must be paid the proposed broken shift allowances; LWB will incur the additional employment costs associated with the payment of that allowance. It is my understanding that the quantum of the allowance proposed for a shift that is broken twice is higher than the allowance that would be payable for a shift that is broken once.

55. LWB anticipates that it will also face the following cost pressures:

- (a) It is my understanding that at least some of the Brokers are covered by the Award. LWB anticipates that they will endeavour to pass on any additional costs that they incur as a consequence of the Commission's decision to LWB.

In some instances, where LWB engages Brokers to provide services to its clients, it in fact suffers a financial loss in relation to that period of work. This is because the Brokers' fees in some circumstances exceed the revenue received by LWB in respect of the relevant services.

- (b) To my knowledge, none of the funding Deeds that apply to LWB's aged care services have been adjusted in light of the Commission's decision.
56. LWB's ability to recover additional labour costs by increasing its prices is very limited. For example:
- (a) In respect of VHC programs, the Department of Veterans' Affairs determines the quantum of the contribution that is to be made by clients to the provider. LWB cannot charge the client more than this.
 - (b) In respect of HCPs, LWB operates in a very competitive market. For instance, in the ACT there are approximately 50 established aged care providers with whom LWB competes. This includes various well-known providers such as Uniting, BaptistCare, Catholic Care, Mercy Health and IRT Home Care.
57. LWB is unable to calculate the precise extent of the cost increase that will result from the Commission's decision at this stage. This is primarily because the extent to which it will be able to rearrange work in a way that ensures that employees are productively engaged on work that facilitates cost-recovery throughout the two hour minimum payment periods and in accordance with the new broken shift provisions, is unclear. LWB will be unable to make that assessment until it has taken the steps described below at paragraphs 59(a) – (c).
58. Nonetheless, absent an increase to the funding and / or client contributions received by LWB, LWB anticipates that the provision of its aged care services will be delivered at an operational loss, once the variations to the Award commence operation.
59. In broad terms, in order to give effect to the changes described at paragraph 53, LWB has assessed that it will need to:
- (a) Change its rostering arrangements and the manner in which work is arranged.
 - (b) Consult its aged care workforce.

- (c) Consult its aged care clients.
- (d) Train various groups of employees in relation to the Award changes.
- (e) Implement changes to its rostering and payroll systems.

60. In the evidence below, I explain the specific steps that LWB considers that it will need to take in relation to the matters mentioned at paragraphs (a) – (d) above.

(A) Changes to Rostering Arrangements and Scheduling of Client Services

61. LWB will need to undertake a detailed analysis of its existing roster patterns and the manner in which each client is serviced, in order to:

- (a) Identify circumstances in which, as far as possible, part-time and casual employees can be provided with at least two hours of continuous work at a time.
- (b) Eliminate broken shifts with more than two breaks.
- (c) Identify circumstances in which, as far as possible, employees are not rostered to work on broken shifts with two breaks.

62. The analysis described above is a complex one that will require significant time and resources. It is not an exercise that can be entirely automated, because in various respects it requires subjective considerations as well as a consideration of how these matters intersect with other relevant considerations, which are set out later in my statement (e.g. employee availability).

63. The complexity of the exercise facing LWB is compounded by the absence of functionality in the [REDACTED], to automatically extract the data required in order to undertake the requisite analysis. For example, as I explained earlier in my statement, LWB has not been able to provide data for the purposes of this statement regarding the number of broken shifts worked over various periods of time. This data can only be collated manually.

64. The extent to which LWB is able to rearrange work is hampered by the following factors. These complexities are typical of the challenges facing other home aged care providers in the sector.
65. *First*, client choice as to the services they wish to access, when they wish to access them and for how long.
66. LWB's clients advise LWB as to the type of support they require, when they require it and for how long. For instance, many clients of LWB's aged care services require support with activities that are necessarily undertaken in the morning and require a limited amount of time, such as showering and making breakfast. Those same clients also seek support later in the day to prepare for dinner and / or get ready for bed. LWB cannot unilaterally decide in the example provided that it will simply schedule one longer support session in the morning, rather than two separate shorter sessions at different times of the day.
67. LWB's clients are often unwilling and / or unable to accommodate changes to when they receive their services.
68. *Second*, funding constraints are also relevant to the first issue described above. I refer to paragraph 26(d), where I provided an example of this.
69. *Third*, typically, LWB's clients advise LWB of specific needs or preferences associated with *who* they are to be supported by. In some instances, they have advised that they wish to be supported by specific employees and / or that they do not wish to be supported by certain employees. In other instances, clients have advised that they wish to be supported by a person of a specific gender or someone who is of a similar cultural background. In many cases, these requests are made by clients due to specific prior experiences they have had or trauma they have suffered.
70. *Fourth*, the Aged Care Quality and Safety Commission (**AC Commission**) has issued the '*Aged Care Quality Standards*' (**AC Standards**). A copy of the AC Standards is attached to my statement at **Annexure RC-1**. They apply to all providers of subsidised aged care services, including LWB, irrespective of the

type or source of funding that is received in respect of those services. It is mandatory for such providers to comply with the AC Standards.

71. The AC Commission monitors compliance with the AC Standards. Assessment Teams conduct performance assessments of providers through methods including audits, observing the provision of the providers' services and interviewing the providers' clients.
72. A document summarising the AC Commission's approach to monitoring compliance and the consequences of non-compliance is attached at **Annexure RC-2**.
73. LWB considers that a failure or unwillingness to provide aged care services to a client in a way that is consistent with the client's wishes as to when, where and by which support worker those services are provided, may be contrary to the AC Standards.
74. In addition, by virtue of the guidelines that apply under each of the applicable funding arrangements, aged care providers cannot decline to service clients on the basis that the provision of the service(s) sought result in an inefficient outcome for the provider or result in the provider incurring costs that exceed the revenue that the provider receives for the provision of those services.
75. *Fifth*, the availability of employees and their willingness to work additional and / or different hours to those that they currently work. I deal with this issue at section (B) below.
76. *Sixth*, LWB's aged care workforce does not possess a homogenous set of skills. They have varying levels of skills and experience. Careful consideration is given by LWB when it determines the allocation of an employee to a client, including by giving consideration to whether the employee has the capability to provide the support required by the client. As a result, employees cannot necessarily be rostered interchangeably to support certain clients.

77. *Seventh*, in addition, on occasion, LWB's employees are unable to perform certain tasks, due to physical limitations or constraints. For example, I am aware of instances in which employees have advised that they are physically unable to perform certain cleaning tasks required by a client or that they are only able to do so for a limited period of time.
78. *Eighth*, the geographic location of LWB's clients, as well as the amount of time necessarily required to travel to and from those clients is also relevant.
79. LWB endeavours to minimise the amount of time spent travelling by employees to and from clients by arranging work, where possible, in a way that minimises such travel. However, this is balanced against its clients' wishes to be serviced at particular times and by particular employees. As a result, it is not always possible to arrange work in a way that results in clients in a particular geographic area being serviced consecutively by the same employee, even though that would result in the most efficient and productive outcome for LWB and its employees.
80. The task of matching an employee with a client, including where a specific request has been made by a client in relation to their services, is an inherently difficult and complex one. As a result of the various factors identified in this part of my statement, LWB does not have an unfettered ability to rearrange work in a way that achieves the most efficient outcome for LWB. Rather, there are various complex constraints that inhibit its ability to do so.

(B) Changes to Employees' Hours of Work

81. In order to facilitate the changes that LWB intends to make to the way in which work is arranged, it will also need to assess the availability and willingness of its employees to potentially:
 - (a) Perform ordinary hours of work that are different to those that they are currently required to work; and / or
 - (b) Perform additional hours of work.

82. In my experience, the availability of employees is affected by various factors including their caring responsibilities, study commitments, personal preferences and employment by other employers.
83. LWB has not been able to determine, at this stage, whether it will be necessary for it to recruit additional employees and if so, the number of new employees that would be required. This is because it has not yet been able to assess whether it will be able to rearrange working patterns in a way that can be accommodated by its existing workforce.
84. Nonetheless, depending on the changes that are in fact made to LWB's service delivery and the extent to which those changes can be accommodated through LWB's existing workforce, it may be necessary to recruit additional staff.
85. Recruiting, onboarding, inducting and training staff for LWB's aged care workforce is a resource intensive exercise.
86. For instance, LWB is developing a new '*Aged Care Pathway*' training program, which all new employees will be required to undertake. Additional individualised training is also provided to employees, depending on the work that they will be required to undertake and the prior experience that they have had. Further, there are specific rules and regulations applying in individual states (e.g. in relation to workplace health and safety). Employees are also provided training associated with those matters, as relevant.
87. Each time a new employee is recruited, LWB also assesses which clients that employee can be rostered to service, having regard to matters such as those described above at paragraphs 65 - 79 of my statement. In some instances, in order to accommodate the employee's availability, skills and competencies, it is also necessary to readjust the rosters of existing employees and make further changes to clients' schedules.

(C) Changes to Arrangements with Clients

88. LWB intends to engage with all of its aged care clients, in order to better understand their needs and the extent to which they are amenable to changes to the services they require; in particular, when they receive them and from whom. The changes to be made to the Award and LWB's response will require LWB to get to know their clients, one by one, to a far greater extent than what has previously been necessary.
89. This engagement cannot be undertaken in a wholesale way. Each client will be spoken with, by LWB, individually. In some instances, it is also necessary to engage with a client's family, who are involved in the client's care. The purpose of the discussions will be to carefully explain the changes that LWB is proposing to make and to ensure that those clients provide LWB with informed consent.
90. Taking the ACT as an example, there is a team of about 10 staff members, including myself, who will speak with clients about changes that LWB seeks to make to the scheduling of their support sessions. LWB services approximately 1800 clients in the ACT. Accordingly, each member of staff will, on average, be required to engage with 180 clients. This is in addition to the various other day-to-day duties that they are required to undertake.
91. I have also given consideration to whether new members of staff could be employed for a period of time to assist with rolling out the operational changes required to LWB's aged care services in the ACT, in light of the impending Award changes. The recruitment and employment of such additional staff would result in LWB incurring significant labour costs that are not contemplated in its budget.
92. Moreover, I do not consider that new members of staff could successfully execute the client engagement strategy described above, because they would not have an existing relationship with LWB's clients and they would not know or understand LWB's operations to the same extent as existing members of staff. Both are essential for being able to work constructively with aged clients and to foster their trust in LWB and its service delivery.

93. LWB anticipates that the process of engaging with its clients will be an iterative process. Once it establishes, in broad terms through initial engagement, whether individual clients have any willingness to accommodate amendments to their schedules, it will then need to work with those clients to settle their specific arrangements.
94. All such engagements with clients must be documented through the preparation of file notes.
95. LWB is also considering whether the way in which it manages client cancellations requires modification in order to minimise the extent to which short notice cancellations result in LWB having to pay an employee for a period during which they are not productively engaged. The options that are being considered include, for instance, proactively calling clients during the day before their support session in order to confirm that they wish to proceed with it. The purpose of this approach would be to reduce the number of short notice cancellations and afford LWB a greater period of time to rearrange work so that an employee is not left without work to do.
96. Consideration is also being given to whether a '*waiting list*' should be prepared, which identified clients who have notified LWB that they wish to receive a service that has not yet been scheduled. That waiting list could then be used in instances of cancellations, for the purposes of identifying other work that the employee could potentially undertake during the cancelled session.
97. Identifying alternate work for an employee to perform where one of their support sessions is cancelled is inherently difficult for the reasons set out at paragraphs 65 - 79.
98. The issue of the geographic location of clients is particularly relevant. If a client cancels and an employee is therefore available, for example, to perform work during a one hour window, in addition to all of the other relevant considerations affecting whether the employee can be assigned to other work during that time; consideration must also be given to whether the employee will be able to travel to and from that client's location, having regard to the location of the work that they are required to perform immediately before or after supporting that client.

(D) Training and Informing Employees

99. LWB will need to develop and rollout training and information sessions to relevant staff nationally, which explains and translates the various changes to the Award. The training sessions will need to be delivered to:

- (a) Line managers.
- (b) Rostering staff.

Line managers and rostering staff have responsibility for making decisions about the allocation of work, preparation of rosters and making amendments to rosters. They will need to be trained in order to ensure that they do not require employees to work in a way that is inconsistent with the Award (as varied).

- (c) Senior managers with responsibility for making strategic decisions about LWB's operations.
- (d) Staff members with responsibility for liaising with the agencies and Government departments that oversee the relevant funding arrangements.
- (e) Payroll staff.
- (f) Human resources staff.
- (g) Staff with responsibility for LWB's systems and implementing changes to those systems such as rostering and payroll systems.

100. Various members of the working group (including myself) have been involved in educating other LWB staff members in respect of the Commission's decision, since it was issued. This includes discussions with LWB's senior leadership team, payroll and rostering staff, human resources staff and staff with responsibility for managing rostering and payroll systems as well as the implementation of changes to those systems.

101. However, further and more detailed training will need to be developed and delivered once the Commission has finalised the terms of the variations to be made to the Award, as well as once LWB has been able to assess the specific ways in which the decision will be implemented by LWB.

Training and Meetings

102. Employees delivering aged care services are required, from time to time, to attend internal meetings and undertake training.

103. Due to the COVID-19 pandemic, currently, attendance at internal meetings typically occurs via an online platform or via telephone. These meetings generally occur with a senior member of staff. In some instances, a group of frontline aged care employees will be in attendance whilst in other instances, the meeting is between one such employee and their supervisor or manager. They are held for a range of purposes including regular meetings to discuss routine operational issues as well as the provision of supervision.

104. Most internal meetings of this nature are 30 minutes or less in duration. Many are as short as 15 minutes in duration. No internal meeting requiring the attendance of LWB's aged care workforce is of two hours or more in duration. This is true of meetings currently being conducted via an online platform or telephone, as well as meetings that were conducted face-to-face prior to the pandemic.

105. Time spent attending a meeting is treated as time worked.

106. It is not always feasible to schedule such meetings immediately before or after the relevant employee(s) perform other work. This is because the timing of such meetings is contingent, in part, on the availability of other staff. Moreover, LWB endeavours to schedule meetings in a way that does not disrupt the delivery of services to its clients.

107. At this stage, LWB does not intend to resume regular face-to-face meetings for its aged care workforce for the foreseeable future.

108. Employees are also required to undertake training. This includes e-learning modules about a range of matters, that are conducted online. The provision of online training is not specific to the COVID-19 pandemic. It was provided prior to the pandemic too. Employees are permitted to undertake this training at a time of their choosing and they are generally not required to attend the workplace to attend this training. They are permitted to complete the training wherever they choose. In some instances, these training modules require as little as 15 minutes to complete. Generally, they do not require more than 30 minutes to complete.
109. If an employee does not have access to an electronic device through which they can undertake the training, they are able to attend the workplace and use one of LWB's devices to do so.
110. LWB does not have access to specific funding for the provision of training to its staff or for activities such as staff meetings. If LWB is required to pay employees for at least two hours for each instance in which employees undertake training or attend meetings, it intends to review its current practices in this regard and to:
- (a) Consider reducing the amount of training offered to its employees except in instances in which the training is necessary for the delivery of LWB's aged care services.
 - (b) Potentially reduce the extent to which it engages with staff through meetings and the provision of supervision.

The Royal Commission into Aged Care Quality and Safety

111. LWB is currently implementing various changes to its operations in light of the Royal Commission into Aged Care Quality and Safety (**Royal Commission**). The Royal Commission made 148 recommendations. Its final report was tabled in Parliament in March 2021 and the Government issued its response in May 2021.
112. The implementation of these changes requires LWB to deploy various resources, which are simultaneously also required in relation to the changes to be made to

the Award. In addition, the other changes being implemented will also have the effect of increasing LWB's costs.

113. The steps being taken include:

- (a) Reviewing and implementing changes to standard operating procedures (**SOP**), including SOPs that apply to the aged care workforce.
- (b) An assessment as to whether LWB's practices and procedures are consistent with the AC Standards and implementing changes where it is identified that they do not or potentially do not accord with the standards.
- (c) Developing and rolling out training to the aged care workforce regarding specific forms of care, such as caring for persons with dementia.
- (d) Reviewing LWB's clinical governance.
- (e) Identifying practices that are in place in only some states / territories, which are consistent with the Royal Commission's recommendations, and implementing them in other states / territories.

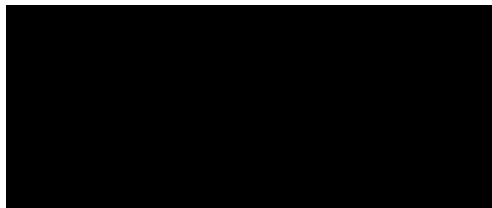
Period of Time Required to Implement Changes

114. The various bodies of work described in this statement will require significant time and resources to complete. Some of the work described can be undertaken simultaneously; however, in other instances, it will be necessary to undertake the work sequentially. As a result, LWB will not be in a position to implement the changes to the Award by 1 October 2021.

115. In my assessment, a period of at least 12 months will be required for LWB's national aged care operations to undertake the processes described at paragraphs 61 - 101 of my statement.

116. LWB is concerned that if it is required to undertake that process in a shorter period of time:

- (a) It will not be able to sufficiently minimise the extent to which employees are required to be paid for time that is not spent working with a client and / or performing other productive work.
- (b) Its clients may experience a disruption to the delivery of LWB's services.
- (c) Its ability to maintain the quality of care provided to its clients may be compromised.
- (d) It will not have a sufficient period of time to properly discuss changes made to its operations or hours of work with its employees.
- (e) It will not be able to sufficiently mitigate the cost impact of the variations to the Award on LWB. This will potentially impact the viability of the continuing operation of LWB's aged care services.



Richard Cabrita

2 August 2021

IN THE FAIR WORK COMMISSION

Matter No: AM2018/26

Matter: 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010*

WITNESS STATEMENT OF RICHARD CABRITA

ANNEXURE RC-1



Aged Care Quality Standards

Standard 1 Consumer dignity and choice

Consumer outcome:

- 1(1) I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Organisation statement:

- 1(2) The organisation:
- 1(2) (a) has a culture of inclusion and respect for consumers; and
- 1(2) (b) supports consumers to exercise choice and independence; and
- 1(2) (c) respects consumers' privacy.

Requirements

- 1(3) The organisation demonstrates the following:
- 1(3) (a) Each consumer is treated with **dignity and respect**, with their identity, **culture and diversity** valued.
- 1(3) (b) Care and services are **culturally safe**.
- 1(3) (c) Each consumer is supported to exercise **choice and independence**, including to:
- i) **make decisions** about their own care and the way care and services are delivered; and
 - ii) **make decisions** about when family, friends, carers or others should be involved in their care; and
 - iii) **communicate their decisions**; and
 - iv) make connections with others and **maintain relationships** of choice, including intimate relationships.
- 1(3) (d) Each consumer is **supported to take risks** to enable them to live the best life they can.
- 1(3) (e) **Information** provided to each consumer is **current, accurate and timely**, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- 1(3) (f) Each consumer's **privacy is respected** and personal **information kept confidential**.

