

Cara Schedule of Rates

Schedule of Rates: Cara Service/Product Mapped to NDIS Support Category

Cara Service/Product	Support Purpose	Outcomes Framework Domain	Support Category
Supported Independent Living (SIL) / Supported Accommodation	Core	Daily Living	Assistance with daily life
Short Term Accommodation / Centre Based Respite	Core	Daily Living	Assistance with daily life
Home and Community Support (In the Home)	Core	Daily Living	Assistance with daily life
Home and Community Support (In the Community)	Core	Social and Community Participation	Assistance with Social and Community Participation
Camps for Kids	Core	Daily Living	Assistance with daily life
Getaways	Core	Daily Living	Assistance with daily life
Kids Clubs	Core	Daily Living	Assistance with daily life
Personalised Day Options	Core	Daily Living	Assistance with daily life
Specialised Services Team Supports	Capacity Building	Relationships	Improved Relationships
	Capacity Building	Daily Living	Improved Daily Living Skills
Transport (Against Plan)	Core	Daily Living	Transport
Transport (Customer Direct)	N/A – not claimed as part of the NDIS		
Board Service in Supported Independent Living	N/A – cannot be claimed as part of the NDIS		

Schedule of Rates: Centre Based Respite (Short Term Accommodation)

Prices – Per 24 Hour Block

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount
Short Term Accommodation					
Weekday, 1 staff - 1 participant - Active Support	Day	01_058_0115_1_1	1,693.73	1,693.73	0%
Saturday, 1 staff - 1 participant - Active Support	Day	01_059_0115_1_1	2,157.09	2,157.09	0%
Sunday, 1 staff - 1 participant - Active Support	Day	01_060_0115_1_1	2,724.45	2,724.45	0%
Public Holiday, 1 staff - 1 participant - Active Support	Day	01_061_0115_1_1	3,292.05	3,292.05	0%
Weekday, 1 staff - 1 participant – Passive	Day	01_058_0115_1_1	1,524.36	1,693.73	10%
Saturday, 1 staff - 1 participant – Passive	Day	01_059_0115_1_1	1,941.38	2,157.09	10%
Sunday, 1 staff - 1 participant - Passive	Day	01_060_0115_1_1	2,452.01	2,724.45	10%
Public Holiday, 1 staff - 1 participant – Passive	Day	01_061_0115_1_1	2,962.85	3,292.05	10%
Weekday, 1 staff – 2 participants - Active Support	Day	01_054_0115_1_1	937.57	937.57	0%
Saturday, 1 staff – 2 participants - Active Support	Day	01_055_0115_1_1	1,169.25	1,169.25	0%
Sunday, 1 staff – 2 participants - Active Support	Day	01_056_0115_1_1	1,452.93	1,452.93	0%
Public Holiday, 1 staff – 2 participants - Active Support	Day	01_057_0115_1_1	1,736.73	1,736.73	0%
Weekday, 1 staff – 2 participants – Passive	Day	01_054_0115_1_1	890.69	937.57	5%
Saturday, 1 staff – 2 participants – Passive	Day	01_055_0115_1_1	1,110.79	1,169.25	5%
Sunday, 1 staff – 2 participants – Passive	Day	01_056_0115_1_1	1,380.28	1,452.93	5%