Standard 2 Ongoing assessment and planning with consumers

Consumer outcome:

- 2(1) I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Organisation statement:

- 2(2) The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

Requirements

- 2(3) The organisation demonstrates the following:
- (a) **Assessment and planning**, including consideration of risks to the consumer's health and well-being, informs the delivery of **safe and effective care** and services.
- 2(3) (b) Assessment and planning identifies and addresses the consumer's **current needs**, goals and preferences, including advance care planning and **end of life planning** if the consumer wishes.
- 2(3) (c) Assessment and planning:
- i) is based on ongoing **partnership with the consumer** and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
 - ii) **includes other organisations**, and individuals and providers of other care and services, that are involved in the care of the consumer.
- 2(3) (d) The outcomes of assessment and planning are effectively communicated to the consumer and documented in a **care and services plan** that is readily available to the consumer, and where care and services are provided.
- 2(3) (e) Care and **services are reviewed regularly** for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.



Aged Care Quality Standards

Standard 3 Personal care and clinical care

Consumer outcome:

- 3 (1) I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

Organisation statement:

- 3 (2) The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

Requirements

- 3 (3) The organisation demonstrates the following:
- 3 (3) (a) Each consumer gets **safe and effective personal care, clinical care**, or both personal care and clinical care, that:
- is **best practice**; and
 - tailored** to their needs; and
 - optimises their **health and well-being**.
- 3 (3) (b) Effective **management of high-impact** or high-prevalence **risks** associated with the care of each consumer.
- 3 (3) (c) The needs, goals and **preferences** of consumers **nearing the end of life** are recognised and addressed, their comfort maximised and their dignity preserved.
- 3 (3) (d) Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is **recognised and responded to** in a timely manner.
- 3 (3) (e) Information about the consumer's condition, needs and preferences is **documented and communicated** within the organisation, and with others where responsibility for care is shared.
- 3 (3) (f) Timely and appropriate **referrals** to individuals, other organisations and providers of other care and services.
- 3 (3) (g) **Minimisation of infection**-related risks through implementing:
- standard and transmission-based precautions to prevent and **control infection**; and
 - practices to promote **appropriate antibiotic prescribing** and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

Standard 4 Services and supports for daily living*

Consumer outcome:

- 4 (1) I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

Organisation statement:

- 4 (2) The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Requirements

- 4 (3) The organisation demonstrates the following:
- 4 (3) (a) Each consumer gets **safe and effective services** and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
- 4 (3) (b) Services and **supports for daily living** promote each consumer's emotional, spiritual and psychological well-being.
- 4 (3) (c) Services and supports for daily living assist each consumer to:
- participate in their **community** within and outside the organisation's service environment; and
 - have social and personal **relationships**; and
 - do the things of **interest** to them.
- 4 (3) (d) Information about the consumer's condition, needs and **preferences** is **communicated** within the organisation, and with others where responsibility for care is shared.
- 4 (3) (e) Timely and appropriate **referrals** to individuals, other organisations and providers of other care and services.
- 4 (3) (f) Where **meals** are provided, they are varied and of suitable **quality and quantity**.
- 4 (3) (g) Where **equipment** is provided, it is safe, suitable, clean and **well maintained**.

* **Services and supports for daily living** include, but are not limited to, food services, domestic assistance, home maintenance, transport, recreational and social activities.



Aged Care Quality Standards

Standard 5 Organisation's service environment*

Consumer outcome:

- 5 (1) I feel I belong and I am safe and comfortable in the organisation's service environment.

Organisation statement:

- 5 (2) The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

Requirements

- 5 (3) The organisation demonstrates the following:
- 5 (3) (a) The service **environment is welcoming** and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.
- 5 (3) (b) The service **environment**:
- is **safe, clean, well maintained** and comfortable; and
 - enables consumers to **move freely**, both **indoors and outdoors**.
- 5 (3) (c) Furniture, fittings and equipment are **safe, clean, well maintained** and suitable for the consumer.

* An organisation's **service environment** refers to the physical environment through which care and services are delivered, including aged care homes, cottage style respite services and day centres. An organisation's service environment does not include a person's privately owned/occupied home through which in-home services are provided.

Standard 6 Feedback and complaints

Consumer outcome:

- 6 (1) I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Organisation statement:

- 6 (2) The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Requirements

- 6 (3) The organisation demonstrates the following:
- 6 (3) (a) Consumers, their family, friends, carers and others are encouraged and supported to **provide feedback and make complaints**.
- 6 (3) (b) Consumers are made aware of and have access to advocates, **language services** and other methods for raising and resolving complaints.
- 6 (3) (c) Appropriate **action is taken** in response to complaints and an **open disclosure** process is used when things go wrong.
- 6 (3) (d) Feedback and complaints are **reviewed and used** to improve the quality of care and services.



Aged Care Quality Standards

Standard 7 Human resources

Consumer outcome:

7(1) I get quality care and services when I need them from people who are knowledgeable, capable and caring.

Organisation statement:

7(2) The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

Requirements

- 7(3) The organisation demonstrates the following:
- 7(3) (a) The **workforce is planned** to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
- 7(3) (b) Workforce interactions with consumers are **kind, caring and respectful** of each consumer's identity, culture and diversity.
- 7(3) (c) The workforce is **competent** and members of the workforce have the **qualifications and knowledge** to effectively perform their roles.
- 7(3) (d) The workforce is recruited, **trained, equipped and supported** to deliver the outcomes required by these standards.
- 7(3) (e) Regular assessment, **monitoring and review** of the performance of each member of the workforce.

Standard 8 Organisational governance

Consumer outcome:

8(1) I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Organisation statement:

8(2) The organisation's governing body is accountable for the delivery of safe and quality care and services.

Requirements

- 8(3) The organisation demonstrates the following:
- 8(3) (a) Consumers are **engaged** in the development, delivery and evaluation of care and services and are supported in that engagement.
- 8(3) (b) The organisation's governing body promotes a **culture of safe, inclusive and quality care** and services and is accountable for their delivery.
- 8(3) (c) Effective organisation wide **governance** systems relating to the following:
i) **information** management
ii) continuous **improvement**
iii) **financial** governance
iv) **workforce** governance, including the assignment of clear responsibilities and accountabilities
v) **regulatory** compliance
vi) **feedback** and complaints.
- 8(3) (d) Effective **risk management** systems and practices, including but not limited to the following:
i) managing **high-impact** or high-prevalence risks associated with the care of consumers
ii) identifying and responding to **abuse and neglect** of consumers
iii) supporting consumers to **live the best life** they can
iv) managing and preventing incidents, including the use of an incident management system.
- 8(3) (e) Where clinical care is provided — a **clinical governance framework**, including but not limited to the following:
i) **antimicrobial** stewardship
ii) minimising the **use of restraint**
iii) open **disclosure**.

IN THE FAIR WORK COMMISSION

Matter No: AM2018/26

Matter: 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010*

WITNESS STATEMENT OF RICHARD CABRITA

ANNEXURE RC-2

Compliance and Enforcement Policy

Version 2.2
14 July 2021



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

Version control

Version number: 2.2

Last updated: 1 July 2021

Author: Regulatory Policy and Intelligence Group

Change description: Minor style changes

Document Location

The Compliance and Enforcement Policy can be accessed from the Aged Care Quality and Safety Commission [website](#).

Approvers: Janet Anderson PSM, Commissioner

Date: 14 July 2021

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1. Introduction

Effective enforcement of aged care provider responsibilities under the *Aged Care Act 1997* (Aged Care Act) and its related Principles, the *Aged Care Quality and Safety Commission Act 2018* (Commission Act), the Aged Care Quality and Safety Commission Rules 2018 (Rules) or under its funding agreement with the Australian Government is a critical task for the Aged Care Quality and Safety Commission (Commission). A range of compliance actions are available to the Commission to:

- prompt a provider to comply with its responsibilities
- improve compliance with the law
- deter misconduct
- ensure that grave misconduct meets proportionate consequences.

Effective compliance and enforcement actions are an important part of the broader functions of the Commission that aim to protect and enhance the safety, health, well-being and quality of life of aged care consumers. Visibility of the Commission's actions to address non-compliance is essential for consumers to have confidence and trust in the provision of aged care.

Most aged care providers voluntarily comply with their responsibilities and many go well beyond the minimum responsibilities in delivering aged care services. They, too, should have confidence that providers are held to account when they fail or refuse to comply with their responsibilities.

The Commission is committed to communicating clearly its regulatory intent and approach to compliance and enforcement, and to providing accessible, consistent and clear reporting on enforcement strategies and activities. Of course, it is necessary for regulators to have discretion in determining the most effective response to non-compliance. This policy does not inhibit the Commission from exercising discretion; rather it provides a way to assess whether regulatory action aligns with the Commission's regulatory intent. Ultimately success will be measured by outcomes in terms of increased provider compliance, improved performance and reductions in consumer harm.

The Commission's approach to determining and responding to non-compliance is set out in its legislative framework; the Aged Care Act, the Commission Act and Rules. This policy outlines how the Commission will apply the powers available to it through this framework where a provider has failed or refuses to comply with its aged care responsibilities.

The policy also articulates the Commission's approach to compliance and enforcement as part of the Commission's strategic campaign activities that seek to address sector-wide risks and its role in shaping market behaviour through deterrence, and clearly establishing where the boundaries of acceptable behaviour lie within the law.

Refer to the [Commission's glossary](#)¹ for definitions of key terms.

¹ <https://www.agedcarequality.gov.au/providers/standards/glossary>

2. Compliance and enforcement

The role of the Commission² is to:

- protect and enhance the safety, health, well-being and quality of life of aged care consumers
- promote confidence and trust in the provision of aged care
- promote engagement with aged care consumers about the quality of care and services.

The Commission applies the range of functions and powers available under the Commission Act and the Aged Care Act to achieve its objectives, including:

- vetting a person or organisations seeking approval to provide aged care
- educating consumers and providers
- resolving complaints
- monitoring and assessment of performance against the Aged Care Quality Standards (Quality Standards)
- monitoring and assessment of compliance with the Prudential Standards
- monitoring and assessment of compliance with home care provider responsibilities
- responding to reportable incidents under the Serious Incident Response Scheme
- taking compliance and enforcement actions where approved providers do not meet their aged care responsibilities, including monitoring implementation of provider action to address non-compliance or taking further enforceable regulatory actions
- publication of performance data.

These complementary functions work to enable the Commission to understand, predict, and reduce risks in the aged care sector.

This policy outlines the approach the Commission takes to encourage and enforce provider compliance with its aged care responsibilities. The approach outlined in this policy applies to:

- approved providers of:
 - residential care services
 - home care services
 - flexible care services through which short-term restorative care is provided in a residential care setting or in a home care setting
- service providers of other Commonwealth-funded aged care services including:
 - Commonwealth Home Support Programme services – refer to Section 3.4.1 for specific regulatory actions related to this Program
 - National Aboriginal and Torres Strait Islander Flexible Aged Care Program services.

² <https://www.legislation.gov.au/Series/C2018A00149>

Approval to provide subsidised aged care or to receive a grant to provide aged care services comes with many legal responsibilities. The purpose of these responsibilities is to ensure a high-performing market and safe, high quality care for consumers. The Commission monitors and, where necessary, enforces provider compliance with these responsibilities.

We work with providers to encourage not only voluntary compliance but going beyond the minimum standards and striving for best practice within the aged care sector. The compliance and enforcement actions that the Commission takes are designed to:

- respond to non-compliance that poses an immediate and severe risk to the safety, health or well-being of consumers
- hold providers, who have not or are not complying, to account to meet their responsibilities
- ensure providers comply with aged care responsibilities as quickly as possible
- revoke the approval of providers who are no longer suitable to provide aged care
- promote sector-wide compliance through deterrence and clearly establish the boundaries of the law
- assure the community that the government will respond to non-compliance that poses a risk to the safety, health, well-being or quality of life of consumers, and that there are consequences for providers that do not take action to meet quality and safety expectations.

The range of actions the Commission may take include:

- monitoring the compliance of aged care providers
- publishing information about non-compliance or performance
- directing the provider to address areas for improvement in order that it complies
- requiring approved providers to produce documents or information to the Commission
- requiring approved providers to give undertakings to remedy non-compliance
- accepting and enforcing enforceable undertakings from providers
- issuing notices requiring approved providers to take certain actions to protect consumers
- issuing an infringement notice to a provider
- applying to a court for an injunction or an order to enforce a civil penalty
- imposing sanctions on approved providers
- suspending or revoking the approval of approved providers.

The action we may take where a provider demonstrates it is willing and able to comply may be different from action taken where a provider's non-compliance is deliberate and/or calls into question its suitability to provide care, especially where the provider's actions place consumers at risk of harm.

3. Principles

Our compliance approach is underpinned by the following principles:

- **Risk-based approach:** We identify, evaluate and monitor systemic or sector-wide risks as well as individual provider risks to ensure our activities focus on the areas of greatest potential harm to the safety, health, well-being and quality of life of aged care consumers; prioritise risk-based assessments based on consequence of failure in care and likelihood of managing harm; and plan and conduct activities to mitigate risk.
- **Proportionate response:** Our responses will be proportionate to the risk posed by non-compliance to the safety, health, well-being and quality of life of aged care consumers, with a focus on assessing all available information and responding in a way that is reasonable and appropriate to the context, conduct and culture of the organisations we regulate.
- **Fair decisions:** We act impartially and without bias, including in our decision-making.
- **Procedural fairness:** We give parties affected by our decisions an opportunity to respond to adverse information. If we identify evidence of non-compliance, the provider can provide a response. However, we will take immediate action – including prior to giving the provider an opportunity to respond – if consumers face immediate and severe risk.
- **Transparent and accountable:** We make information about our policies and decision-making frameworks publicly available. We communicate clearly with providers about decisions that affect them, and we publish information about our regulatory actions.
- **Act consistently:** We are consistent in our approach to decision making and our compliance activities. Decisions may be made at different points in time, and different actions applied under different provisions, and with different evidence available. However, we will apply consistent processes and consistently assess and respond to risk.
- **Timely response:** We aim to make decisions and undertake our compliance action in a timely way. By applying a risk-based approach we can identify cases that are more serious, elements that require a more rapid response, and elements which are complex and may take longer to resolve.

3.1 Detecting non-compliance

The Commission uses a range of regulatory tools to monitor compliance and detect possible non-compliance. The Commission is not restricted to evidence from a particular source and should have regard to all relevant available evidence to allow it to make the particular decision. Evidence may include information from:

- performance assessments against the Quality Standards undertaken during site audits, quality audits, review audits or assessment contacts
- assessment contacts for the purpose of monitoring quality of care and services
- monitoring and investigating providers' compliance
- complaints
- consumer feedback and other information
- providers, following requests for further information
- reportable incidents

- provider self-reporting, including annual prudential compliance statements
- analysis of information including financial records and reports
- other intelligence, including referrals from other agencies
- publicly available information such as news articles or reports.

The decision-maker is responsible for determining all material questions of fact and basing each finding of fact on logically supporting material. The question to be decided is whether, based on logically supporting material, the decision-maker is reasonably satisfied that the provider has not complied or is not complying with one or more of its responsibilities.

When potential non-compliance is identified, there may not initially be enough evidence to determine whether there is non-compliance, the extent of the non-compliance, or the appropriate compliance response. If required, further information may be obtained by:

- communication with the provider to discuss the identified concerns relating to a service or services
- a formal request to the provider for further information on a matter (this may be under the Commission Act or Aged Care Act)
- issuing a notice to a person under s74GA of the Commission Act requiring the production of information or documents
- additional regulatory activities to assess and monitor compliance
- a formal investigation to assess evidence for further action.

Where additional regulatory activities are used to obtain further information, these may be conducted as site visits with provider consent to entry and provision of information. The Commission may use monitoring or investigation powers to conduct site visits with consent, or without consent (by warrant) where deemed necessary.

3.2 Determining non-compliance

Responsibilities of approved providers are outlined in Chapter 4 of the Aged Care Act; the breach of which effectively triggers the Commission's compliance functions under Part 7B of the Commission Act and specified enforcement powers from the *Regulatory Powers (Standard Provisions) Act 2014* under Part 8A. Before taking compliance action, the Commission must be satisfied that the provider has failed or is failing to comply with one or more of its responsibilities³. A finding of non-compliance is a finding of fact that may be established by the existence of relevant information. Based on this information, the Commission has broad discretion to exercise its powers to take regulatory action if it is satisfied that non-compliance has occurred, is occurring, or may be occurring in the case of non-compliance with regard to incident management.

The Commission is not restricted to the consideration of any source or type of evidence in making a decision that a provider has not complied or is not complying with its responsibilities.

³ Or the Commission is aware of information that suggests that an approved provider may not be complying with incident management provisions.

The Commission applies good administrative decision-making to consider whether there is sufficient, relevant and reliable evidence to satisfy the Commission that a provider has failed, or is failing, to comply with its responsibilities. This requires the Commission to:

- identify which responsibilities the provider has or is failing to comply with
- assess the available information or evidence
- in circumstances other than where immediate and severe risk has been identified, give the provider the opportunity to respond to information adverse to their interests
- provide reasons for making the finding.

3.3 Determining a response to non-compliance

In determining the response to non-compliance, the Commission must take into account all relevant considerations in making an administrative decision, having regard to the subject matter, scope and purpose of the relevant legislation (Aged Care Act, Commission Act and the Rules) and not be guided by irrelevant considerations.

The Commission also considers the evidence in light of:

- harm to the safety, health, well-being and quality of life of consumers, consequence of failure in terms of the potential effect of the provider's actions on consumers through the management and delivery of care and services
- where relevant, trust of the provider (likelihood of managing harm) based on the extent to which the provider demonstrates effective leadership and governance to prevent and manage consumer risks, has a history of providing quality and safe care, monitors its own effectiveness and solves its quality problems.

The response to non-compliance will be appropriate to the level of severity and immediacy of the risk to consumers and will consider the most effective way to ensure that the provider complies with its responsibilities in a timely manner. The regulatory response may include one or more of the available regulatory or enforceable actions.

This approach is often represented in a regulatory pyramid with co-operative and persuasive approaches at its base and more specifically targeted and interventionist regulatory tools at the top. The Commission's Regulatory Pyramid is depicted in **Figure 1: The Commission's regulatory pyramid** (below). The diagram summarises the regulatory tools available to the Commission and places our powers within the context of the broader regulatory tools in aged care.

The type of action the Commission may take is also dependent on the provider's compliance posture as outlined in the Regulatory Pyramid. For example, if a provider of a service demonstrates it is willing and able to comply and to take all reasonable steps to do so, then the action it will face will be different from action taken for a provider that cuts corners on quality and safety or deliberately avoids compliance obligations and, perhaps, places consumers at risk of harm.

The regulatory responses to non-compliance that the Commission applies are illustrated in **Figure 2: Risk-Based Proportionate Regulatory Responses** (below).

Further information of how the Commission decides the appropriate regulatory response in dealing with non-compliance is provided at **Attachment A: Regulatory management** following non-compliance.

Figure 1: The Commission’s regulatory pyramid

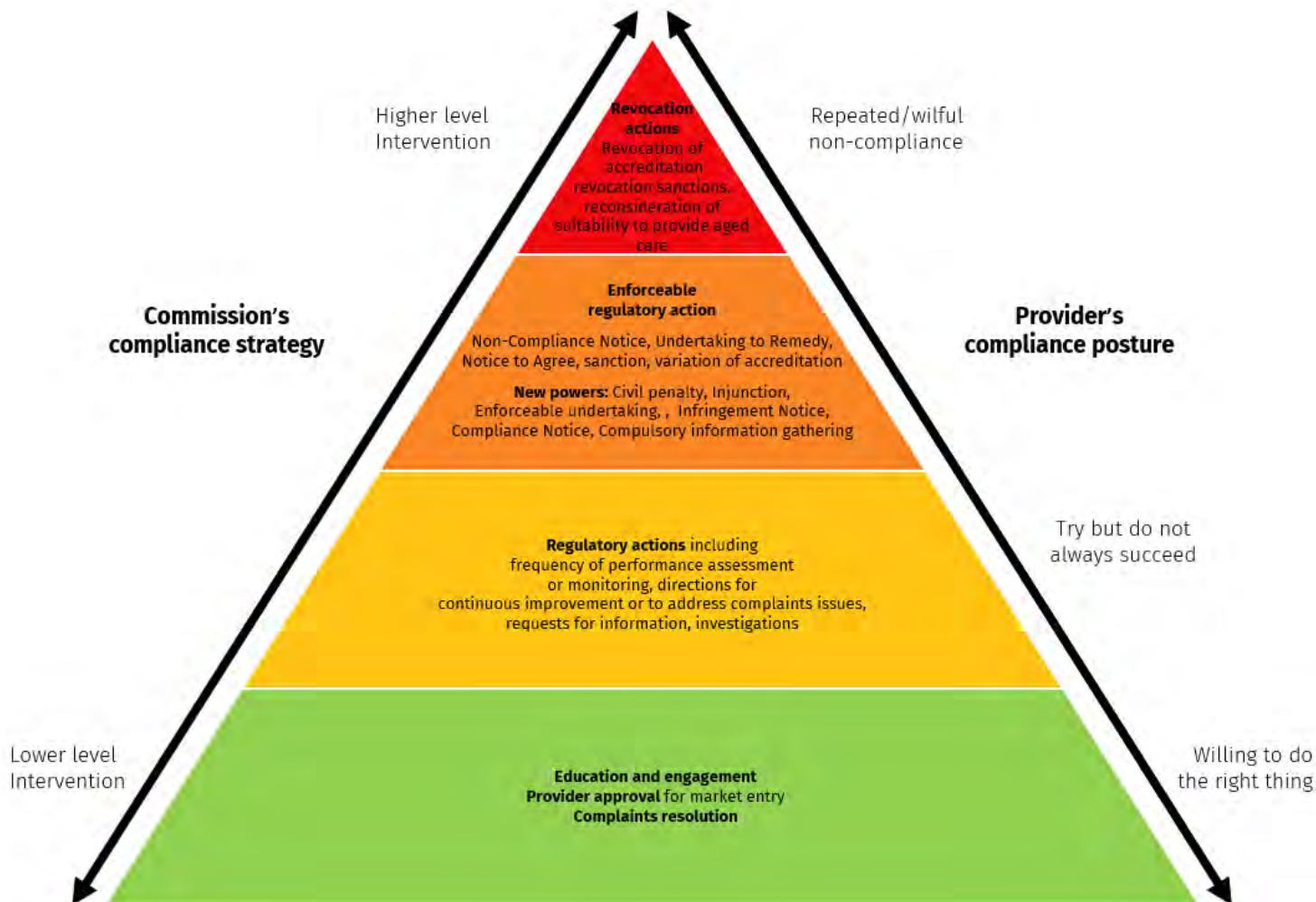
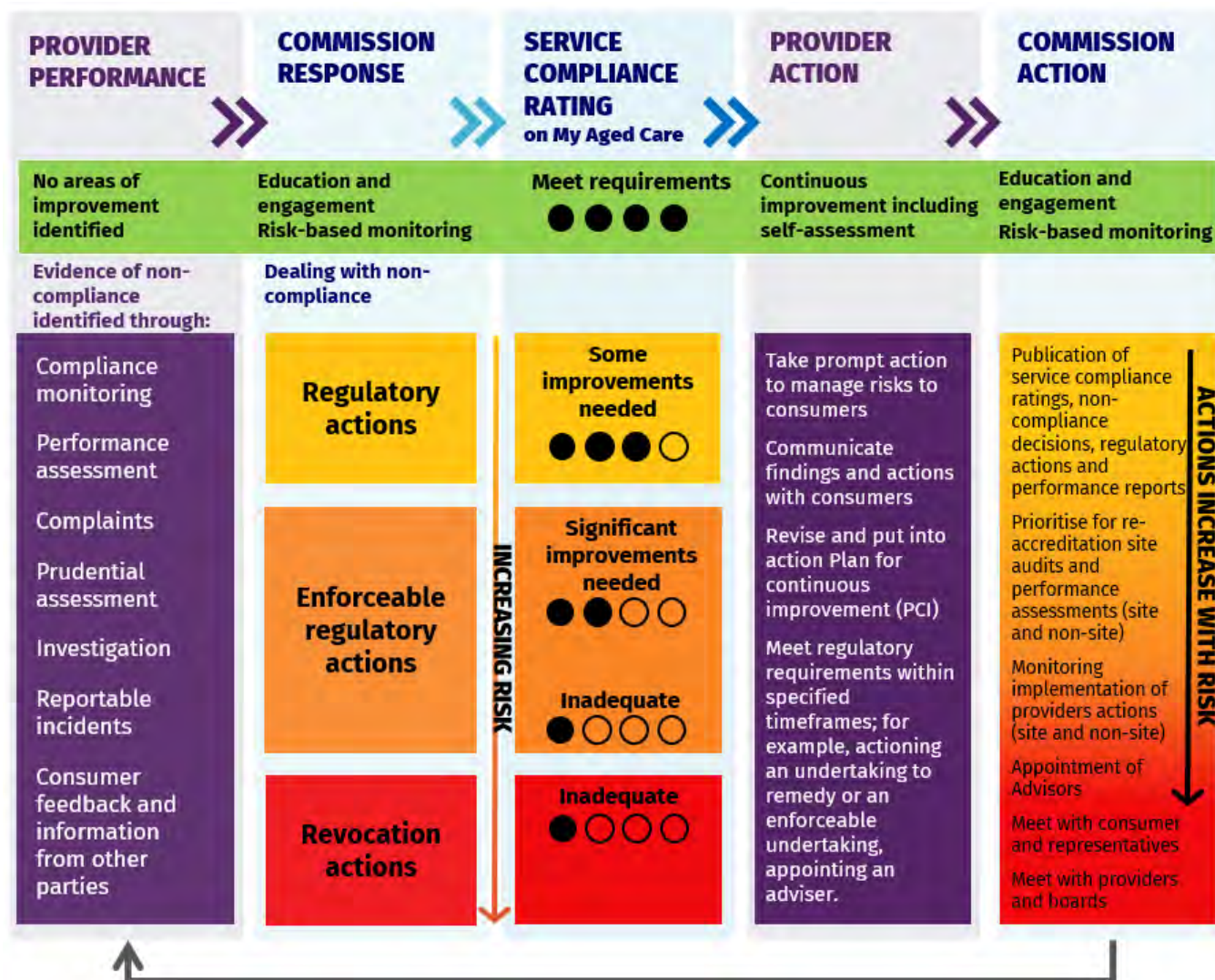


Figure 2: Risk-Based Proportionate Regulatory Responses



3.3.1 Systemic non-compliance

When there is evidence of a high impact and high prevalence risk or systemic non-compliance with a particular responsibility, the Commission can take a targeted approach to compliance and enforcement. This may be as a result of systemic non-compliance within the operations of a provider organisation (e.g. multiple services operated by the provider organisation are non-compliant with a particular responsibility or across various responsibilities) or it may be a trend identified across the broader sector.

The response to systemic non-compliance within a provider organisation will involve a targeted response with that provider in accordance with this policy. The Commission will determine which of its regulatory tools is the appropriate targeted response, including consideration of the enforceable regulatory actions available from 1 April 2021.

For example, a provider can voluntarily offer an enforceable undertaking to the Commission, agreeing to take specified action or refrain from taking specified action to address non-compliance with its responsibilities at one or more of its services. The Commission will decide whether it will accept the undertaking, giving consideration to whether there is a clear and timely pathway for the organisation to

ensure compliance with its responsibilities and that there is no immediate or significant risk of harm to consumers. Once accepted, the Commission can enforce the undertaking in court if necessary.

The response to sector-wide risks is likely to involve a coordinated approach to:

- communicate with consumers and providers about our concerns
- provide information and education to help providers mitigate the identified risks
- undertake investigations of providers
- follow up individual cases of non-compliance.

The Commission may also take a strategic campaign approach to sector improvement that can more effectively target resources to educate, deter non-compliance, hold providers to account, and enforce behaviour change as necessary. Campaign activities can involve other stakeholders and focus on certain types of potential harms, such as the inappropriate use of restrictive practices. This means adopting a more proactive planned approach and taking a range of complementary actions, including focusing compliance monitoring in a particular area to prevent consumer harm.

3.3.2 Non-compliance with reporting obligations

Providers have responsibilities under the Aged Care Act and associated Principles to report certain information to the Commission. This includes providing statements on financial and prudential matters, submitting data required under the Quality Indicator Program and making reports under the Serious Incident Response Scheme.

Where a provider fails to meet its reporting obligations, the Commission will consider a range of escalating regulatory actions. Depending on the nature and extent of the non-compliance, this may involve engaging with a provider via telephone/email, issuing a notice requiring the production of information, or taking enforceable regulatory action.

The Commission maintains a record of a provider's performance with its reporting requirements. This is considered in conjunction with other performance information, including quality of care, to determine the provider's overall risk profile and inform the Commission's response to the non-compliance issue(s). The approach taken will be proportionate and risk-based in accordance with this policy.

The Commission considers factors such as:

- the frequency and timeframe of the non-reporting
- the consequences of the non-reporting in relation to the risk of harm to consumers
- whether the provider has advised the Commission or the Department of Health (where relevant) of the reporting delay, provided a reasonable explanation for the delay and has a reasonable plan to comply with the requirement and ensure ongoing compliance.

3.4 Dealing with provider non-compliance

When responding to non-compliance by providers, the Commission takes into account all relevant considerations having regard to the scope and purpose of the Aged Care Act, Commission Act and the Rules, the risk to the safety, health, well-being and quality of life of consumers, and the extent to which the provider:

- has the appropriate leadership, governance and practices to prevent and manage consumer risks
- has a history of providing quality and safe care
- monitors its own effectiveness
- solves its quality problems.

As illustrated in **Figure 2: Risk-Based Proportionate Regulatory Responses** (above), the approach taken by the Commission will be proportionate and risk-based in accordance with this policy. For example, if a provider of a service demonstrates they are willing and able to comply and to take all reasonable steps to do so, the compliance and enforcement response will be different from action taken for a provider that is indifferent to providing quality and safe care, or deliberately avoids compliance obligations and may be placing consumers at risk of harm.

3.4.1 *Regulatory action*

Regulatory action may be considered where risk to consumers is assessed as low to medium. This approach reflects the level of trust and confidence the Commission has in the provider's motivation and capacity to manage the risk and rectify non-compliance. It signals to the provider where there has been a failure to meet responsibilities and encourages the provider to rectify the non-compliance and take action to sustain improvements.

Directions

A direction may be issued to a provider where the Commission is satisfied that the provider is not meeting its responsibilities. The direction will describe the actions to be taken by the provider (and the timeframes within which those actions must be taken) in order to comply with the Aged Care Act and the Rules or the Comprehensive Grant Agreement. If the provider fails to comply with this direction, compliance action may be taken against the provider.

For example, where there is non-compliance with the Quality Standards, the Commission may issue to the provider a direction to revise a plan for continuous improvement. If the Commission is not satisfied that improvements are being made to meet the Quality Standards as outlined in the plan for continuous improvement, then the Commission may escalate its enforceable regulatory action.

Directions are also available to the Commission when undertaking a complaints resolution process. If the Commission is concerned that a provider is not complying with its responsibilities, it will notify them through a Notice of Intention to Give Directions of the Commission's concerns and provide them with an opportunity to respond to those concerns. If a provider does not respond or does not satisfy the Commission that it is compliant with its responsibilities, the Commission may then issue the provider with directions.

Requests for information

Providers may be requested to provide any information or documents relating to the non-compliance such as: information about the measures taken to remedy the issue(s); self-assessments; financial reports or statements; and policies and procedures.

No Immediate Action

When a provider demonstrates that its non-compliance has been remedied, the Commission may decide that no immediate action will be taken in respect of that non-compliance. This will be communicated to the provider. However, a provider's record of non-compliance may be used by the Commission as part of its ongoing regulatory functions under the Commission Act. The record continues to be considered as part of the Commission's risk profiling of providers and services, assessment of risks to the delivery of quality and safe care for consumers on a case by case basis, and the prioritisation and scope of monitoring and performance assessment activities.

Other Commonwealth Funded Aged Care programs

Where the Commission finds that a provider of a National Aboriginal and Torres Strait Islander Flexible Aged Care Program service or Commonwealth Home Support Programme service is non-compliant with its funding agreement, its non-compliance may be reported to the Department of Health (and the Department of Social Services Community Grants Hub). The Department of Health may take action pursuant to the agreement, which may include suspending or reducing grant funding.

3.4.2 Enforceable regulatory actions

In cases where the risk to consumers is assessed as medium to severe, or where a provider has failed to remedy non-compliance following regulatory action, the Commission may respond with enforceable regulatory action. This level of regulation reflects the Commission's reduced confidence in the provider's motivation or capacity to address the non-compliance.

A range of tools is available to the Commission. The enforceable regulatory actions to be taken will be determined on a case by case basis, taking into account a range of factors, including:

- the nature of the non-compliance (minor or serious)
- the likelihood of further harm to the safety, health, well-being and quality of life of consumers
- the likelihood of the provider taking steps to minimise harm to consumers and implement actions to ensure compliance.

Enforceable regulatory action is intended to oblige the provider to take action to address quality and safety risks and to comply with its responsibilities as quickly as possible. Enforceable regulatory action also acts to deter the provider from future non-compliance. Where necessary, the Commission may also undertake orderly removal of the provider from the sector.

Compulsory information gathering powers

The Commission may issue a provider with a written notice requiring the provider to give the Commission specified information or documents required for the performance of the Commission's statutory functions, including dealing with non-compliance. The notice will indicate a reasonable time period in which the documents or information are to be produced. If the provider fails to comply with the notice, the provider may be subject to an offence of strict liability punishable through the imposition of penalty units.

Compliance notice

There are two types of compliance notices: an Incident Management Compliance Notice (IMCN) or a Restrictive Practices Compliance Notice (RPCN). The Commission may give a written compliance notice to an approved provider, where the Commission:

- is satisfied that a provider is not complying with the incident management or restrictive practices responsibilities within the Aged Care Act, or
- is aware of information that suggests that the provider may not be complying with the incident management or restrictive practices responsibilities within the Aged Care Act.

A compliance notice compels the provider to address the actual or possible non-compliance and will outline any action that the provider must take, or refrain from taking, within a reasonable time period.

The provider may be required to provide evidence of compliance to the Commission. Failure to comply with the notice within the specified time period may result in the imposition of a civil penalty (by the court) or sanctions. The Commission may decide to vary or revoke the compliance notice if appropriate to do so, and will consider any submissions from the provider in making this decision.

Unlike other enforceable regulatory actions, the Commission does not need to reach the same level of satisfaction that non-compliance has occurred or is occurring, before taking action. Specifically, where the Commission becomes aware that an approved provider may not be complying with its incident management or restrictive practices responsibilities under Chapter 4 of the Aged Care Act, the Commission can issue this notice to specify action/s a provider must take or refrain from taking, to mitigate risk of harm to consumers.

This type of compliance notice may be used where there is a risk of harm to consumers and the provider's response is insufficient at the time of the notice. The compliance notice is designed to elicit an immediate and proactive response outside the Non-Compliance Notice and sanctions pathway, however provider compliance with either an IMCN or a RPCN will be considered in deciding whether to impose sanctions.

Variation to reduce period of residential service accreditation

Accreditation against the Quality Standards is required of all Commonwealth-funded residential aged care services. Accreditation provides a different regulatory lever to promote continuous improvement and high quality care. Where the Commission is not satisfied that an accredited residential aged care service is meeting the Quality Standards and has low confidence in the approved provider's commitment to sustained continuous improvement with respect to that service, the Commission may decide to vary or reduce the period of accreditation for the aged care service. This may occur where the service is found to have significant non-compliance with the Quality Standards.

Non-Compliance Notice

A Non-Compliance Notice may be issued to the provider if the Commission is satisfied the provider is or has been non-compliant with one or more of its responsibilities under the Aged Care Act, but that the non-compliance does not pose an immediate and severe risk to the safety, health and well-being of consumers. This notice signals to the provider the Commission's intention to impose sanctions with respect to the non-compliance, sets out actions the provider is required to take to remedy the non-compliance, and gives the provider the opportunity to make submissions prior to the decision-maker deciding to impose one or more sanctions.

The Commission may, after considering submissions made by the provider, require the provider to give an undertaking about remedying the non-compliance, or decide to impose one or more sanctions on the provider.

Requirement to give an undertaking about remedying non-compliance

If the Commission is satisfied with the provider's response to a Non-Compliance Notice, for example the response outlines the proposed action to remedy the non-compliance or sets out an acceptable reason for the non-compliance, a Notice of Requirement to Give an Undertaking about Remedying the Non-Compliance (referred to as a Notice to Remedy) may be issued to the provider. This requires the provider to give to the Commission within 14 days after receiving the notice an Undertaking to Remedy the non-compliance referred to in the Non-Compliance Notice.

An Undertaking to Remedy must set out:

- what action the provider proposes to take to remedy the non-compliance
- the period in which the action is to be taken.