Public Holiday, 1 staff – 2 participants – Passive	Day	01_057_0115_1_1	1,649.89	1,736.73	5%
Weekday, 1 staff – 3 participants	Day	01_062_0115_1_1	685.52	685.52	0%
Saturday, 1 staff – 3 participants	Day	01_063_0115_1_1	839.97	839.97	0%
Sunday, 1 staff – 3 participants	Day	01_064_0115_1_1	1,029.09	1,029.09	0%
Public Holiday, 1 staff – 3 participants	Day	01_065_0115_1_1	1,218.29	1,218.29	0%
Weekday, 2 staff – 3 participants - Active	Day	01_058_0115_1_1	1,210.12	1,210.12	0%
Saturday, 2 staff – 3 participants - Active	Day	01_059_0115_1_1	1,534.60	1,534.60	0%
Sunday, 2 staff – 3 participants - Active	Day	01_060_0115_1_1	1,934.07	1,934.07	0%
Public Holiday, 2 staff – 3 participants - Active	Day	01_061_0115_1_1	2,335.59	2,335.59	0%
Weekday, 2 staff – 3 participants - Passive	Day	01_058_0115_1_1	1,149.61	1,210.12	5%
Saturday, 2 staff – 3 participants - Passive	Day	01_059_0115_1_1	1,457.87	1,534.60	5%
Sunday, 2 staff – 3 participants - Passive	Day	01_060_0115_1_1	1,837.36	1,934.07	5%
Public Holiday, 2 staff – 3 participants - Passive	Day	01_061_0115_1_1	2,218.81	2,335.59	5%
Additional support provided at the same time as (STA) support - Standard - Weekday Daytime	Hourly	01_200_0115_1_1	54.30	54.30	0%
Additional support provided at the same time as (STA) support - Standard - Evening	Hourly	01_201_0115_1_1	59.77	59.77	0%
Additional support provided at the same time as (STA) support - Standard - Saturday	Hourly	01_202_0115_1_1	76.18	76.18	0%
Additional support provided at the same time (STA) support - Standard - Sunday	Hourly	01_203_0115_1_1	98.06	98.06	0%
Additional support provided at the same time as (STA) support - Standard - Public Holiday	Hourly	01_204_0115_1_1	119.94	119.94	0%
Additional support provided at the same time as (STA) support - Standard - Active Overnight	Hourly	01_205_0115_1_1	60.87	60.87	0%

2020-21 Cara Discount

1:1 Passive Support - Cara price is 10% discount from NDIS 2020-21 price cap

1:2 Passive Support - Cara price is 5% discount from NDIS 2020-21 price cap

2:3 Passive Support - Cara price is 5% discount from NDIS 2020-21 price cap

Short term accommodation NDIS price cap will be discounted by the above percentage amount. This will remain active until the end of June 2021 unless advised otherwise.

Service Assumptions

How will support be calculated if it is over or under the 24-hour time frame?

Support shall be charged at a discounted rate up to and including 20 hours, once 20 hours is exceeded the full 24-hour day rate applies.

Transport while being supported in short term accommodation (Cara centre-based respite)

Transport (vehicle costs) for excursions while supported at a Cara centre-based respite service is included within the charge rate; transport (vehicle costs) for individual customer pick up and drop off may also be included in the charge rate if not deemed to be excessive at the discretion of Cara.

Active or passive nights

If passive support is provided and the support turns active due to a customer need, the active support rate will be charged. The passive overnight can be shared between customers, the staffing ratio (i.e. 1:1) refers to active hours only. Please see the service agreement for a definition of active and passive overnight support.

Day of support calculation

Support will be calculated from the time of admission into the service and calculated every 24 hours thereafter. The day of the week that is charged will be based on where the majority of hours fall; if this is equal it will be at Cara's discretion.

Staffing Ratios

Cara shall always seek to provide service using a staffing ratio specific to the customer's needs, however where this is not possible the customer will be charged at the staffing ratio applicable to the service that has been provided. Cara will notify you where possible in advance, if an optimum staffing ratio cannot be achieved.

Service Inclusions / Exclusions

Item Description	Included	Excluded
Staffing Costs	✓	
Food and Drink	✓	
Basic Activities Material	✓	
Accommodation	✓	
Ticket/Admission costs on Excursions		✓ Paid Separately by customer

Schedule of Rates: Cara Getaways Program

Prices – Per 24 Hour Block

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount
Getaways					
Weekday, 1 staff - 1 participant - Active Support	Day	01_058_0115_1_1	1,693.73	1,693.73	0%
Saturday, 1 staff - 1 participant - Active Support	Day	01_059_0115_1_1	2,157.09	2,157.09	0%
Sunday, 1 staff - 1 participant - Active Support	Day	01_060_0115_1_1	2,724.45	2,724.45	0%
Public Holiday, 1 staff - 1 participant - Active Support	Day	01_061_0115_1_1	3,292.05	3,292.05	0%
Weekday, 1 staff - 1 participant – Shared Passive Overnight	Day	01_058_0115_1_1	1,524.36	1,693.73	10%
Saturday, 1 staff - 1 participant – Shared Passive Overnight	Day	01_059_0115_1_1	1,941.38	2,157.09	10%
Sunday, 1 staff - 1 participant - Shared Passive Overnight	Day	01_060_0115_1_1	2,452.01	2,724.45	10%
Public Holiday, 1 staff - 1 participant – Shared Passive Overnight	Day	01_061_0115_1_1	2,962.85	3,292.05	10%
Weekday, 1 staff – 2 participants - Active Support	Day	01_054_0115_1_1	937.57	937.57	0%
Saturday, 1 staff – 2 participants - Active Support	Day	01_055_0115_1_1	1,169.25	1,169.25	0%
Sunday, 1 staff – 2 participants - Active Support	Day	01_056_0115_1_1	1,452.93	1,452.93	0%
Public Holiday, 1 staff – 2 participants - Active Support	Day	01_057_0115_1_1	1,736.73	1,736.73	0%
Weekday, 1 staff – 2 participants – Shared Passive Overnight	Day	01_054_0115_1_1	890.69	937.57	5%
Saturday, 1 staff – 2 participants – Shared Passive Overnight	Day	01_055_0115_1_1	1,110.79	1,169.25	5%
Sunday, 1 staff – 2 participants – Shared Passive Overnight	Day	01_056_0115_1_1	1,380.28	1,452.93	5%
Public Holiday, 1 staff – 2 participants – Shared Passive Overnight	Day	01_057_0115_1_1	1,649.89	1,736.73	5%