Failure to comply with the undertaking may result in a sanction being imposed or a Notice of Requirement to Agree to Certain Matters being issued.

Requirement to Agree to Certain Matters

In cases where the risk to consumers is assessed as high to severe, the Commission may consider revoking the provider's approval to deliver aged care through the revocation sanction. Before taking this step, the Commission may first issue the provider with a Notice of Requirement to Agree to Certain Matters (referred to as a Notice to Agree). This may occur where the Commission is satisfied that:

- the provider's non-compliance poses an immediate and severe risk to the safety, health and well-being of consumers
- the provider made submissions in response to a non-compliance notice that are unsatisfactory
- the provider has failed to give an undertaking to remedy its non-compliance when required to do so
- the provider has failed to comply with an undertaking to remedy its non-compliance.

A Notice to Agree allows the Commission to respond quickly and effectively to a provider's non-compliance with its aged care responsibilities and to positively direct change and improvement by requiring the provider to take action.

A Notice to Agree sets out actions a provider is required to take and informs the provider that if the provider does not agree to do those specified actions within necessary timeframes in accordance with the notice, its approval to provide Commonwealth-funded aged care will be revoked.

Examples of the actions the Commission can require a provider to agree to include:

- the appointment of an eligible adviser to assist the provider to comply with its responsibilities
- specific training for staff.

If the provider does not agree to do those specified actions in the notice, the Commission will impose the revocation sanction on the provider in relation to the non-compliance.

Infringement notice

If the Commission has reasonable grounds to believe that a provider has contravened a specified civil penalty provision or a specified offence provision in the Aged Care Act or the Commission Act, the Commission may issue an infringement notice within 12 months after the day on which the alleged contravention occurred. The infringement notice will include details of the provider's alleged contravention and the amount payable. The provider will then be required to either pay the amount specified in the notice, or challenge the notice in court and seek to have it set aside. Infringement notices may be used for isolated or non-systemic contraventions where there is no immediate or significant risk of harm to consumers, and where issuing the infringement notice is likely to result in positive change.

The following are subject to infringement notices:

Provision	Maximum penalty units
Failing to comply with a written notice to produce information or documents Offence under s74GA Commission Act	30 units
Failing to comply with requests for information regarding provider suitability and financial matters, including in relation to refundable accommodation deposits and accommodation bonds Offences under sections 9-2, 9-3A and 9-3B of the Aged Care Act	30 units
Civil penalty provisions	See below

What is a penalty unit?

A penalty unit is the base amount used to calculate the monetary penalty payable for a contravention of an offence or a civil penalty provision.

The maximum penalty units (as set out in the table) applicable to each provision demonstrate the seriousness of the breach/contravention. Where the breach is by a body corporate, such as a provider organisation, the maximum penalty payable is 5 times the prescribed penalty units. For example, one penalty unit currently equals \$222, so the maximum penalty for a failure to comply with a section 9-2 notice is 5×30 (penalty units) \times \$222 = \$33,300 (as at April 2021).

The penalty unit amount is subject to regular indexation under section s4AA of the *Crimes Act 1914*.

Enforceable undertaking

If the Commission and a provider reach agreement on a specified course of action to address any non-compliance, the Commission may accept an enforceable undertaking from the provider. The undertaking may indicate that a provider will take action to comply with its responsibilities under the Aged Care Act, or it will refrain from a specific action or it will take action to ensure that it does not contravene its responsibilities under the Aged Care Act.

The provider may seek to withdraw or vary an undertaking at any time (with the Commission's consent). Alternatively, the Commission may cancel the undertaking through written notice to the provider.

If the Commission considers that the provider has breached the undertaking, the Commission may apply to a relevant court to enforce the terms of the undertaking. An enforceable undertaking may be used when:

- the provider is willing and able to take steps to address the non-compliance
- a clear and timely pathway for ensuring compliance is included in the undertaking
- there is no immediate or significant risk of harm to consumers.

Injunction

Where a provider has engaged in, is engaging in, or is proposing to engage in conduct contravening its responsibilities under the Aged Care Act, the Commission may obtain an injunction through an application to a relevant court.

The injunction granted by the court may restrict the provider from engaging in the conduct and/or, if necessary, require them to do a specific thing. Should the provider refuse to comply with the injunction, the Commission may apply to the court to seek a further order directing the provider to comply with the injunction, and for the court to supervise the provider's compliance with the order if necessary.

An injunction may be used when:

- immediate court-enforced action is needed to respond to significant non-compliance by a provider with its responsibilities, where consumers are at risk of harm
- a provider has failed to respond to other regulatory action, and their action or inaction is causing or placing consumers at risk of harm.

Civil penalties

A civil penalty is a monetary penalty payable to the Commonwealth. Civil penalties are not criminal matters and do not result in conviction of an offence. In the case of a contravention of a specific civil penalty provision in the Commission Act or Aged Care Act, the Commission may apply to a relevant court to impose a civil penalty on an approved provider. The penalty may be of such value as deemed appropriate by the court, up to the maximum penalty specified by the relevant provision that has been contravened, as set out below:

Civil penalty provision	Maximum penalty units
Victimising/causing detriment to a person who has disclosed that they suspect a reportable incident has occurred (discloser) <i>s54-6(1) Aged Care Act</i>	500 units
Threatening to cause detriment to a discloser where it is intended to cause fear (or being reckless as to the fear caused) <i>S54-6(2) Aged Care Act</i>	500 units
Failure to comply with an Incident Management Compliance Notice <i>S74EE(3) Commission Act</i>	60 units
Failure to comply with a Restrictive Practices Compliance Notice <i>S74EE(3) Commission Act</i>	60 units

The Commission may apply to a court for a civil penalty order to be imposed when:

- a court-supervised order is needed to respond to significant non-compliance by a provider with its anti-victimisation and incident management responsibilities, where consumers or others are at risk of harm, or
- a provider has failed to respond to other regulatory actions designed to elicit positive change regarding these responsibilities.

Sanctions imposed

A sanction is imposed on a provider for non-compliance with its aged care responsibilities. Sanctions require the provider to remedy its non-compliance promptly and are intended to protect consumers – both future and present – and compel the provider to take action to implement changes and sustain compliance.

The Commission may impose one or more sanctions on the provider if the Commission is satisfied the provider has not complied, or is not complying, with its aged care responsibilities, and it is appropriate to impose those sanctions on the provider.

In deciding whether it is appropriate to impose sanctions, the Commission is required to consider the following matters:

- whether non-compliance threatens the health, welfare or interests of current consumers or would threaten the health, welfare or interests of future consumers (this is a paramount consideration)
- the nature of the non-compliance (minor or serious)
- whether non-compliance has occurred previously, and if so, how many times
- whether the provider has complied with an Undertaking to Remedy the non-compliance (if relevant)
- whether the provider has complied with a Notice to Agree (if relevant)
- desirability of deterring future non-compliance.

Where there is an immediate and severe risk to the safety, health or well-being of consumers as a result of the provider's non-compliance, the Commission may issue a Notice of Decision to Impose Sanctions without having issued a Non-Compliance Notice. In these circumstances, the Commission is not required to provide procedural fairness to the provider due to the immediate and severe risk to consumers. This is because the Commission Act dispenses the requirement for procedural fairness that can be afforded to the provider in these circumstances.

The Commission Act sets out the sanctions that can be imposed on approved providers. The following are some of the kinds of sanctions that can be imposed:

- revoking or suspending approval to be a provider of aged care services
- restricting the payment of subsidies under the Aged Care Act (i.e. the provider is not eligible to receive funding for new care recipients for the period of the sanction). This is one of the most common sanctions imposed on providers
- restricting approval to existing services or places
- revoking or suspending the existing allocation of places

- varying the conditions of approval for allocated places
- prohibiting the further allocation of places or the granting of approval for extra service status
- revoking or suspending extra service status or certification
- prohibiting the charging of accommodation charges or accommodation payments
- if the provider has charged an excessive accommodation payment or accommodation contribution, requiring the provider to refund the excess with interest
- if the provider has not refunded a refundable deposit balance, an accommodation bond balance, or an entry contribution balance as required, requiring the provider to do so (with interest)
- restricting, for a period, the use of a refundable deposit balance or an entry contribution balance paid to the approved provider to one or more permitted uses
- requiring repayment of grants.

The Commission may both require a provider to take certain actions and also impose sanctions where it is deemed appropriate and proportionate in order to address the non-compliance. For example:

- where there is an immediate and severe risk of harm to current and future consumers, and the provider has not demonstrated effective leadership and governance to manage those risks, the Commission may:
 - require the provider to agree to appoint an independent adviser through a Notice of Requirement to Agree to Certain Matters (desired outcome is to improve provider governance)
 - impose a sanction to restrict the payment of subsidies (i.e. the provider is not eligible to receive funding for new care recipients for the period of the sanction, with the desired outcome is to mitigate risk of harm).
- following an investigation that identifies immediate and severe risk to consumers through a repeated failure to report incidents involving unreasonable use of force or failure to use restrictive practices as specified in the Aged Care Act and Principles, the Commission may:
 - issue an Incident Management Compliance Notice requiring the provider to improve its incident reporting, management and prevention processes (desired outcome is to prompt quick action in relation to incident management obligations)
 - issue a Restrictive Practices Compliance Notice requiring the provider to cease or reduce use of restrictive practices or requiring the provider to cease or reduce inappropriate application of emergency use restrictive practices
 - impose a sanction restricting the payment of subsidies (i.e. the provider is not eligible to receive funding for new care recipients for the period of the sanction), with the desired outcome is to mitigate risk of harm until remedial actions have been effectively implemented.

3.4.3 *Revocation actions*

In cases of serious non-compliance (i.e. where the risk to consumers is severe, or where a provider has failed to remedy non-compliance, or the provider is no longer suitable to provide aged care) the Commission may respond by revoking accreditation of a residential aged care service or revoking provider approval to provide aged care. This may occur through a sanction, or through reconsideration of the provider's suitability to deliver aged care. This level of regulation reflects a complete lack of trust in the provider's suitability to provide care.

Revocation of residential service accreditation

Where the provider of an accredited residential aged care service is found to have significant non-compliance with the Quality Standards or the Commission has low confidence in the approved provider's commitment to continuous improvement with respect to that service, the Commission may decide not to re-accredit a residential aged care service, accredit the service for a shorter or varied period or to revoke accreditation. Where the Commission decides not to re-accredit a residential aged care service or to revoke accreditation, a provider may apply for re-accreditation of a previously accredited service and will be required to undergo a site audit and demonstrate that the service is meeting the Quality Standards.

Revocation sanction imposed

Where a provider's non-compliance is particularly serious (e.g. systematic, repeated, wilful or criminal) the Commission may expedite the provider's exit from the sector through issuing a revocation sanction.

Reconsideration of suitability to provide aged care

In managing non-compliance, the Commission may consider the provider's suitability to be an approved provider. The consequence of revocation is cessation of Commonwealth subsidies for the provision of care and services. The Commission Act sets out the matters that must be considered in relation to the provider's suitability as an approved provider. Before deciding to revoke the approval, the Commission must:

- notify the provider that revocation is being considered
- set out the reasons for considering revocation
- invite the provider to make a submission
- advise the provider of when any revocation may take effect if no submission is made within a specified period.

3.5 **Managing non-compliance**

The Commission monitors how a provider responds to compliance and enforcement action. Where there is non-compliance with a provider's responsibilities, the Commission develops a response plan setting out planned activities that will be undertaken by the Commission to manage and monitor implementation of required actions by the provider of the service to ensure compliance.

The form and frequency of monitoring will depend on the nature of the non-compliance, the level of risk to consumers and the willingness and assessed capacity of the provider to implement actions to ensure compliance with its responsibilities.

Provider action

The Commission expects providers to focus on addressing areas of non-compliance to ensure that required standards of care and responsibilities as a provider are met. This includes providers:

- taking prompt action to manage risks to consumers and address non-compliance
- communicating findings with consumers
- revising their plan for continuous improvement and demonstrating a commitment to sustained compliance
- meeting regulatory requirements within specified timeframes, for example, by actioning and implementing a revised plan for continuous improvement or undertaking to remedy, or appointing an adviser
- monitoring and evaluating outcomes for consumers.

Appointment of an adviser

A Notice to Agree may require an approved provider to appoint an adviser to protect and enhance the safety and well-being of consumers to support compliance. Alternatively, an adviser could be appointed through an enforceable undertaking or be required by an injunction. Where this is a requirement, the provider will be required to appoint an eligible adviser at its own expense and notify the Commission within a specified period that it has made the appointment. The Commission will liaise with the provider and the adviser for the period of the compliance action. The adviser must have appropriate qualifications, skills or experience to help the provider rectify the situation.

3.6 Referral to other organisations

At any stage, a referral may be made to another organisation for action or as information. The following are examples of referrals that may be made:

- the Department of Health and Department of Social Services Community Grants Hub, in relation to Commonwealth Home Support Programme providers
- the Department of Health, to notify of financial viability concerns regarding an aged care provider
- the NDIS Quality and Safeguards Commission, where an NDIS participant is a party to a reportable incident under the Serious Incident Response Scheme or complaint under the Complaint Resolution Scheme
- Services Australia, in relation to aged care payments management including fraud investigation – compliance officers may identify that a provider has received an overpayment in financial subsidy, and overpayments may reflect fraudulent activity against the aged care program
- Services Australia, in relation to the event of a closure of a service, so that subsidy payments cease, and arrangements can be organised for those consumers relocating to other services
- the relevant State Coroner, in relation to an investigation of the circumstances surrounding all reportable deaths.

- the relevant federal, state or territory police force, for matters involving a possible crime or for performing and coordinating emergency and rescue operations
- Australian Health Professionals Registration Authority (AHPRA), for concerns about the conduct of health professionals and any matters regarding national registration and accreditation
- the Australian Competition and Consumer Commission, in relation to overcharging or unlawful charging of aged care fees
- State authorities responsible for the investigation of conduct of unregistered health care workers.

Where the Commission has gathered evidence, this may result in a referral to another government agency or regulator. Any evidence or allegation of criminal activity is referred to the police with relevant jurisdiction.

4. Communication with consumers and their representatives

Where the Commission has found the provider to be non-compliant with its responsibilities, the provider is expected to advise consumers at the affected service of the non-compliance. Any incidents that have caused harm or had the potential to harm consumers should be discussed with consumers, their family, carers and other people who support them.

There is an expectation that a provider in these circumstances will practise open disclosure. This means to express regret, provide a factual explanation of what happened, the potential consequences, and what steps are being taken to manage the issue and prevent a similar event occurring again.

Where sanctions are imposed or certain other enforceable regulatory actions are taken, the Commission may require the provider to hold a meeting with consumers and representatives at the service to explain the non-compliance, and the actions to be taken to correct it. It is expected that providers will communicate and engage with consumers about what they are doing to address the non-compliance to ensure consumers understand what is occurring to implement and sustain improvements.

Direct communication and engagement with consumers and their representatives may also be undertaken by the Commission.

5. Publication of compliance outcomes

The Commission may publish certain information on the Commission website, as permitted under the Rules. The Commission also makes publicly available outcomes of its regulatory and complaints functions to ensure transparency and visibility to:

- help consumers make informed choices about aged care services
- drive improvements in the quality and safety of aged care services
- enable providers to benchmark their performance, manage risks and undertake continuous improvement
- inform the public about the Commission's work.

The following information regarding the Commission’s compliance decisions and actions is published either on the Commission’s website or My Aged Care:

- performance reports for aged care services following a performance assessment against the Quality Standards
- accreditation decisions for residential services
- Service Compliance Rating for residential services
- a non-compliance register
- information on directions
- information regarding enforceable regulatory actions
- information regarding revocation actions.

5.1 Service Compliance Rating

The Service Compliance Rating on the [My Aged Care website](#)⁴ is based on existing compliance and enforcement decisions of the Commission and signifies a service’s compliance status.

The performance of each service is categorised as a dot rating out of four. This rating is based on a service’s current compliance status, using the criteria shown in **Figure 3: Service Compliance Rating** (below).

If and when the Commission is satisfied the service has implemented actions to ensure compliance with its responsibilities, the Service Compliance Rating will revert to a four-dot rating. In most cases this will be based on evidence considered by the Commission at the end of a compliance management plan, or where there is a sanction, at expiry of the sanction period.

Refer to the [Commission’s Regulatory Bulletin RB 2020-11: Publication of provider performance information](#)⁵ for further information.

Figure 3: Service Compliance Rating

Dot rating	Reason for rating	Description of rating on My Aged Care website
Four dots	No areas for improvement identified	Meets requirements
Three dots	Areas for improvement identified	Some improvements needed
Two dots	Non-compliance leading to enforceable regulatory action such as non-compliance notice	Significant improvements needed
One dot	Serious non-compliance leading to enforceable regulatory action such as sanction or notice to agree	Inadequate

⁴ <https://www.myagedcare.gov.au/>

⁵ <https://www.agedcarequality.gov.au/resources/rb-2020-11-publication-provider-performance-information>

6. Procedural fairness

The Commission must afford providers procedural fairness in line with the requirements of its legislative framework. Wherever possible, providers will be given an opportunity to respond to evidence that is adverse against the provider's interest and findings of fact made by the Commission.

However, where the Commission is satisfied that a provider's non-compliance puts consumers at immediate and severe risk, it can and will take compliance action without first affording the provider an opportunity to respond.

Notably, the Commission may also give a provider a compliance notice for actual or possible non-compliance with its incident management and/or restrictive practices responsibilities, without first affording the provider an opportunity to respond, where early regulatory engagement is required to mitigate risk regarding those responsibilities.

7. Review of decisions

Where a person or body is not satisfied with a decision made by the Commission, they may be able to request reconsideration or seek review of the decision. There are various avenues for merits and judicial review of certain Commission decisions.

7.1 Merits review

Where decisions are reviewable, a provider may seek reconsideration of the decision by the Commission.

The following decisions are reviewable decisions:

- a decision not to approve a person or body as a provider of aged care
- a decision not to revoke the approval of an approved provider
- a decision to revoke the approval of a person or body as a provider of aged care
- a decision to impose a sanction on a person or body
- a decision not to lift a sanction imposed on an approved provider
- a decision not to accredit a commencing service
- a decision not to re-accredit a recommencing or residential service
- a decision to revoke accreditation of an accredited service
- a decision to vary an accredited service's period of accreditation
- a decision on an accredited service's period of accreditation
- a decision to give a compliance notice to an approved provider.

If a provider is not satisfied with the internal review of a decision within the Commission, it is able to seek review of the reconsideration decision by the Administrative Appeals Tribunal (AAT). The AAT may then undertake a second-tier review.

7.2 External scrutiny

In addition to seeking a merits review of a reviewable decision, a provider may also seek judicial review of administrative decisions. Judicial review of administrative decisions is concerned with whether the decision is lawful.

Another possible avenue of review is the Commonwealth Ombudsman. The Commonwealth Ombudsman can investigate the administrative decisions of the Commission, either following a complaint or on its own motion, and determine whether the decision was wrong, improperly discriminatory, involved a mistake of fact or law, or was unjust, unreasonable or oppressive.

Following an investigation, the Ombudsman can recommend remedial action if the Commission has acted defectively but has no power to overturn the decision. In some circumstances, the Ombudsman may inform the Prime Minister of matters or make special reports to Parliament.

The Commission's performance as a regulator more broadly is subject to the Regulator Performance Framework. The Commission assesses its performance against the framework and publishes it on its website.

Attachment A: Regulatory management following non-compliance

	Overview of Commission response	Type of action	Action description
Regulatory action	<p>Regulatory action may apply where risk is assessed as low to medium⁶. Regulatory engagement allows the Commission to bring the non-compliance to a provider's attention and encourages the provider to rectify the non-compliance.</p>	<p>Direction to revise plan for continuous improvement (where there is non-compliance with the Quality Standards)</p>	<p>The Commission issues to the provider a direction to revise the plan for continuous improvement for the service. The revised plan must be given to the Commission. If the Commission is not satisfied that necessary improvements are being made to meet the Quality Standards as outlined in the plan for continuous improvement, then the Commission may take enforceable regulatory action.</p>
		<p>Complaints Direction (when undertaking a complaints resolution process)</p>	<p>If the Commission is concerned that a provider is not complying with its responsibilities, it will notify the provider of the Commission's concerns and provide them with an opportunity to respond to those concerns. Directions outline the actions the provider is required to undertake (including necessary time periods) in order to meet its responsibilities.</p>
		<p>Frequency of performance assessment or monitoring</p>	<p>The Commission will determine both the form and frequency of performance assessment or monitoring contact with the provider following review of the provider's revised plan for continuous improvement.</p>
		<p>Requests for information and provider engagement</p>	<p>The Commission may request information from the provider and increase engagement to support compliance.</p>

⁶ In assessing risk, the Commission considers both harm to the safety, health, well-being and quality of life of consumers; and trust of the provider (likelihood of managing harm) if relevant.

	Overview of Commission response	Type of action	Action description
Enforceable regulatory action	<p>Enforceable regulatory action may apply where risk is assessed as medium to severe or where a provider has failed to remedy non-compliance following regulatory action.</p> <p>Enforceable regulatory action allows the Commission to actively encourage the provider to comply with its responsibilities as quickly as possible and/or to deter the provider from future non-compliance.</p>	Compulsory information gathering	The Commission may issue a written notice to a provider requiring the provider to give the Commission information or documents specified in the notice. The notice will indicate a reasonable time period in which the documents or information are to be produced.
		Compliance Notice	The Commission may issue an Incident Management Compliance Notice (IMCN) or Restrictive Practices Compliance Notice (RPCN) if it is satisfied that a provider is not complying with the relevant provisions of the Aged Care Act, or is aware of information that suggests that the provider may not be complying with the relevant provisions. The compliance notice will require the provider to address the actual or possible non-compliance within a reasonable timeframe.
		Variation to reduce period of residential service accreditation	For residential services, where a review audit has been completed, the Commission will consider the audit report, the provider's response to the report and other relevant matters such as the service's compliance history and whether the provider has demonstrated commitment to continuous improvement of the service with respect to the Quality Standards.
		Non-Compliance Notice (NCN)	An NCN is issued to the provider if the Commission is satisfied that a provider is non-compliant with its responsibilities (other than the responsibility referred to in paragraph 63-1(1)(k) or (l) of the Aged Care Act), and there is no immediate and severe risk to the safety, health and well-being of the consumer.
			The Commission may then decide to vary to reduce the period of accreditation of the service.
			The NCN advises the provider of the non-compliance, sets out actions the provider is required to take to remedy the non-compliance and gives the provider the opportunity to respond prior to the decision-maker deciding whether to impose sanctions.

	Overview of Commission response	Type of action	Action description
Enforceable regulatory action		Requirement to give an undertaking about remedying non-compliance (Undertaking to Remedy)	<p>If the delegate is satisfied with the provider's response to an NCN, for example, the response outlines the proposed action to remedy the non-compliance; or sets out an acceptable reason for the non-compliance; or is otherwise satisfactory, a Notice to Remedy (NTR) may be issued to the provider.</p> <p>An NTR requires the provider to give to the Commission, within 14 days after receiving the NCN, an Undertaking to Remedy the non-compliance mentioned in the NCN.</p>
		Requirement to Agree to Certain Matters (Notice to Agree)*	<p>In cases where the risk to consumers is assessed as high to severe and an approved provider's non-compliance has resulted in the Commission considering revoking its approval to deliver aged care through a sanction, the Commission may – in certain circumstances – first issue the provider a Notice of Requirement to Agree to Certain Matters (NTA)*.</p> <p>An NTA sets out actions a provider is required to take and informs the provider that if the provider does not agree to do those specified actions within necessary timeframes in accordance with the NTA, its approval to provide Commonwealth-funded aged care will be revoked.</p>
		Infringement notice	<p>An infringement notice may be issued if the Commission believes on reasonable grounds that a provider has contravened a specified civil penalty provision or offence provision in the Aged Care Act or the Commission Act. The infringement notice will include details such as the alleged contravention and the amount payable. The provider is then required to either pay the specified amount or seek a court order to have the notice set aside.</p>

* The Commission may issue both an NTA and a Notice of Decision to Impose Sanctions in response to a provider's non-compliance.

	Overview of Commission response	Type of action	Action description
Enforceable regulatory action		Enforceable Undertaking	<p>The Commission may accept an enforceable undertaking from a provider, where the Commission and the provider have reached agreement on a course of action to ensure that the provider complies with its aged care responsibilities.</p> <p>The Commission may cancel the undertaking and the provider may withdraw or vary the undertaking with the consent of the Commission. If the Commission considers that the provider has breached an undertaking, it may apply to a relevant court to enforce the terms of the undertaking.</p>
		Injunction	<p>The Commission may seek an injunction if a provider has engaged, or intends to engage, in conduct which contravenes the provider's aged care responsibilities. The injunction may restrain the provider from engaging in the conduct, and if necessary, require the provider to do a specific thing.</p> <p>The Commission may seek an injunction through an application to a relevant court.</p>
		Civil Penalties	<p>A civil penalty may be imposed by a relevant court on application by the Commission for contraventions of specified civil penalty provisions in the Aged Care Act or the Commission Act. These situations may involve a provider who has failed to comply with an Incident Management Compliance Notice or a Restrictive Practices Compliance Notice or has contravened the anti-victimisation provisions in the Aged Care Act.</p> <p>A civil penalty is a monetary penalty that is payable to the Commonwealth, with the appropriate amount determined by the relevant court.</p>

	Overview of Commission response	Type of action	Action description
Enforceable regulatory action		Sanctions Imposed*	<p>If the delegate is satisfied that the provider has not complied or is not complying with its aged care responsibilities, and it is appropriate to impose sanctions on the provider, the Commission may issue a Notice of Decision to Impose Sanctions*. This notifies the provider, in writing, of the delegate's decision to impose one or more sanctions on the provider.</p> <p>For example, the Commission may consider it appropriate to impose sanctions on a provider where it is not satisfied with the provider's response to the NCN; or there is immediate and severe risk (see below); or a provider has not complied with an NTA.</p>
		<p>Immediate and severe risk</p> <p>Where there is evidence of non-compliance against the Quality Standards, the Commission considers the potential risk to consumers posed by the non-compliance. The Commission will consider if the risk is both immediate and severe.</p> <p>In cases where it has been determined that a provider's non-compliance poses an immediate and severe risk to consumers, the Commission may respond by issuing a sanction.</p> <p>In these circumstances procedural fairness considerations do not apply.</p>	
Revocation	<p>Revocation may apply where assessed risk is severe.</p> <p>The Commission considers a provider's suitability to be an approved provider of aged care services.</p>	Revocation of accreditation	<p>For residential services, where a site audit or review audit has been completed, the Commission may decide to not re-accredit a service (site audit) or to revoke accreditation of a service (site audit or review audit).</p>
		Revocation action	<p>Revocation of approved provider status can be initiated by the Commission either:</p> <ul style="list-style-type: none"> • as a result of sanctions or failure to comply with the avoidance provisions of a sanction • because the provider has ceased to be suitable for approval.

IN THE FAIR WORK COMMISSION

Matter No: AM2018/26

Matter: 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010*

WITNESS STATEMENT OF CHRISTOPHER NILLSEN

I, Christopher Nilsen, of [REDACTED] say as follows:

1. I have been employed by Life Without Barriers (**LWB**) since April 2015.
2. I am currently employed in the position of Project Manager – Shared Services. I have been employed in this position for approximately 2 years.
3. Members of LWB's Shared Services Team undertake a range of duties including the following:
 - (a) Providing support to other parts of LWB in respect of LWB's payroll, rostering, and time and attendance systems (**LWB Systems**).
 - (b) Overseeing the administration of the LWB Systems.
 - (c) Administering and supporting other Shared Services functions and projects, including accounts payable, accounts receivable, payroll and probity.
4. In my role, I am required to oversee, plan, implement, drive and manage projects associated with a range of matters including the LWB Systems. These projects commonly involve the implementation of changes to the systems and / or business processes.
5. My first role with LWB was in its human resources team. I worked in this role for approximately 12 months. Since then, I have worked in the Shared Services Team.

Previous Experience with LWB's Systems

6. Over the course of my employment with LWB, I have been involved in a number of projects relating to major systems changes, which have required me to:
 - (a) Identify changes required to the LWB Systems in order to ensure that they reflect the terms and conditions prescribed by the relevant modern award and / or enterprise agreement.
 - (b) Liaise with internal stakeholders (including LWB's human resources team, payroll team, systems administrators, information and communications technology team and client services staff) in relation to the identification and implementation of changes to the LWB Systems.
 - (c) Oversee and drive the process of implementing the necessary changes.
 - (d) Assess the nature and extent of the time and resources required in order to implement necessary changes to the LWB Systems.
 - (e) Liaise with external stakeholders, including the software providers of the LWB Systems as well as other organisations that provide services to LWB regarding the operation of those systems (**Vendors**).
7. Examples of specific projects that I was involved in are described below.
8. In 2019, the Victorian Department of Health and Human Services (**DHHS**) divested the provision of various disability services in Victoria to LWB. As a result, LWB acquired approximately 1,200 DHHS employees. It is my understanding that an enterprise agreement applied to them. LWB consequently made significant changes to the relevant LWB Systems in order to ensure that they reflected and recognised the terms and conditions of employment applicable under that enterprise agreement.
9. This project involved a dedicated team of 9 employees, whose primary focus for a period of approximately 12 months was the implementation of the required systems changes. Members of the team regularly performed significant amounts

of overtime for the purposes of facilitating the implementation of the requisite systems changes within the timeframes required.

10. Similarly, in 2020 – 2021, the relevant LWB Systems required modification to reflect a change to the instrument applying to employees engaged in the ACT who were previously employed by DUO Services Australia Ltd (**DUO**). DUO was acquired by LWB. It is my understanding that whilst an enterprise agreement used to apply to those employees, from April 2021, the *Social, Community, Home Care and Disability Services Industry Award 2010* (**Award**) has applied to the employees.
11. As a result, the relevant LWB Systems required reconfiguration, in order to ensure that the employees were paid and rostered in accordance with the Award.
12. I have also been involved in similar projects that arose from the divestment of services from the New South Wales Government in February 2018, the acquisition of disability services provided by Response Services Incorporated in 2018, and the acquisition by LWB of a portion of Moira Limited's disability services in 2019.

The LWB Systems

13. There are a number of LWB Systems. These systems are used in respect of employees covered by the Award as well as other modern awards and enterprise agreements. This statement relates only to the LWB Systems used in respect of employees to whom LWB applies the Award.
14. In combination, the LWB Systems provide LWB with the capability to prepare and communicate rosters, record time and attendance at work by employees and execute payroll processes in accordance with the Award.
15. In broad terms, the rostering systems used by LWB serve the following functions:
 - (a) They specify the time, duration and type of each shift.
 - (b) They specify the types of penalties and allowances that may be applicable to each shift or part of a shift.

- (c) They are underpinned by rules and mechanisms that are directed towards ensuring that appropriate breaks are provided between shifts.
 - (d) They provide for the ability to identify and manage broken shifts.
16. The time and attendance systems used by LWB facilitate:
- (a) The recording of start and finish times.
 - (b) The recording of leave taken by employees, including the duration and type of leave taken.
 - (c) The recording of the type of shift worked by an employee.
17. The payroll system used by LWB serves the following functions:
- (a) It applies the relevant rates of pay to the hours of work performed, including allowances and penalties.
 - (b) It records employees' leave balances and accruals.
 - (c) It stores relevant employee data which is required to properly administer the terms and conditions of the Award (for example, whether the employee is a casual, part-time or full-time employee, their classification level and so on).
18. The LWB Systems used in respect of the employees to whom LWB applies the Award are as follows.
19. *First*, [REDACTED] is used for its rostering and time and attendance functions. In particular, [REDACTED] is utilised for the creation of rosters and to provide:
- (a) Employees with the ability to view and access their roster through an application called [REDACTED] [REDACTED] is a web-based application designed for mobile phones, which will work on any device that has a web browser. It is accessed through a website.
 - (b) Employees with the ability to record their time and attendance via [REDACTED]

- (c) Managers with the ability to approve an employee's time and attendance data for a particular pay period.
 - (d) LWB with the ability to export an employee's time and attendance and roster data.
 - (e) LWB with the ability to bill clients for services using the roster and time and attendance data recorded in [REDACTED]
20. The software provider of [REDACTED] is [REDACTED] which is a subsidiary of [REDACTED]
21. *Second*, [REDACTED] is used by LWB for the purposes of rostering and recording time and attendance.
22. [REDACTED] is marketed as a software that is designed specifically for the aged and disability care sectors. Despite this, the system requires modification in order to ensure that it reflects the way in which the Award applies to individual organisations, having regard to their business operations.
23. [REDACTED] is used in the following ways:
- (a) Time and attendance are recorded by employees via a paper timesheet, which managers then use to update [REDACTED] with the employee's time and attendance data.
 - (b) The time and attendance data, as well as some detail of the type of shift worked by the employee is then exported by the manager to LWB's payroll team.
 - (c) Members of the payroll team then conduct a manual award interpretation process to assess how much an employee is to be paid for each pay cycle.
 - (d) LWB's clients are billed for services using the roster and time and attendance data recorded in [REDACTED]
24. The software provider of [REDACTED] is [REDACTED]

25. Third, [REDACTED] is used for different purposes in respect of different cohorts of employees.
26. In the [REDACTED] [REDACTED] is used for rostering and recording time and attendance in respect of employees providing disability services. 'Rostering Officers' create a roster which can be accessed by employees through the [REDACTED] mobile application. When attending a shift, employees electronically record their start and finish times using the application. The combination of the time and attendance data recorded by the employee and the details of the shift in the roster form an employee's 'timecard'. The timecard is submitted for approval by the employee's manager, and once approved, it is passed through to the payroll system for payment. This process is undertaken for each pay period. Further, LWB's clients are billed for services using the roster and time and attendance data in [REDACTED]
27. In [REDACTED] [REDACTED] is used for recording time and attendance in respect of employees providing disability services. Employees complete a paper sign on sheet when attending work. A copy of the sign-on sheet is provided to 'Roster Officers', who enter the working hours into [REDACTED].
28. [REDACTED] is used in the remaining instances to record time and attendance of employees providing disability, mental health, child, youth and family services work. Each pay period, employees enter the details of the shifts they worked into [REDACTED] including start and finish times and the type of shift worked.
29. LWB has most recently accessed software consulting services in respect of [REDACTED] from [REDACTED]. As a result, [REDACTED] has reviewed and considered the way in which [REDACTED] has been configured for LWB as well as LWB's operational circumstances. LWB has previously accessed the services of other providers in respect of [REDACTED] however those providers did not demonstrate the capability to satisfy LWB's requirements. For these reasons, [REDACTED] remains LWB's preferred supplier of software consulting services in respect of [REDACTED].
30. I am not authorised to access such services from another provider in respect of [REDACTED]. In order for LWB to access such services, it would need to follow its 'Procurement Procedure' by obtaining quotations from at least three vendors and

conducting a formal evaluation process before making a determination as to which provider it will rely on. This is a lengthy process, which can take several weeks to complete.

31. *Fourth*, [REDACTED] is used [REDACTED] [REDACTED] for the purposes of preparing and communicating rosters. Rosters are built in [REDACTED] and can be accessed by employees via the [REDACTED] mobile application. LWB's clients are billed for services using the roster data in [REDACTED] and the time and attendance data in [REDACTED]
32. [REDACTED] is the vendor for [REDACTED]
33. *Fifth*, [REDACTED] is the payroll system used by LWB. [REDACTED]
 - (a) Receives time and attendance data from the various systems described above and applies the relevant terms and conditions of employment to that information; including applicable rates of pay, leave accruals, leave balance adjustments and so on, in order to deliver pay and other benefits to LWB's employees.
 - (b) Administers the payment of wages to employees.
 - (c) Stores employee data, including employee numbers, employee position titles, contracted hours, type of employment and classification level.
34. *Finally*, manual paper-based time sheets and spreadsheet-based rostering methods are also used in respect of certain subsets of employees.
35. A summary of the LWB Systems used by LWB in respect of employees covered by the Award is outlined in the table below, along with an identification of the groups of employees to whom they relate:

Business area	Rostering	Time and Attendance	Payroll	Approximate number of employees
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

The Fair Work Commission's Decision

36. It is my understanding that LWB applies the Award to a large proportion of employees who provide aged care and disability services.
37. It is my understanding that the Fair Work Commission (**Commission**) has decided that the Award will be varied in various ways, including in the following respects:
- (a) All part-time and casual employees must be paid for at least two hours, for each shift and for each portion of a broken shift (**Minimum Payment Changes**).
 - (b) A shift can only be broken once. A shift may be broken twice if the employee agrees. Agreement will be required on each occasion (**Broken Shift Changes**).
 - (c) A broken shift allowance may be payable for each broken shift that an employee is required to work. The quantum of the allowance would depend on the number of times the shift is broken.
 - (d) A new mechanism will be introduced for part-time employees who regularly work additional hours, to request that their guaranteed hours be reviewed and increased (**Part-time Changes**).

- (e) A variation to the client cancellation clause, which will apply to disability service employees in addition to home care employees. The clause will also be varied to:
- (i) Remove the ability to withhold payment from an employee for a cancelled shift. An employer will no longer be permitted to cancel an employee's home care shift if the client cancels the shift by 5.00pm the previous day.
 - (ii) In the event of a client cancellation, an employer may direct an employee to perform other work at the same time. Alternatively, the employee must be paid for the shift or given make-up time over the coming 6 week period. It has provisionally been decided by the Commission that the option of affording make-up time will only be available if more than 12 hours' notice is provided and if the client cannot be charged for the service.