Weekday, 1 staff – 3 participants	Day	01_062_0115_1_1	685.52	685.52	0%
Saturday, 1 staff – 3 participants	Day	01_063_0115_1_1	839.97	839.97	0%
Sunday, 1 staff – 3 participants	Day	01_064_0115_1_1	1,029.09	1,029.09	0%
Public Holiday, 1 staff – 3 participants	Day	01_065_0115_1_1	1,218.29	1,218.29	0%
Weekday, 2 staff – 3 participants - Active	Day	01_058_0115_1_1	1,210.12	1,210.12	0%
Saturday, 2 staff – 3 participants - Active	Day	01_059_0115_1_1	1,534.60	1,534.60	0%
Sunday, 2 staff – 3 participants - Active	Day	01_060_0115_1_1	1,934.07	1,934.07	0%
Public Holiday, 2 staff – 3 participants - Active	Day	01_061_0115_1_1	2,335.59	2,335.59	0%
Weekday, 2 staff – 3 participants - Passive	Day	01_058_0115_1_1	1,149.61	1,210.12	5%
Saturday, 2 staff – 3 participants - Passive	Day	01_059_0115_1_1	1,457.87	1,534.60	5%
Sunday, 2 staff – 3 participants - Passive	Day	01_060_0115_1_1	1,837.36	1,934.07	5%
Public Holiday, 2 staff – 3 participants - Passive	Day	01_061_0115_1_1	2,218.81	2,335.59	5%
Additional support provided at the same time as (STA) support - Standard - Weekday Daytime	Hourly	01_200_0115_1_1	54.30	54.30	0%
Additional support provided at the same time as (STA) support - Standard - Evening	Hourly	01_201_0115_1_1	59.77	59.77	0%
Additional support provided at the same time as (STA) support - Standard - Saturday	Hourly	01_202_0115_1_1	76.18	76.18	0%
Additional support provided at the same time (STA) support - Standard - Sunday	Hourly	01_203_0115_1_1	98.06	98.06	0%
Additional support provided at the same time as (STA) support - Standard - Public Holiday	Hourly	01_204_0115_1_1	119.94	119.94	0%
Additional support provided at the same time as (STA) support - Standard - Active Overnight	Hourly	01_205_0115_1_1	60.87	60.87	0%

2020-21 Cara Discount

- 1:1 Passive Support - Cara price is 10% discount from NDIS 2020-21 price cap
- 1:2 Passive Support - Cara price is 5% discount from NDIS 2020-21 price cap
- 2:3 Passive Support - Cara price is 5% discount from NDIS 2020-21 price cap

Short term accommodation NDIS price cap will be discounted by the above percentage amount. This will remain active until the end of June 2021 unless advised otherwise.

Service Assumptions

How will support be calculated if it is over or under the 24-hour time frame?

Support shall be charged at a discounted rate up to and including 20 hours, once 20 hours is exceeded the full 24-hour day rate applies.

Transport while being supported in Getaways Program

Transport (vehicle costs) for excursions while supported at a Cara Getaways Program is included within the charge rate; transport (vehicle costs) for individual customer pick up and drop off may also be included in the charge rate if not deemed to be excessive at the discretion of Cara.

Active or passive nights

If passive support is provided and the support turns active due to a customer need, the active support rate will be charged. The passive overnight can be shared between customers, the staffing ratio (i.e. 1:1) refers to active hours only.

Day of support calculation

Support will be calculated from the time of admission into the service and calculated every 24 hours thereafter. The day of the week that is charged will be based on where the majority of hours fall. If this is equal, it will be at Cara's discretion.

Staffing Ratios

Cara shall always seek to provide service using a staffing ratio specific to the customer's needs, however where this is not possible the customer will be charged at the staffing ratio applicable to the service that has been provided. Cara will notify you where possible in advance, if an optimum staffing ratio cannot be achieved.

Service Inclusions / Exclusions

Item Description	Included	Excluded
Staffing Costs	✓	
Food and Drink	✓	
Basic Activities Material	✓	
Accommodation Hire Costs	✓	
Ticket/Admission costs on Excursions		✓ Paid Separately by customer

Schedule of Rates: Cara Camps Program

Prices - Per 24 Hour Block

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount
Camps					
Weekday, 1 staff - 1 participant - Active Support	Day	01_058_0115_1_1	1,693.73	1,693.73	0%
Saturday, 1 staff - 1 participant - Active Support	Day	01_059_0115_1_1	2,157.09	2,157.09	0%
Sunday, 1 staff - 1 participant - Active Support	Day	01_060_0115_1_1	2,724.45	2,724.45	0%
Public Holiday, 1 staff - 1 participant - Active Support	Day	01_061_0115_1_1	3,292.05	3,292.05	0%
Weekday, 1 staff - 1 participant – Passive	Day	01_058_0115_1_1	1,524.36	1,693.73	10%
Saturday, 1 staff - 1 participant – Passive	Day	01_059_0115_1_1	1,941.38	2,157.09	10%
Sunday, 1 staff - 1 participant - Passive	Day	01_060_0115_1_1	2,452.01	2,724.45	10%
Public Holiday, 1 staff - 1 participant – Passive	Day	01_061_0115_1_1	2,962.85	3,292.05	10%
Weekday, 1 staff – 2 participants - Active Support	Day	01_054_0115_1_1	937.57	937.57	0%
Saturday, 1 staff – 2 participants - Active Support	Day	01_055_0115_1_1	1,169.25	1,169.25	0%
Sunday, 1 staff – 2 participants - Active Support	Day	01_056_0115_1_1	1,452.93	1,452.93	0%
Public Holiday, 1 staff – 2 participants - Active Support	Day	01_057_0115_1_1	1,736.73	1,736.73	0%
Weekday, 1 staff – 2 participants – Passive	Day	01_054_0115_1_1	890.69	937.57	5%
Saturday, 1 staff – 2 participants – Passive	Day	01_055_0115_1_1	1,110.79	1,169.25	5%
Sunday, 1 staff – 2 participants – Passive	Day	01_056_0115_1_1	1,380.28	1,452.93	5%
Public Holiday, 1 staff – 2 participants – Passive	Day	01_057_0115_1_1	1,649.89	1,736.73	5%

Weekday, 1 staff – 3 participants	Day	01_062_0115_1_1	685.52	685.52	0%
Saturday, 1 staff – 3 participants	Day	01_063_0115_1_1	839.97	839.97	0%
Sunday, 1 staff – 3 participants	Day	01_064_0115_1_1	1,029.09	1,029.09	0%
Public Holiday, 1 staff – 3 participants	Day	01_065_0115_1_1	1,218.29	1,218.29	0%
Weekday, 2 staff – 3 participants - Active	Day	01_058_0115_1_1	1,210.12	1,210.12	0%
Saturday, 2 staff – 3 participants - Active	Day	01_059_0115_1_1	1,534.60	1,534.60	0%
Sunday, 2 staff – 3 participants - Active	Day	01_060_0115_1_1	1,934.07	1,934.07	0%
Public Holiday, 2 staff – 3 participants - Active	Day	01_061_0115_1_1	2,335.59	2,335.59	0%
Weekday, 2 staff – 3 participants - Passive	Day	01_058_0115_1_1	1,149.61	1,210.12	5%
Saturday, 2 staff – 3 participants - Passive	Day	01_059_0115_1_1	1,457.87	1,534.60	5%
Sunday, 2 staff – 3 participants - Passive	Day	01_060_0115_1_1	1,837.36	1,934.07	5%
Public Holiday, 2 staff – 3 participants - Passive	Day	01_061_0115_1_1	2,218.81	2,335.59	5%
Additional support provided at the same time as (STA) support - Standard - Weekday Daytime	Hourly	01_200_0115_1_1	54.30	54.30	0%
Additional support provided at the same time as (STA) support - Standard - Evening	Hourly	01_201_0115_1_1	59.77	59.77	0%
Additional support provided at the same time as (STA) support - Standard - Saturday	Hourly	01_202_0115_1_1	76.18	76.18	0%
Additional support provided at the same time (STA) support - Standard - Sunday	Hourly	01_203_0115_1_1	98.06	98.06	0%
Additional support provided at the same time as (STA) support - Standard - Public Holiday	Hourly	01_204_0115_1_1	119.94	119.94	0%
Additional support provided at the same time as (STA) support - Standard - Active Overnight	Hourly	01_205_0115_1_1	60.87	60.87	0%