(Client Cancellation Changes)

- (f) A proposed remote response / recall to work clause which would apply in circumstances where an employee is required to perform work remotely, away from their usual workplace, outside their ordinary hours of work (**Remote Response Changes**). It is my understanding that the form of the proposed clause has not yet been finalised.
- (g) The Award will provide for reimbursement for reasonable costs associated with the cleaning or replacement of personal clothing which has been soiled or damaged in the course of employment (**Damaged Clothing Changes**). It is my understanding that the form of the proposed clause has not yet been finalised.
38. It is my understanding that the Commission has provisionally decided that the above changes will commence operation from 1 October 2021.

Changes Required to the LWB Systems & Business Processes – Overview

39. Since the Commission made its decision to vary the Award, LWB has been giving consideration to the steps that it will need to take in order to ensure that the LWB Systems accurately interpret and apply the new and revised provisions of the Award, as they will apply once the Award has been varied. It has also taken steps to assess the extent to which it will need to implement new and / or revised processes, policies and protocols in light of the variations to be made to the Award.
40. I have been directed by LWB to develop, implement and oversee a project that is directed towards implementing the specific changes that are required to be made to the LWB Systems and business processes.
41. I have since consulted with (and, as at the time of signing this statement, am continuing to consult with) members of staff who are responsible for the administration of the various systems, internal legal counsel, some operational staff and other members of the Shared Services team in relation to the variations to be made to the Award. The purpose of those discussions has been to understand a range of relevant matters, including the following:
 - (a) Whether and if so, how, the new and amended Award provisions will apply to LWB.
 - (b) Whether and if so, how, the new and amended Award provisions will result in changes to LWB's processes, protocols, procedures and operations.
 - (c) Whether and if so, how, the new and amended Award provisions interact with other applicable Award provisions.
 - (d) Whether and if so, how, the LWB Systems will require modification in light of the new and amended Award provisions.
 - (e) Whether and if so, how, the LWB Systems will require modification by the respective Vendors.

- (f) LWB's prior experience of working with the Vendors and the relevance of those experiences to the process of implementing the new and amended Award provisions.

Changes Required to the LWB Systems – The Modifications Required

- 42. LWB has considered the changes to the Award mentioned at paragraph 37 of this statement and concluded that one or more of the LWB Systems will require amendment in relation to each of those changes.
- 43. In some instances, changes will need to be made to all of the LWB Systems. Examples include the Minimum Payment Changes and the Client Cancellation Changes.
- 44. In other instances, it will be necessary to modify some but not all of the LWB Systems. Examples include the Broken Shift Changes and the proposed introduction of broken shift allowances.
- 45. The nature and extent of the reconfiguration required varies between each of the variations / proposed variations to the Award.
- 46. By way of example, in light of the Minimum Payment Changes:
 - (a) New '*time codes*' will need to be configured in [REDACTED] which apply the appropriate rate of pay and other entitlements under the Award, including where a '*top up*' payment is required.
 - (b) New '*rules*' will need to be established and configured in various time and attendance and rostering systems to ensure that where employees are paid for time that is not spent working with a client in order to satisfy the two hour minimum payment requirement, that top up payment is coded differently to payments for time spent working. This is necessary to ensure that the employment cost is not attributed to the service provided to the client and that the client is not charged for it.

- (c) New rules will need to be set up in various time and attendance and rostering systems, such that a user of the system is sent an alert if they attempt to roster a shift or portion of a broken shift that is less than two hours in length.
 - (d) New rules will need to be introduced in [REDACTED] time and attendance and rostering systems to ensure that for the purposes of any reports produced by those systems; the information correctly differentiates between circumstances in which employees performed two hours of work as compared to circumstances in which employees performed less than two hours and, subsequently, the amount paid to them was topped up.
47. Other changes will also be required to account for the way in which the Minimum Payment Changes will interact with the Broken Shift Changes, any exceptions that are made to the minimum payment requirements (e.g. in relation to time spent attending meetings, training and / or professional development activities) and any minimum payment requirements that apply in the context of the Remote Response Changes.
48. In those parts of the organisation in which rosters are being prepared manually (i.e. not through an automated rostering system), employees responsible for preparing and / or modifying rosters will be trained to ensure that they have a thorough understanding of the Minimum Payment Changes and the way in which they interact with other applicable Award terms.
49. Different systems have different capabilities to reflect the changes to be made to the Award. As a result, LWB will need to assess whether in certain circumstances, it will be necessary to implement manual processes to ensure compliance with the relevant Award terms and if so, what those processes will be. All such processes will also need to be appropriately documented and communicated to staff. Where appropriate, relevant staff will be trained in relation to those procedures.
50. For example, [REDACTED] is unable to be modified to reflect all of the changes to be made to the Award, including some aspects of the proposed client cancellation clause. As a result, LWB will need to develop and implement

business processes in order to manually facilitate compliance with those aspects of the provision.

51. In addition, certain LWB Systems will not enable LWB to automatically seek and / or record agreement on each occasion from an employee to work a broken shift that is broken twice. Accordingly, businesses processes will need to be developed in respect of how and when such agreement is obtained, as well as by which members of staff.

Changes Required to the LWB Systems – The Vendors

52. As stated above, LWB will engage with the relevant Vendors of the LWB Systems and instruct them to implement the changes required in light of the variations to the Award. These changes cannot be implemented by LWB staff. They require specialist knowledge and experience associated with modifying the systems.
53. The process for engaging the Vendors is typically as follows:
 - (a) LWB considers the relevant Award / enterprise agreement provisions, including how they are to be interpreted and applied, as well as how the applicable provisions interact with one another. If necessary, LWB seeks external legal advice about such issues.
 - (b) LWB then contacts each relevant Vendor and, in conjunction with them, prepares specification documents, which, in essence, set out the specific changes required by LWB in that particular system.
 - (c) Once the specification documents are complete, they are provided to the appropriate Vendors and the Vendors then issue '*statements of work*', which set out the scope of the work to be undertaken by them, a quote in respect of the fees that they will charge for that work and an indication as to when they expect to be able to complete the work. It has been my experience that the time estimates provided by the Vendors are very often exceeded.

54. As at the time of preparing this statement, LWB has contacted most of the Vendors to obtain an estimate of the time and costs that will likely be incurred by LWB when they are engaged to implement the necessary changes, based on the views and provisional views expressed by the Commission so far. In addition, I have spoken with LWB staff members who typically engage with the Vendors and therefore, have previously worked with them.

55. The information provided by the relevant Vendors reflect their estimates only. They are not definitive representations as to the time and costs that will be required to reconfigure the LWB Systems. This is because LWB has not been able to provide the Vendors with definitive instructions, given that the variations to be made to the Award have not yet been finalised.

56. As at the time of signing this statement, in response to the inquiries made by LWB:

(a) [REDACTED] CEO of [REDACTED] which is the Vendor for [REDACTED], has advised LWB that:

(i) It is unable to allocate a resource with the capability required to undertake the requisite reconfiguration before October 2021.

(ii) Its fees for the work required will likely be in the vicinity of \$30,000.

(b) [REDACTED] of [REDACTED] which is the Vendor for [REDACTED], has advised LWB that:

(i) It will not be in a position to undertake the requisite reconfiguration until October 2021.

(ii) It anticipates that the reconfiguration required will take approximately 15 – 16 weeks of their consultants' time to complete.

(iii) Its fees for the reconfiguration required will likely be in the vicinity of \$27,000.

- (c) [REDACTED] of [REDACTED] has advised LWB in respect of [REDACTED] that:
- (i) [REDACTED] anticipates that the reconfiguration required will take approximately 24 – 48 working days (i.e. 5 – 10 weeks) of their consultants' time to complete.
 - (ii) Its fees for the reconfiguration required will likely be in the vicinity of \$52,000 - \$89,000.

57. As at the time of preparing this statement, LWB has not obtained an estimate of the time and costs required to reconfigure [REDACTED] from [REDACTED]. [REDACTED] business practice is to require a formal specification document from their customer before providing estimates of time and cost. LWB is unable to provide a formal specification document at this time, because the variations to be made to the Award have not yet been finalised.

58. Barnaby Walpole, a Technical Analyst at LWB, has previously worked with [REDACTED] in respect of [REDACTED] on multiple occasions. He has advised me that:

- (a) He expects that the required development work will take 15 – 20 days to complete.
- (b) Having regard to the rates previously charged by [REDACTED] for its services, the expected cost is in the vicinity of \$34,000.

Testing Changes to the LWB Systems

59. Consistent with the approach that has been taken by LWB in relation to previous changes to the LWB Systems, it intends to implement various phases of testing the systems once they have been reconfigured.

60. The purpose of testing the systems is primarily to ensure that employees are rostered to work in accordance with the Award, that they are paid in accordance with the Award and that all other relevant Award obligations are satisfied.

61. The testing phase enables LWB to identify any errors, anomalies or inconsistencies, as well as any faults in the way that the systems will operate (in isolation and in conjunction with one another); and to rectify them.
62. LWB intends to undertake the following forms of testing:
- (a) Unit testing in respect of each instance of reconfiguration. The purpose of unit testing is to confirm that each of the modifications made to the systems are operating as intended. For example, in respect of the proposed broken shift allowances, if the Commission decides to introduce them into the Award, the relevant LWB Systems will be tested to ensure that they accurately process the payment of those allowances in the applicable circumstances.
 - (b) Scenario testing in respect of a large number of permutations and combinations that may arise from LWB's operations in light of the new and revised Award provisions. The purpose of scenario testing is to ascertain whether the LWB Systems will treat 'real life' situations in LWB's operations in accordance with the Award.

Before scenario testing can be undertaken, extensive preparation will be required in order to identify and generate the scenarios that will be tested. In the context of previous modifications made to the LWB's systems, approximately 200 – 500 scenarios have been created and tested. The specific number of scenarios that are tested depends on the nature and complexity of the changes being made to the systems. I estimate that in relation to the Award variations that have been decided or provisionally decided by the Commission, approximately 500 – 1000 scenarios will likely need to be created and tested in respect of each of the relevant LWB Systems.

- (c) Parallel testing in respect of at least three pay periods, including at least one public holiday. The purpose of parallel testing is to comprehensively test all of the relevant LWB Systems by reference to the hours in fact worked by all relevant employees over the course of at least three pay cycles (i.e. at least six weeks).

Copies of the rostering, time and attendance and payroll data from that six-week period will be taken from the systems as they are currently configured. An end-to-end process will be run through the LWB Systems as reconfigured in respect of the hours that were worked by employees during that six week period (subject to any changes that are required to be made in light of the new and revised Award provisions). The payroll outcome produced by the reconfigured systems will be manually reviewed to ensure that it accurately reflects the new and revised Award clauses.

63. Each of the relevant LWB Systems will undergo the three phases of testing described above, separately and in conjunction with one another.
64. Parallel testing cannot commence until all of the LWB Systems have been reconfigured and have successfully undergone unit and scenario testing. It is anticipated that the earliest that parallel testing will commence is mid-March 2022. If there are any delays in the reconfiguration of the systems or the unit or scenario testing phases, the commencement date of the parallel testing may be delayed.
65. Typically, parallel testing requires at least six weeks to complete. I anticipate that approximately six weeks will be required on this occasion too.
66. The timelines described above for the testing phase do not contemplate the testing of the systems identifying material issues that require rectification. If such issues are identified, the relevant Vendors will be re-engaged and instructed to make the necessary modifications to the faulty systems. Once that work is complete, it would be necessary to undertake further testing to ensure that the identified issues have been resolved and that other issues have not inadvertently arisen.
67. Given the number, nature, complexity and inherent interconnectedness of the variations to be made to the Award, I consider that it is extremely likely that the testing phase will uncover issues of the nature described in the paragraph above, which will require further engagement with the Vendors. It has been my experience during the previous projects that I have been involved in, in respect of changes to the LWB Systems, that the testing phase typically reveals problems

that require a reconfiguration or amendment to the programming of the systems. Many of those projects have involved fewer changes to the systems and / or changes that are less complex.

68. The period of time required for the Vendors to undertake the relevant work will depend on their availability as well as the complexity and nature of the fault finding and rectification required.
69. Accordingly, I do not anticipate that LWB will be in a position to implement the systems changes immediately after the parallel testing phase is complete.
70. Due to the significant period of time and resources required for the testing phase, LWB intends to endeavour to employ additional resources who will either undertake the testing work or, in the alternate, will perform the work presently undertaken by existing LWB employees and those employees will be seconded to temporarily perform work in other roles associated with the testing of the systems. The latter option is preferable because the testing work requires an inherent understanding of the Award, the LWB Systems, LWB's operations and its service delivery model.
71. Finally, it is my understanding that the Australian Taxation Office has announced the expansion of Single Touch Payroll (**STP Phase 2**) and that the mandatory start date for STP Phase 2 reporting is 1 January 2022. This will require the implementation of certain changes to [REDACTED] which will further impact LWB's ability to undertake the work associated with testing that system during that time.

Training in respect of Changes to the LWB Systems

72. The relevant LWB staff will be provided with training in relation to the changes to be made to the Award and the impact of those changes on the LWB Systems and associated internal processes.
73. The groups of employees that will be trained include:
 - (a) Payroll staff and service desk staff. If an employee has a question about their pay, their first point of contact is the service desk staff.

- (b) Staff who have any responsibility for creating and / or amending rosters.
 - (c) Management staff who are responsible for reviewing and / or approving employee time and attendance data and pay for each pay period.
 - (d) Employees covered by the Award who work directly with LWB's clients to deliver the relevant services (referred to by LWB as 'frontline' staff).
74. It is anticipated at this stage that close to 5000 employees will need to be trained.
75. It is intended that LWB's Learning and Development Team and Shared Services Team will collaborate to develop the training to be provided to each cohort of employees. The manner in which each group of employees interacts with the LWB Systems is different. As a result, the training will be tailored to reflect the way in which and purpose for which they access the LWB Systems. Further, the training will be delivered separately to different groups of employees by reference to the nature of their roles and the systems that they will be using. The provision of the training will likely include written reference materials, online training courses and / or online sessions that employees can attend to ask questions about how to use the relevant systems.
76. LWB will not be able to commence the delivery of training in relation to a particular LWB System until the system has largely been reconfigured and tested. Though it may be feasible to commence a preliminary round of training after some initial testing has been undertaken, further training will need to be provided to employees once the reconfiguration of the systems has been fully implemented in order to ensure that employees are able to experience using the systems in the way that they will in fact operate when they 'go live'. In addition, it has been my experience that training in respect of systems changes is of the greatest utility if it is provided shortly before the systems changes commence operation. The provision of training well in advance of implementation often results in employees being unable to recollect how they are to be used.
77. I anticipate that the roll out and delivery of the requisite training will require approximately two months. This will include first training a small group of staff, in order to enable them to then train larger cohorts of employees.

The Costs Associated with Systems Changes

78. I estimate that LWB will incur at least \$300,000 in expenditure in relation to the changes required to be made to the LWB Systems in light of the variations to be made to the Award. This takes into account the fee estimates provided to date by the Vendors, LWB's estimate of the fees that will likely be charged by certain Vendors from whom LWB has not received a cost estimate, the costs associated with hiring additional employees to supplement LWB's existing workforce in relation to the testing of the various LWB systems as well as the costs associated with the allocation of existing staff to the reconfiguration and testing of the LWB Systems as well as the provision of training to other employees.
79. If LWB decides to further outsource any of this work (e.g. the development of training materials), I anticipate that the total cost to LWB will exceed \$300,000.
80. None of the costs associated with the system changes to be made by the Vendors were accounted for when LWB's budget for the 2021 / 2022 financial year was developed because, at that time, LWB was not aware that the Award changes would come into operation during the financial year. As a result, specific consideration will need to be given by LWB's senior management team as to whether these costs will be approved and if so, the impact that might have on other operational activities and projects.

The Changes Required to LWB's Business Processes

81. In addition to the changes to be made to the LWB Systems, LWB is also considering the changes that need to be implemented to its business processes in light of the variations to be made to the Award. The implementation of changes to business processes include matters such as:
- (a) The introduction of new policies, procedures and protocols for managing various scenarios.
 - (b) Determining how compliance with the relevant Award terms and conditions will be ensured if the LWB Systems cannot be reconfigured to reflect them.

- (c) Determining which employees will be delegated responsibility for undertaking specific additional tasks that must be undertaken by LWB.
 - (d) Determining which employees will be delegated responsibility for authorising or approving the payment or provision of new entitlements.
82. By way of example, in the context of the Part-time Changes, LWB will consider the following:
- (a) The introduction of a written protocol that explains to relevant LWB staff how LWB is to consider and respond to a request made by a part-time employee to increase guaranteed hours of work.
 - (b) Whether certain cohorts of staff should be trained in relation to the above.
 - (c) Whether a specific form (written or electronic) is to be prepared and made available to part-time employees who wish to make such a request.
 - (d) The relevant chains of responsibility for determining which members of staff will consider, determine and / or respond to such requests from part-time staff.
83. Similar steps will need to be taken by LWB in relation to the requirement that agreement will need to be reached with an employee on each occasion to work a shift with two breaks, the Damaged Clothing Changes and the Remote Response Changes. For example, consideration will need to be given to:
- (a) The introduction of written policies and protocols that outline employee eligibility to payment for damaged clothing and remote response work.
 - (b) Whether evidence will be required from employees in respect of the aforementioned entitlements and if so, the circumstances in which it will be required, the form of the evidence that will be required and the manner in which it will be sought.
 - (c) Whether and if so, how, certain cohorts of staff need to be trained in relation to the matters described at paragraphs (a) and (b).

- (d) Which staff should be delegated authority to approve employee requests for payment in respect of damaged clothing or remote response work.
 - (e) Which staff will be responsible for seeking agreement from employees to work a shift that is broken twice.
 - (f) How will that agreement be sought and recorded.
84. As mentioned earlier in my statement, certain LWB Systems will not enable LWB to automatically seek and / or record agreement on each occasion from an employee to work a broken shift that is broken twice. Accordingly, in many cases, employees will have to be individually contacted by a manager, supervisor or other member of staff to seek that agreement.
85. In order to determine the most appropriate business processes that will apply after the Award variations commence operation, it will be necessary to obtain the views of and feedback from at least the operational managers of the various parts of the organisation in which employees may be entitled to the various relevant terms and conditions, supervisors in the same parts of the organisation, payroll staff, human resources staff and / or the LWB Systems administrators.