2020-21 Cara Discount

- 1:1 Passive Support - Cara price is 10% discount from NDIS 2020-21 price cap
- 1:2 Passive Support - Cara price is 5% discount from NDIS 2020-21 price cap
- 2:3 Passive Support - Cara price is 5% discount from NDIS 2020-21 price cap

Short term accommodation NDIS price cap will be discounted by the above percentage amount. This will remain active until the end of June 2021 unless advised otherwise.

Service Assumptions

How will support be calculated if it is over or under the 24-hour time frame?

Support shall be charged at a discounted rate up to and including 20 hours, once 20 hours is exceeded the full 24-hour day rate applies.

Transport while being supported in Cara Camps Program

Transport (vehicle costs) for excursions while supported at a Cara Camps Program is included within the charge rate; transport (vehicle costs) for individual customer pick up and drop off may also be included in the charge rate if not deemed to be excessive at the discretion of Cara.

Active or passive nights

If passive support is provided and the support turns active due to a customer need, the active support rate will be charged. The passive overnight can be shared between customers, the staffing ratio (i.e. 1:1) refers to active hours only.

Day of support calculation

Support will be calculated from the time of admission into the service and calculated every 24 hours thereafter. The day of the week that is charged will be based on where the majority of hours fall. If this is equal, it will be at Cara's discretion.

Staffing Ratios

Cara shall always seek to provide service using a staffing ratio specific to the customer's needs, however where this is not possible the customer will be charged at the staffing ratio applicable to the service that has been provided. Cara will notify you where possible in advance, if an optimum staffing ratio cannot be achieved.

Service Inclusions / Exclusions

Item Description	Included	Excluded
Staffing Costs	✓	
Food and Drink	✓	
Basic Activities Material	✓	
Accommodation Hire Costs	✓	
Ticket/Admission costs on Excursions		✓ Paid Separately by customer

Schedule of Rates: Cara Kids Clubs

Description	UOM	NDIS Code	5 Hour Session Price (\$)	6 Hour Session Price (\$)
Weekday - 1 staff - 1 Customer	Each	01_058_0115_1_1	416.20	499.44
Saturday - 1 staff - 1 Customer	Each	01_059_0115_1_1	448.49	538.19
Sunday - 1 staff - 1 Customer	Each	01_060_0115_1_1	559.60	671.52
Public Holiday - 1 staff - 1 Customer	Each	01_061_0115_1_1	670.71	804.85
Weekday - 1 staff - 2 Customer	Each	01_054_0115_1_1	237.70	285.25
Saturday - 1 staff - 2 Customer	Each	01_055_0115_1_1	249.55	299.46
Sunday - 1 staff - 2 Customer	Each	01_056_0115_1_1	304.98	365.98
Public Holiday - 1 staff - 2 Customer	Each	01_057_0115_1_1	360.66	432.80
Weekday - 1 staff - 3/3+ Customer	Each	01_045_0115_1_1	186.57	223.89
Saturday - 1 staff - 3/3+ Customer	Each	01_051_0115_1_1	207.02	248.42
Sunday - 1 staff - 3/3+ Customer	Each	01_052_0115_1_1	245.42	294.50
Public Holiday - 1 staff - 3/3+ Customer	Each	01_053_0115_1_1	283.47	340.16
Weekday - 2 staff - 3 Customer	Each	01_058_0115_1_1	326.95	392.34
Saturday - 2 staff - 3 Customer	Each	01_059_0115_1_1	349.02	418.83
Sunday - 2 staff - 3 Customer	Each	01_060_0115_1_1	432.29	518.75
Public Holiday - 2 staff - 3 Customer	Each	01_061_0115_1_1	515.69	618.82

Service Assumptions

Transport on excursions within Kids Club

Transport while supported at a Cara Kids Club is not included within the Kids Club rate. This will be charged separately to the customer.

Transport outside of Kids Club (pickup and drop off)

All transport for pick up and drop off at Cara Kids Club is not included within the Kid's Club rate.

Staffing Ratios

Cara shall always seek to provide service using a staffing ratio specific to the customer's needs, however where this is not possible the customer will be charged at the staffing ratio applicable to the service that has been provided. Cara will notify you where possible in advance, if an optimum staffing ratio cannot be achieved.

Service Inclusions / Exclusions

Item Description	Included	Excluded
Staffing Costs	✓	
Basic Activities Material	✓	
Venue Hire Costs	✓	
Transport for Excursions		✓ Paid Separately by customer
Ticket prices on Excursions		✓ Paid Separately by customer

Schedule of Rates: Personalised Day Options

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount
Day Options - 1:1 - Standard - Public Holiday - TTP	Hour	04_164_0136_6_1_T	129.29	129.29	0%
Day Options - 1:2 - Standard - Public Holiday - TTP	Hour	04_128_0136_6_1_T	71.20	71.20	0%
Day Options - 1:3 - Standard - Public Holiday - TTP	Hour	04_129_0136_6_1_T	52.55	52.55	0%
Day Options - 1:1 - Standard - Saturday - TTP	Hour	04_162_0136_6_1_T	82.90	82.90	0%
Day Options - 1:2 - Standard - Saturday - TTP	Hour	04_112_0136_6_1_T	45.22	45.22	0%
Day Options - 1:3 - Standard - Saturday - TTP	Hour	04_121_0136_6_1_T	33.38	33.38	0%
Day Options - 1:1 - Standard - Sunday - TTP	Hour	04_163_0136_6_1_T	106.09	106.09	0%
Day Options - 1:2 - Standard - Sunday - TTP	Hour	04_113_0136_6_1_T	58.21	58.21	0%
Day Options - 1:3 - Standard - Sunday - TTP	Hour	04_122_0136_6_1_T	42.96	42.96	0%
Day Options - 1:1 - Standard - Weekday Daytime - TTP	Hour	04_160_0136_6_1_T	59.71	59.71	0%
Day Options - 1:2 - Standard - Weekday Daytime - TTP	Hour	04_111_0136_6_1_T	32.23	32.23	0%
Day Options - 1:3 - Standard - Weekday Daytime - TTP	Hour	04_120_0136_6_1_T	23.79	23.79	0%
Day Options - 1:1 - Standard - Evening - TTP	Hour	04_161_0136_6_1_T	65.51	65.51	0%
Day Options - 1:2 - Standard - Evening - TTP	Hour	04_114_0136_6_1_T	35.48	35.48	0%
Day Options - 1:3 - Standard - Evening - TTP	Hour	04_123_0136_6_1_T	26.19	26.19	0%
Day Options - 1:2 - Complex - Public Holiday - TTP	Hour	04_130_0104_6_1_T	76.61	76.61	0%
Day Options - 1:3 - Complex - Public Holiday - TTP	Hour	04_131_0104_6_1_T	56.55	56.55	0%