Timeframes Required to Implement the LWB Systems Changes & Business Processes

86. LWB will not be in a position to implement the necessary changes to the LWB Systems and business processes by 1 October 2021.
87. I anticipate that if the changes to be made to the Award are published in their final form in August 2021, LWB will be in a position to implement the systems changes and business processes on or around 1 July 2022. If some or all of the changes to be made to the Award are not determined in August 2021, I am concerned that LWB may not be in a position to implement the systems changes by 1 July 2022 and that it will need more time to do so. I am unable to calculate precisely how much longer would be needed at this stage because this depends on the nature of the Award changes that are determined later.

88. Some of the variations that may be made to the Award are inherently connected to how others are configured in the systems. For example, the manner in which the Minimum Payment Changes are configured will be impacted if the Commission decides that an exemption will apply to time spent by employees attending meetings, training and / or professional development activities. As a result, even if LWB engages the Vendors to commence work in relation to some of the changes before they are all finalised, there is a significant risk that that work may need to be redone, depending on the nature of the remaining Award variations determined by the Commission. If the work undertaken by the Vendors needs to be revisited, this would require further time and LWB would incur additional fees.
89. The stated availability of the Vendors (as described at paragraph 56 of my statement) to provide the services required by LWB may change before LWB formally engages the Vendors and provides them with final instructions. If the Vendors' availability is reduced in the meantime, this may further delay the period of time required to implement the necessary changes to the LWB Systems.

The Consequences of the LWB Systems not being Updated on Time

90. If the LWB Systems are not reconfigured before the Award variations commence operation, the systems will not reflect the revised terms and conditions that apply at that time.
91. In such circumstances, it will be necessary for specific steps to be taken by various LWB staff members when preparing rosters and administering payroll, in order to ensure that LWB's practices conform with the Award. Various consequences will flow from this:
- (a) Additional resources will be required to process payroll. I explain this issue below.
 - (b) The risk of non-compliance with the Award, in relation to the way in which hours of work are arranged, rosters are prepared and / or modified and the wages paid to employees, will be significantly higher because it will be susceptible to human error.

(c) LWB will need to invest additional resources to the delivery of training to all staff who undertake the activities described in paragraph (b) above, for the purposes of ensuring that employees have a detailed understanding of all applicable Award requirements (including those that will be introduced as a consequence of the Commission’s decision).

92. In respect of processing payroll; LWB’s payroll staff would be required to review each employee’s roster and time and attendance data for each pay period, interpret and apply the new Award provisions to the hours worked by the employee, and input the resulting information into [REDACTED]

93. In May 2021, as part of an analysis undertaken by LWB as to whether and if so, how, its payroll process should be improved; the average period of time required by payroll staff to process an employee’s fortnightly pay using each of the time and attendance systems was measured. This exercise related specifically to employees to whom LWB applies the Award. The findings are summarised below:

Time and Attendance system	Average time for a Payroll Officer to process one employee’s data for one pay period
[REDACTED]	6 minutes and 9.0 seconds
[REDACTED]	23.8 seconds
[REDACTED]	8.3 seconds
[REDACTED]	9.0 seconds
[REDACTED]	43.3 seconds

94. A separate exercise was then undertaken to assess the additional period of time required to manually process an employee’s pay using each of the time and attendance systems, without the benefit of automated Award interpretation rules. The table below summarises the findings of that exercise:

Time and Attendance System	Average additional time for a Payroll Officer to process one employee's data for one pay period	Approximate number of employees	Total additional time
██████████	5 minutes 45.2 seconds	██████████	302 hours 14 minutes
██████████	6 minutes 0.7 seconds	██████████	28 hours 21 minutes
██████	6 minutes	██████████	11 hours 18 minutes
██████████	5 minutes 25.7 seconds	██████████	23 hours 10 minutes
TOTAL			365 hours 3 minutes

95. LWB's employees are paid per fortnight. LWB's payroll production team of 5 staff generally spends approximately 2.5 days per fortnight (i.e. approximately 20 hours each) processing employees' pay.
96. The additional 365 hours that would be required to process employees' pay without automated award interpretation rules would require an extra 18.25 payroll officers working 8 hours a day, in order to complete the fortnightly pay run within a 20 hour turnaround period.
97. If the LWB Systems are not updated such that they facilitate the automatic processing of employees' pay before the Award variations commence operation, LWB will not be able to process employees' pay on time, unless it employs approximately 18 additional payroll officers.
98. It has been LWB's experience that the recruitment of payroll officers is both time consuming and costly. I estimate that the recruitment, onboarding and training of such employees would require a period of at least 12 weeks and may require up to 5 months.

Employee Training

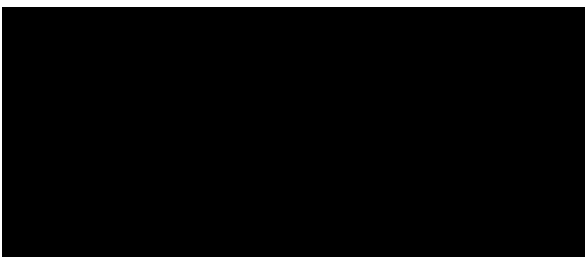
99. Various forms of training delivered to LWB's employees covered by the Award is provided via an online platform called '*My Learning*'. The training delivered through this platform relates to a range of matters including general workplace health and safety matters, workplace health and safety matters associated with

the COVID-19 pandemic (e.g. donning and doffing personal protective equipment and infection control measures specific to COVID-19), child safety, the *'Aged Care Quality Standards'* prescribed by the Commonwealth Government and the delivery of specific types of support to aged persons or people with a disability.

100. LWB is required, at law, to provide certain types of training to its employees, because it delivers services to vulnerable people (e.g. to maintain its registration or credentials to be able to do so), such as people with a disability, aged persons, children and youth. Some of the training provided to employees is delivered, at least in part, to satisfy those obligations.

101. Employees can generally undertake this training remotely, without attending the workplace.

102. The My Learning system provides an estimate of the period of time required to undertake each module of training. The estimated time required to undertake some of the modules is as little as five minutes. Typically, each module requires 15 – 20 minutes to complete.



Christopher Nillsen

3 August 2021

IN THE FAIR WORK COMMISSION

Matter No: AM2018/26

Matter: 4 yearly review of the *Social, Community, Home Care and Disability Services Industry Award 2010*

WITNESS STATEMENT OF ALEYSIA LEONARD

I, Alesia Leonard, of Level 1, 333 Collins Street, Melbourne, Victoria, say as follows:

1. I am employed by Programmed Health Professionals Pty Ltd (**PHP**), in the role of National Human Resources Business Partner. PHP is a wholly owned subsidiary of Programmed Maintenance Services Limited (ACN 054 742 264) (**Programmed**).
2. I have been employed in this role since March 2021. Prior to that, I was employed in the role of Employee Relations Adviser since August 2019.
3. My day-to-day duties and responsibilities include but are not limited to the following:
 - (a) management of industrial relations matters;
 - (b) development & review of internal policies and procedures;
 - (c) recruitment and retention of employees;
 - (d) reporting of people related metrics; and
 - (e) liaison with management on all people related matters.
4. Prior to my employment by PHP, I was employed as an organiser by Professionals Australia and United Voice.

Operations and Services

5. Programmed offers a range of services including:
 - (a) staffing solutions;
 - (b) facilities management services;
 - (c) maintenance services; and
 - (d) health services.
6. PHP is a provider of healthcare recruitment and labour hire services to the nursing and healthcare industries. Its services are provided in the following ways:
 - (a) PHP is a provider of labour to the client; being an organisation such as a hospital, residential aged care facility, correctional facility, government agency or allied health centre.
 - (b) Some organisations in the disability and home aged care sectors broker certain services from PHP. In such situations, PHP and the relevant organisation agree that PHP will provide services to certain clients of that organisation.
7. In the contexts described at paragraph 6, a commercial arrangement exists between PHP and those organisations. The organisations pay a fee to PHP for the provision of its employees' labour and PHP's services.
8. Separately, PHP provides a range of aged care and disability support services under its '*Programmed Care*' branding. In this context, its clients are generally the individuals to whom the support and care are being provided. For ease of reference, I will refer to these services as being provided by *Programmed Care* going forward.
9. The services described in paragraph 8 provided include the provision of personal care, home and garden maintenance, assistance with preparing and consuming meals, grocery shopping, banking, taking and managing medications and managing ongoing health conditions. The provision of this support is largely

funded by the Commonwealth Government, through schemes such as Home Care Packages and Veterans Home Care Packages.

10. Programmed Care also offers disability support. This includes the provision of support and assistance to persons with disabilities in their respective private residences. The nature of the assistance provided is similar to the aged care services described in paragraph 9 above. These services are primarily funded by the National Disability Insurance Scheme (**NDIS**).
11. In addition, some disability and aged care services are provided on a fee-for-service basis and in other instances, the disability services are funded by traffic accident or workers' compensation schemes.
12. It is my understanding that the *Social, Community, Home Care and Disability Services Industry Award 2010 (Award)* applies to employees who perform the aged and disability care work described at paragraphs 6 and 9 - 11. No enterprise agreement applies to them.

The Workforce

13. As at 2 August 2021, there are approximately 2000 employees providing PHP's services. In June 2021, approximately 1000 employees worked at least one shift. The majority of these employees are employed on a casual basis and less than 30 of these employees are employed on a part-time or full-time basis.
14. It is my understanding that the Award applies to all frontline employees delivering Programmed Care's services. There is no enterprise agreement that applies to them. I refer to these employees as PC Employees.
15. The PC Employees perform work in New South Wales, Victoria, South Australia, Western Australia and Queensland. They support over 500 clients.
16. It is my understanding that the Award applies to some frontline staff delivering PHP's services. I refer to these employees as PHP Employees. Other PHP frontline employees are covered by other modern awards.

The Fair Work Commission's Decision Relating to Broken Shifts and Minimum Engagement Periods

17. It is my understanding that the Fair Work Commission (**Commission**) has decided that the Award will be varied in the following respects in relation to broken shifts and minimum engagement periods:
 - (a) All part-time and casual employees must be paid for at least two hours, in respect of each shift and for each portion of a broken shift.
 - (b) A shift can only be broken once. A shift may be broken twice if the employee agrees. Such an agreement will need to be made on each occasion.
 - (c) A broken shift allowance may be payable for each broken shift that an employee is required to work. The quantum of the allowance would depend on the number of times the shift is broken.
18. It is my understanding that the Commission has provisionally decided that the above changes will commence operation from 1 October 2021.
19. Whilst PHP is willing to comply with the variations to be made to the Award, it is concerned that it will not be able to make the requisite changes to its business by 1 October 2021. I set out below the activities that PHP needs to complete before the changes commence so it can ensure it meets its compliance obligations and continuity of outstanding services to its clients:
 - (a) changes to current operating procedures;
 - (b) systems upgrades and changes;
 - (c) re-negotiation of agreements with clients; and
 - (d) conversion of casual employees to permanent employment.
20. I set out some further evidence about each of these activities in the subsequent paragraphs.

Changes to current operating procedures

21. In this statement, when I refer to a *'roster'* in respect of casual employees, I am referring to their schedule of work. It is my understanding that the Award does not require the preparation and provision of a *roster* to casual employees.
22. When I refer to *'rostering'* in respect of casual employees, I am referring to the process of allocating work to casual employees.
23. PC Employees who are casual workers are not required to accept work offered to them. Even after they accept work, in some circumstances, they subsequently decline to undertake that work. This means that Programmed Care needs to have systems in place to manage the rostering of the PC Employees.
24. Programmed Care currently uses a rostering system called *'HR Link'*. Programmed Care also utilises a system called *'Saturn'* for rostering a group of approximately 100 employees in SA, QLD and Victoria.
25. HR Link and Saturn do not have the capability to produce data that automatically identifies the number of shifts worked over a defined period of time that were of a specific duration (e.g. all shifts worked during the 2020 calendar year that were less than two hours in duration). Rather, such material can only be derived manually, by downloading data from HR Link into Microsoft Excel spreadsheets and then manipulating that data to obtain the relevant results.
26. As a result, I have been unable to produce and prepare data for the purposes of this witness statement that sets out the specific number or proportion of shifts worked of a particular nature. Nonetheless, I am aware of the working patterns that are implemented by Programmed Care as a result of the extensive day-to-day engagement that I have with various parts of the organisation, including staff who are responsible for Programmed Care's operations, rosters, payroll and liaising with clients.

Current Working Arrangements – Shifts that are less than two hours

27. PC Employees regularly perform work for less than two hours at a time.
28. PC Employees are rostered to work as described by paragraph 27 because of the nature of the services provided by Programmed Care and by extension, the type of work that they are required to perform.
29. In some instances, Programmed Care's clients request the provision of a service that necessarily takes less than one or two hours to deliver.
30. By way of example, clients request:
 - (a) Assistance with household cleaning;
 - (b) Personal assistance services in the morning to assist them to shower and get ready for the day; or
 - (c) Assistance with getting ready for bed.
31. The clients typically only require one of these services and are not prepared to pay for or require additional services.
32. Whilst Programmed Care would like to be able to schedule other services for PC Employees to complete over a period of two hours, there is limited demand for Programmed Care's services early in the day and in the evening when these short delivery services are required. Additionally, as these services are provided in the home of the client, it is difficult to find additional clients nearby that can also receive services within that two hour shift. Other constraints are set out in paragraphs 35 to 44 below.

Current Working Arrangements – Broken Shifts

33. Broken shifts are most commonly worked by employees performing disability services. Except where PC Employees are supporting clients with complex needs, I estimate that approximately 60% of all broken shifts worked by PC Employees performing disability services are broken more than twice.

34. It is common for shifts to be broken as a result of clients cancelling a scheduled support session because, for instance, their availability changes or an unforeseen medical issue causes them to seek medical care (including hospitalisation). Shifts may also be broken because a client who is typically serviced by a certain employee temporarily or permanently ceases accessing Programmed Care's services.

Rostering Challenges

35. Although Programmed Care endeavours to arrange work in a way that results in an employee working with multiple clients consecutively, there are numerous constraints on Programmed Care's ability to do so.
36. Clients very commonly request to be supported by specific employees. In some instances, clients have advised Programmed Care that if the support worker of their choice is unable to assist them, they do not wish to access Programmed Care's services.
37. Clients very commonly make other special requests. For instance, it is common for clients to request a support worker of a specific gender or cultural background.
38. Clients commonly ask to receive their services at a particular time of the day and/or day of the week. This is particularly true in circumstances where a client seeks support with tasks such as making and consuming a meal or going to bed at the end of the day.
39. Clients determine which services they wish to receive, which necessarily has a bearing on the period of time required for the provision of the service.
40. Programmed Care is required by law to respect the choice and control of its aged care clients. Further, the provision of disability services funded by the NDIS is also premised on the principle of choice and control. As a result, although Programmed Care endeavours to influence the scheduling of clients' support sessions by speaking with the clients about when and by whom they will be serviced; ultimately, Programmed Care cannot dictate these matters. The notion of choice and control is paramount to the way in which Programmed Care

delivers its services. Further, if Programmed Care were to insist on providing a two hour service to a client where they only required a one hour service, this would erode the amount of funding available to the client to receive the care that they need and wish to receive, in the way in which they wish to receive it.

41. The location of the clients' homes and the period of time potentially required to travel from one clients' home to another clients' home.
42. The availability of the PC Employees and their willingness to accept the relevant type of work, with the relevant clients and in the relevant locations. The PC Employees are predominantly casual employees and Programmed Care cannot direct or require them to attend work at particular clients or locations.
43. Some PC Employees are employed by other employers, which limits their availability to accept work offered by Programmed Care.
44. The skills, experience and capability of available employees. For instance, some employees are able to provide basic personal care, however they do not have the skills necessary to support a person with complex needs.

Changes to Current Working Arrangements

45. The changes to be made to the Award will require Programmed Care to reassess the way in which it schedules services provided to clients as well as its rostering practices.
46. I explain each of the steps that Programmed Care intends to take below, in no particular order. The purpose of taking those steps is to:
 - (a) As far as reasonably practicable, provide employees with a minimum of two hours of work for each shift and portion of a broken shift.

It is my understanding that the Award, once varied, will require that employees must be paid for at least two hours of work per engagement and portion of a broken shift, rather than require that employees must be engaged for at least two hours. However, Programmed Care considers that in order to moderate the impact of the decision on Programmed Care, it will

be necessary, as far as reasonably practicable, to roster employees to work for at least two hours at a time.

- (b) Eliminate broken shifts that are broken more than twice.
 - (c) As far as reasonably practicable, avoid breaking shifts twice, in order to circumvent the regulatory burden and uncertainty associated with having to obtain employee agreement to work each such shift.
 - (d) Minimise the disruption caused to the delivery of services to clients.
47. *First*, Programmed Care intends to assess whether rosters can be constructed in a way that results in employees being allocated multiple clients to support consecutively, such that they are afforded at least two hours of work and are not required to work a broken shift that is broken more than once. This will in turn depend on whether such work is available and whether the employee has the skills, experience and competencies required to perform that work. It will also depend on the employee's availability and willingness to undertake that work.
48. There are State-based nuances associated with how rosters are currently prepared and in addition, rosters are not the same week to week. There are weekly variances as to how much work is undertaken by individual employees; what services are provided to certain clients; and when those services are provided to clients. These factors further compound the complexity of the exercise that is required to be undertaken and therefore, the period of time that will be required to complete it.
49. *Second*, Programmed Care intends to consult clients in order to understand whether they are prepared to receive their services at different times; from different employees; and/or in conjunction with other services. This consultation process will take place through one-on-one discussions with the clients.
50. Programmed Care's clients are typically vulnerable individuals. In some cases, they do not have access to a broader support network of family and friends. Programmed Care is particularly concerned to ensure that any changes made to

its service delivery as a consequence of the Commission's decision minimises any disruption to the services provided to its clients.

51. *Third*, Programmed Care intends to assess how clients will be serviced in circumstances where they are typically supported by an employee who is performing a broken shift that is broken more than once. This will require an assessment of whether another employee can be allocated such work.
52. *Fourth*, Programmed Care intends to assess whether any of its existing casual employees wish to convert to permanent employment. I deal with this matter further later in this statement. A greater proportion of part-time employees will give Programmed Care more certainty as to when its employees are available to undertake work, which would mitigate some of the consequences it is facing as a result of the proposed variations to the Award.
53. *Fifth*, Programmed Care will train relevant employees regarding the changes to the Award. This will include:

- (a) Operational managers.

Operational managers are responsible for making day-to-day as well as medium and long-term strategic decisions about Programmed Care's operations. This includes making immediate decisions about how Programmed Care will alter its operations in response to the Award variations.

- (b) Care Managers and Care Coordinators.

Care Managers and Care Coordinators are responsible for engaging directly with clients about the nature of support they need and when they need it, with reference to the applicable funding arrangements. These conversations between Care Managers / Coordinators and clients typically take place when clients are onboarded as well as subsequently, particularly where the clients' needs change. Care Managers and Care Coordinators often have established relationships with clients, particularly long-term clients.