Day Options - 1:2 - Complex - Saturday	Hour	04_117_0104_6_1_T	48.66	48.66	0%
Day Options - 1:3 - Complex - Saturday	Hour	04_125_0104_6_1_T	35.91	35.91	0%
Day Options - 1:2 - Complex - Sunday	Hour	04_118_0104_6_1_T	62.63	62.63	0%
Day Options - 1:3 - Complex - Sunday	Hour	04_126_0104_6_1_T	46.23	46.23	0%
Day Options - 1:2 - Complex - Weekday Daytime	Hour	04_116_0104_6_1_T	34.69	34.69	0%
Day Options - 1:3 - Complex - Weekday Daytime	Hour	04_124_0104_6_1_T	25.60	25.60	0%
Day Options - 1:2 - Complex - Evening	Hour	04_119_0104_6_1_T	38.18	38.18	0%
Day Options - 1:3 - Complex - Evening	Hour	04_127_0104_6_1_T	28.18	28.18	0%
Day Options - Public Holiday - High Intensity Level 1	Hour	04_304_0104_1_1_T	127.14	127.14	0%
Day Options - Saturday - High Intensity Level 1	Hour	04_302_0104_1_1_T	80.75	80.75	0%
Day Options - Sunday - High Intensity Level 1	Hour	04_303_0104_1_1_T	103.94	103.94	0%
Day Options - weekday - High Intensity Level 1	Hour	04_300_0104_1_1_T	57.56	57.56	0%
Day Options - weekday evening - High Intensity Level 1	Hour	04_301_0104_1_1_T	63.36	63.36	0%
Day Options - Public Holiday - High Intensity Level 2	Hour	04_404_0104_1_1_T	136.81	136.81	0%
Day Options - Saturday - High Intensity Level 2	Hour	04_402_0104_1_1_T	86.89	86.89	0%
Day Options - Sunday - High Intensity Level 2	Hour	04_403_0104_1_1_T	111.84	111.84	0%
Day Options - weekday - High Intensity Level 2	Hour	04_400_0104_1_1_T	61.94	61.94	0%
Day Options - weekday evening - High Intensity Level 2	Hour	04_401_0104_1_1_T	68.18	68.18	0%

Day Options - Public Holiday - High Intensity Level 3	Hour	04_504_0104_1_1_T	143.61	143.61	0%
Day Options - Saturday - High Intensity Level 3	Hour	04_502_0104_1_1_T	91.22	91.22	0%
Day Options - Sunday - High Intensity Level 3	Hour	04_503_0104_1_1_T	117.41	117.41	0%
Day Options - weekday - High Intensity Level 3	Hour	04_500_0104_1_1_T	65.02	65.02	0%
Day Options - weekday evening - High Intensity Level 3	Hour	04_501_0104_1_1_T	71.57	71.57	0%

Description (Activity Based Transport)	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount
Activity Based Transport - Group/Centre Based Activities, Non-Modified Vehicle	km	04_591_0136_6_1	0.85	N/A	-
Activity Based Transport - Community Participation, Non-Modified Vehicle	km	04_592_0104_6_1	0.85	N/A	-
Activity Based Transport - Group/Centre Based Activities, Modified Vehicle	km	04_591_0136_6_1	1.40	N/A	-
Activity Based Transport - Community Participation, Modified Vehicle	km	04_592_0104_6_1	1.40	N/A	-

Transport for Personalised Day Options

Customers may request transport to, from, or during an activity. The NDIS refers to this as Activity Based Transport. Staff time will be charged against the applicable support code using the applicable hourly rate. The following non-labour costs may also be applicable:

- \$0.85 per kilometre for a vehicle that is not modified for accessibility
- \$1.40 per kilometre for a vehicle that is modified for accessibility or a bus
- other costs such as parking fees

Staffing Ratios

Cara shall always seek to provide service using a staffing ratio specific to the customer's needs, however where this is not possible the customer will be charged at the staffing ratio applicable to the service that has been provided. Cara will notify you where possible in advance, if an optimum staffing ratio cannot be achieved.

Schedule of Rates: Home & Community Support

Description (In the Home)	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount
Assistance with self-care activities during daytime weekdays	Hour	01_011_0107_1_1_T	57.56	57.56	0%
Assistance with self-care activities per weekday evening	Hour	01_015_0107_1_1_T	63.36	63.36	0%
Assistance with self-care activities on Saturdays	Hour	01_013_0107_1_1_T	80.75	80.75	0%
Assistance with self-care activities on Sundays	Hour	01_014_0107_1_1_T	103.94	103.94	0%
Assistance with self-care activities on Public Holidays	Hour	01_012_0107_1_1_T	127.14	127.14	0%
Assistance with self-care activities during daytime weekdays - high intensity Level 1	Hour	01_300_0104_1_1_T	57.56	57.56	0%
Assistance with self-care activities per weekday evening - high intensity Level 1	Hour	01_301_0104_1_1_T	63.36	63.36	0%
Assistance with self-care activities on Saturdays - high intensity Level 1	Hour	01_302_0104_1_1_T	80.75	80.75	0%
Assistance with self-care activities on Sundays - high intensity Level 1	Hour	01_303_0104_1_1_T	103.94	103.94	0%
Assistance with self-care activities on Public Holidays - high intensity Level 1	Hour	01_304_0104_1_1_T	127.14	127.14	0%
Assistance with self-care – active overnight Level 1	Hour	01_305_0104_1_1_T	64.52	64.52	0%
Assistance with self-care activities during daytime weekdays - high intensity Level 2	Hour	01_400_0104_1_1_T	61.94	61.94	0%
Assistance with self-care activities per weekday evening - high intensity Level 2	Hour	01_401_0104_1_1_T	68.18	68.18	0%
Assistance with self-care activities on Saturdays - high intensity Level 2	Hour	01_402_0104_1_1_T	86.89	86.89	0%
Assistance with self-care activities on Sundays - high intensity Level 2	Hour	01_403_0104_1_1_T	111.84	111.84	0%
Assistance with self-care activities on Public Holidays - high intensity Level 2	Hour	01_404_0104_1_1_T	136.81	136.81	0%
Assistance with self-care – active overnight Level 2	Hour	01_405_0104_1_1_T	69.42	69.42	0%
Assistance with self-care activities during daytime weekdays - high intensity Level 3	Hour	01_500_0104_1_1_T	65.02	65.02	0%