(c) Care Consultants and Allocations Consultants.

These employees work in a call centre environment. They make and receive phone calls from clients about when they wish to be serviced and which services they wish to receive. They also make and receive phone calls from employees about the allocation of work. This includes phone calls to employees, offering them work and phone calls from employees about whether they accept or decline work offered to them.

Based on these various communications, Care Consultants create and amend rosters.

In addition, Allocations Consultants, who perform comparable work in respect of PHP Employees and PHP's services will also be provided similar training.

(d) Payroll staff. The payroll staff process the pay of the majority of the PC Employees.

(e) The information technology team and / or any other members of staff who will be involved in implementing changes to Programmed Care's payroll and rostering systems as a consequence of the Award variations. I deal with this issue later in this statement.

54. I will be responsible for the development and roll-out of this training. The content, focus and nature of the training will be different for each group of employees. This is because:

(a) Their pre-existing understanding and knowledge of the Award is varied; and

(b) The extent to which they need to understand the changes to the Award and the purpose for which they need to understand them varies.

55. As a result, the same training program cannot be rolled out to each group of employees. This was my experience when I recently developed and conducted training sessions for multiple groups of employees across the Programmed Care

business in relation to the Award. The purpose of that training was to reiterate various relevant Award obligations.

Systems Upgrades and Changes

56. The payroll function in respect of the PC Employees who are rostered through the Saturn system is outsourced to an organisation called Integrated Payroll. The payroll function for the remaining PC Employees is administered internally by PHP using a payroll system called '*HR Pay Solutions*'. Programmed Care has purchased a new payroll system called '*FastTrack360*'.
57. As already indicated, the rostering systems used in respect of the PC Employees is the Saturn system and HR Link. Programmed Care has purchased a new rostering system called '*Procura*'. Procura is marketed as a system that has been designed specifically for organisations that operate in the home care, health and disability sectors.
58. The new payroll and rostering systems were purchased in response to significant growth and projected growth in demand for Programmed Care's services. It was determined that the current systems do not enable Programmed Care to manage its payroll and the scheduling of client and employee shifts with sufficient efficiency.
59. A project management team was set up to plan the implementation of the systems, engage with relevant internal and external stakeholders, as well as manage and oversee the various phases of the implementation of the systems.
60. A significant amount of work has been undertaken internally and with the vendors of the systems in order to ensure that they are set up in a way that reflects the terms and conditions prescribed by the awards that cover the relevant employees (including the Award). Neither system, when purchased, was set up such that it already conformed with the awards. The systems have since been tailored by the vendors, on the project team's instructions, in a way that is designed to ensure that they administer the payment of wages to employees in accordance with the relevant obligations prescribed by the awards and any applicable legislative requirements. In addition, Procura has been set up to facilitate the

preparation of rosters in a way that is consistent with the Award (and other relevant awards).

61. Although the systems were contracted in 2019, their implementation is not yet complete. Multiple attempts have been made to launch the new systems since the end of 2020. As at the time of signing this statement, Programmed Care intends to launch the new systems by 31 August 2021.
62. After the new systems are launched, for approximately two months, two payroll systems will operate concurrently. The current system will serve as a 'back up' in case the new one fails or processes employees' pay incorrectly.
63. Over \$1 million has been incurred to date in respect of the procurement and implementation of FastTrack360 and Procura. This includes amounts paid or payable to third parties. It does not include costs associated with the dedication of internal resources to the project.
64. The systems do not reflect the changes determined or provisionally determined by the Commission in its decision of 4 May 2021 and they will not automatically update to reflect those changes. Accordingly, it will be necessary for Programmed Care to revisit the systems and make further modifications to them, such that they reflect the new Award provisions.
65. This will involve:
 - (a) Closely considering the variations to be made to the Award and identifying the specific changes that need to be made to the systems as a result.
 - (b) Potentially engaging an industrial association, law firm or other such provider that can provide advice in relation to the interpretation of the new Award provisions, how they apply to Programmed Care's operations and / or how they interact with existing Award provisions. Programmed Care anticipates that it will incur fees for obtaining that advice.
 - (c) Instructing the systems' vendors to make the necessary changes. The vendors charge fees for the provision of such services. In addition, it would

be necessary to understand how long this process might take from the vendors.

It is not practicable to obtain an estimate of the vendors' fees or the time that will be required to make the relevant changes at this stage. I refer to paragraph 73 of my statement in this regard.

(d) Changes made to the systems will subsequently need to be tested by Programmed Care. The testing phase of implementing changes to the system is anticipated to include the following steps, which would be undertaken by Programmed Care:

(i) Programmed Care will attempt to implement rosters that reflect the arrangements that it intends to implement in light of the Award variations, using Procura and FastTrack360.

(ii) Programmed Care will test whether Procura and FastTrack360 correctly identifies the rostering arrangements that can and cannot be implemented in accordance with the Award. For instance, if Programmed Care attempts to roster a shift that is broken 3 times, it is expected that Procura would alert the user that such a shift should not be implemented.

This phase of the testing process requires inputting various permutations and combinations of working hours arrangements that might conceivably be implemented (or that Programmed Care staff responsible for rostering might try to implement).

(iii) Creating and inputting mock data that reflects the arrangements that Programmed Care intends to implement in light of the Award variations into FastTrack360 for the purposes of testing payroll accuracy.

- (iv) Administering pay runs for multiple pay cycles based on the information described at paragraph (iii) and reviewing the way in which the system calculates pay in order to ensure that it complies with the Award. This requires inputting various permutations and combinations of working hours arrangements that may be implemented in light of the Award variations.
 - (v) Identifying any errors or problems arising from the above processes and working with the systems' vendors in order to rectify them.
 - (vi) Undertaking further testing after undertaking the step described at paragraph (v), in order to ensure that the relevant concerns have been addressed and that no other problems have inadvertently resulted from the making of any changes to the configuration of the systems.
- (e) Delivering user access training. This training will focus on modifications made to the systems; how they have been modified; and why they have been modified. A number of employees will require training, because they will be required to use the new systems once they have been amended. This includes employees who are responsible for creating and amending rosters as well as employees who are responsible for the administration of payroll.
- (f) Closely monitoring the operation of the systems after they have been implemented to identify, diagnose and rectify any problems that are identified, including by working with the systems' vendors and undertaking further testing, as required.
66. Programmed Care and PHP consider that it is necessary to update FastTrack360 and Procura in light of the Award changes before they commence operation because:
- (a) There is a risk that employees will be rostered in a way that is inconsistent with the new Award obligations if the systems do not reflect the amended Award provisions.

- (b) There is a significant risk that employees will not be paid in accordance with the revised Award obligations.
 - (c) If the systems are not amended, staff members may be required to perform additional tasks or to perform their usual tasks in a different way and this will result in inefficient outcomes that cannot be sustained.
67. For example, FastTrack360 is not set up to pay employees the broken shift allowances that the Commission has provisionally decided to introduce to the Award.
68. Unless the payroll system is configured to introduce a new payroll rule in relation to the broken shift allowances, eligible staff will be paid the allowances only if the staff members responsible for the administration of payroll:
- (a) Manually identify the instances in which an employee is eligible for the allowance. They would need to review the rosters relating to each pay period and identify circumstances in which employees worked a shift that was broken once and where employees worked a shift that was broken twice.
 - (b) Manually administer the payment of the allowances, where relevant.
69. There are generally four employees who administer the payroll function for up to approximately 1000 PC Employees and PHP Employees on a weekly basis. However, from time to time there are fewer than four employees undertaking the relevant work, because, for example, one or more of the employees are on long or short term leave or have resigned but have not been replaced.
70. The payroll team does not have capacity to undertake the additional tasks described in paragraph 68 of this statement on a weekly basis in a way that ensures that any broken shift allowances owing are paid on the next pay day. It is simply not practicable for them to undertake this additional work.

71. In addition, the manual identification of circumstances in which the allowances are payable, the calculation of those allowances and the subsequent processing of the amounts owing to them is more likely to result in errors than the automation of those functions.
72. By way of another example, consideration will be given to whether Procura or FastTrack360 should be modified to reflect the new minimum payment requirements. This may necessitate the creation of new 'rules' that have to be 'written' for FastTrack360 that ensure that employees are paid for at least two hours each time they are engaged. Similarly, Procura may need to be modified to alert staff who prepare rosters or client schedules that employees should, as far as possible, be given at least two continuous hours of work.
73. It is not feasible to assess precisely what changes will need to be made to the systems at this stage for reasons that include the following:
 - (a) Operational decisions as to how the proposed changes will be implemented have not yet been made.
 - (b) The systems are in the process of being implemented. Without having used the systems, Programmed Care is not in a position to be able to assess what or how they should be modified.
74. The system implementation is posing a significant strain on Programmed Care's resources. As a result, Programmed Care does not have capacity to undertake the necessary steps at this time.
75. Indeed, Programmed Care has recently been declining to take on additional clients because the various changes associated with the implementation of its systems is significantly draining its resources and as a result, it does not have the capacity to onboard and set up new clients. Programmed Care has only recently been able to lift that suspension as the go-live date for all new systems is imminent, however our time frame to onboard new clients has stretched to up to 12 weeks.

76. Therefore, Programmed Care has been unable to substantially advance its assessment of how the Award variations will be implemented. Its ability to do so will be significantly constrained until the new systems have been successfully implemented and their operation has stabilised.
77. An upgraded rostering system in respect of PHP Employees was implemented in June 2021. As at the time of signing this statement, PHP is still endeavouring to rectify faults and bugs that have become apparent since the system was launched.

Renegotiation of Arrangements with Clients

78. PHP's commercial arrangements with its clients are typically reviewed every 12 months. As a result, some of these contracts will be reviewed before 1 October 2021, however most will not be.
79. PHP will incur additional employment costs as a product of the changes to be made to the Award. As a result, PHP will seek to renegotiate the terms of its arrangements with its clients.
80. In order to be able to commence the discussions foreshadowed in this part of my statement, it is necessary for PHP and Programmed Care, respectively, to understand what additional costs it will face as a consequence of the Award variations. At this stage, it has not been able to do so, for the various reasons set out in my statement.

Casual Employment Changes

81. It is my understanding that:
- (a) The *Fair Work Act 2009 (Act)* was recently amended in relation to casual employment.
 - (b) As a result, the National Employment Standards contain new casual conversion provisions.

- (c) By 27 September 2021, employers must assess their casual employees against the eligibility criteria contained in the Act for casual conversion and:
 - (i) Offer conversion to permanent employment to eligible casual employees; or
 - (ii) If an eligible casual employee is not to be offered permanent employment because there are reasonable grounds – provide the employee with written reasons for not offering permanent employment.
 - (d) In order to assess whether a casual employee is eligible for an offer of conversion to permanent employment, it is necessary to review and assess the specific hours that the employee worked during the last six months.
82. As at the time of signing this statement, the majority of casual PC Employees and PHP Employees have been employed for 12 months or more.
83. The payroll and rostering systems used by Programmed Care and PHP do not have the capability to prepare reports or other analysis that automatically identifies circumstances in which casual employees meet the eligibility criteria prescribed by the NES for casual conversion. For example, the systems cannot automatically identify circumstances in which casual employees have worked a *'regular pattern of hours'* which, as I understand it, is a key component of the eligibility criteria prescribed by the Act.
84. Rather, the eligibility of PC Employees and PHP Employees will be assessed by undertaking a manual review and assessment of the hours worked by the relevant casual employees. This task will be undertaken by myself and other members of staff.
85. Once the eligibility of the relevant casual employees has been determined, it will be necessary to determine whether they can be offered conversion to permanent employment or whether, due to reasonable grounds, such an offer will not be made. This assessment will be undertaken on a case-by-case basis. The decision-making process will involve managers of Programmed Care and PHP's

operations because it will be necessary to determine, for example, whether Programmed Care and / or PHP will be able to provide ongoing work to those employees, if they are converted.

86. It is my understanding that eligible PC Employees and PHP Employees must be notified in writing:
- (a) If they have been employed for 12 months but are not eligible to be offered permanent employment.
 - (b) If they are eligible for conversion but a permanent position is not being offered to them because there are reasonable grounds.
 - (c) If they are eligible for conversion and are being offered a permanent position.
87. It is my understanding that the Act prescribes specific requirements for what the aforementioned written communication must contain.
88. The written communication described above will need to be prepared in respect of each employee, on a case-by-case basis. The content of the communication will depend on that employee's circumstances. I will be responsible for the preparation of such correspondence. The content of the correspondence will be developed in consultation with the relevant operational managers, who are able to assess whether employees can be offered conversion and if not, the reasons for that.
89. It has been my experience that the vast majority casual employees employed by Programmed Care and PHP do not wish to convert to permanent employment. However, Programmed Care hopes to increase the proportion of its employees who are engaged on a part-time basis and to consequently reduce the proportion of its employees who are engaged on a casual basis. This is because it has determined that in order to accommodate the changes to be made to the Award, it requires greater certainty regarding the availability of its employees. It will also facilitate the continuity of care provided to vulnerable aged, disabled and veteran

clients. It considers that the steps required to be taken under the NES in respect of casual conversion are an opportunity to achieve this outcome.

90. It is Programmed Care's preference to convert existing casual employees to permanent employment, rather than employ new part-time employees. This is because existing casual employees already have relationships with certain clients; have been inducted and trained by Programmed Care; and are aware of the ways in which Programmed Care operates and its expectations, processes and procedures.
91. Accordingly, Programmed Care intends speak to eligible casual employees, on a one-on-one basis, about converting to permanent employment, for the purposes of discussing any concerns they might have about converting and encouraging them to consider the benefits of permanent employment.
92. Programmed Care also intends to speak to other casual employees who are not, as such, eligible to convert under the NES but to whom Programmed Care nonetheless wishes to make an offer of permanent employment.
93. These discussions will primarily occur between an employee and their direct manager.
94. In respect of any employees who are converted to permanent employment; changes will need to be made to the payroll system in order to ensure that they are paid and that leave accrues to them accordingly. In addition, the necessary paperwork will need to be prepared and issued, confirming the revised terms of their employment.
95. Due to the significant number of casual employees employed by Programmed Care and PHP, as well as Programmed Care's specific desire to see casual employees convert to permanent employment, both organisations anticipate that a significant amount of resources will need to be devoted to the execution of the body of work described above.

96. In addition, Programmed Care considers that once coupled with the workload associated with the implementation of the new systems, it will not have enough resources to be in a position to undertake the necessary work associated with the changes to the Award. Moreover, some of the work associated with the changes to the Award is contingent upon Programmed Care ascertaining the extent to which its casual employees are prepared to convert to permanent employment.

Overall Impact of the Decision

97. Programmed Care anticipates that the implementation of the variations to the Award which have been determined and provisionally determined by the Commission will result in an increase to its costs. These costs will be largely unrecoverable unless additional funding is released by the relevant Commonwealth bodies to cover those costs.
98. Programmed Care has not yet been able to assess the quantum of the uplift in costs that it will incur as a consequence of the Award variations, because it has not yet been able to determine the extent to which it will be able to implement measures (such as changes to its rostering arrangements and the conversion of casual employees to part-time employees) that will mitigate (or potentially mitigate) the impact of the Award variations on Programmed Care, its employees and its clients.
99. It will not be in a position to assess the precise cost impact that the Award variations will have on it until it has:
- (a) Determined the operational and rostering changes that it seeks to make in light of the Award variations.
 - (b) Assessed whether those changes will be plausible, after having consulted clients about their willingness to accommodate changes to when and how they receive their services as well as employees about their availability to potentially accept work at specific times. The latter assessment will also involve ascertaining the extent to which existing casual employees are willing to convert to part-time employment.

- (c) Prepared projected rosters based on the matters described at paragraphs (a) and (b).
 - (d) Prepared a cost analysis based on the projected rosters.
100. Nonetheless, Programmed Care anticipates that it will face at least some increased employment costs as a consequence of the Award variations that cannot be avoided, such as increased wages paid to employees by way of the broken shift allowances and the requirement to pay for at least two hours in respect of each shift or portion of a broken shift.
101. Programmed's annual budget operates each year from 1 January – 31 December. The budget for Programmed Care and PHP's operations for the period of 1 January – 31 December 2021 does not contemplate the additional costs that will be incurred as a consequence of the Award variations.
102. As at the time of signing this statement, Programmed Care has not received any communication from the National Disability Insurance Agency (**NDIA**) concerning the Award variations or any intention to adjust the NDIS funding in light of those changes. I am not aware of any public announcement made by the NDIA about the Award variations or funding changes in relation to the changes either.
103. Once Programmed Care has assessed the cost impact of the Award variations, it intends to write to the NDIA to enquire as to whether it intends to adjust the funding and it may consider asking the NDIA to do so. Programmed Care has not yet done so because it is not in a position to propose a specific quantum of increase to the funding or to properly describe the cost impact that the Award variations will have on Programmed Care.
104. If the payroll and rostering systems are not updated before the Award variations commence operation, manual processes such as the ones described earlier in my statement would need to be implemented to ensure that employees are paid in accordance with the Award. However, for the reasons explained above, those manual processes are not viable.

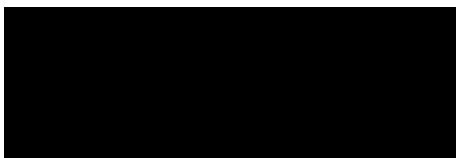
105. In addition, Programmed Care will need to direct additional time and resources to training its staff who are responsible for creating and amending rosters in relation to the Award variations, as well as the ways in which Programmed Care has decided to implement the decision. It will be essential that all staff with such responsibilities have a thorough understanding of Programmed Care's new obligations because the systems used will not automatically prevent employees from being paid or rostered in a way that does not comply with the Award.

106. It will not be practicable for all of the following requisite steps to be undertaken prior to July 2022:

- (a) The steps described at paragraphs 47 - 55 of my statement.
- (b) The steps described at paragraphs 64 - 65 of my statement.
- (c) The steps described at paragraphs 79 - 80 of my statement.
- (d) The steps described at paragraph 99 of my statement.
- (e) The steps described at paragraph 103 of my statement, as well as to consider any changes made by the NDIA to the pricing arrangements and whether as a consequence, Programmed Care seeks to make any operational changes as a consequence of the decisions made by the NDIA.

107. My evidence at paragraph 106 would be true even if the systems upgrade described at paragraphs 56 - 63 of my statement had not overlapped with the period of time that has lapsed since the Commission issued its decision.

108. Whilst some of the assessment and analysis described above can be undertaken concurrently, other activities will necessarily need to be undertaken sequentially. I refer to paragraphs 99 and 103 of my statement by way of example.



Aleysia Leonard

3 August 2021