Assistance with self-care activities per weekday evening - high intensity Level 3	Hour	01_501_0104_1_1_T	71.57	71.57	0%
Assistance with self-care activities on Saturdays - high intensity Level 3	Hour	01_502_0104_1_1_T	91.22	91.22	0%
Assistance with self-care activities on Sundays - high intensity Level 3	Hour	01_503_0104_1_1_T	117.41	117.41	0%
Assistance with self-care activities on Public Holidays - high intensity Level 3	Hour	01_504_0104_1_1_T	143.61	143.61	0%
Assistance with self-care – active overnight Level 3	Hour	01_505_0104_1_1_T	72.88	72.88	0%
Assistance with Self-Care - Night-Time Sleepover	Each	01_010_0107_1_1	231.06	231.06	0%

Description (In the Community)	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount
Assistance to access community, social and rec activities - individual - per weekdays	Hour	04_104_0125_6_1_T	57.56	57.56	0%
Assistance to access community, social and rec activities – individual - per weekday evening	Hour	04_103_0125_6_1_T	63.36	63.36	0%
Assistance to access community, social and rec activities - individual – Saturday	Hour	04_105_0125_6_1_T	80.75	80.75	0%
Assistance to access community, social and rec activities - individual – Sundays	Hour	04_106_0125_6_1_T	103.94	103.94	0%
Assistance to access community, social and rec activities - individual - per public holiday	Hour	04_102_0125_6_1_T	127.14	127.14	0%
Assistance to access community, social/rec acts high - weekday – High Intensity Level 1	Hour	04_300_0104_1_1_T	57.56	57.56	0%
Assistance to access community, social/rec acts high - weekday evening – High Intensity Level 1	Hour	04_301_0104_1_1_T	63.36	63.36	0%
Assistance to access community, social/rec acts high - Saturday – High Intensity Level 1	Hour	04_302_0104_1_1_T	80.75	80.75	0%
Assistance to access community, social/rec acts high - Sunday – High Intensity Level 1	Hour	04_303_0104_1_1_T	103.94	103.94	0%
Assistance to access community, social/rec acts high – Public Holiday – High Intensity Level 1	Hour	04_304_0104_1_1_T	127.14	127.14	0%
Assistance to access community, social/rec acts high - weekday – High Intensity Level 2	Hour	04_400_0104_1_1_T	61.94	61.94	0%
Assistance to access community, social/rec acts high - weekday evening – High Intensity Level 2	Hour	04_401_0104_1_1_T	68.18	68.18	0%
Assistance to access community, social/rec acts high - Saturday – High Intensity Level 2	Hour	04_402_0104_1_1_T	86.89	86.89	0%

Assistance to access community, social/rec acts high - Sunday – High Intensity Level 2	Hour	04_403_0104_1_1_T	111.84	111.84	0%
Assistance to access community, social/rec acts high – Public Holiday – High Intensity Level 2	Hour	04_404_0104_1_1_T	136.81	136.81	0%
Assistance to access community, social/rec acts high - weekday – High Intensity Level 3	Hour	04_500_0104_1_1_T	65.02	65.02	0%
Assistance to access community, social/rec acts high - weekday evening – High Intensity Level 3	Hour	04_501_0104_1_1_T	71.57	71.57	0%
Assistance to access community, social/rec acts high - Saturday – High Intensity Level 3	Hour	04_502_0104_1_1_T	91.22	91.22	0%
Assistance to access community, social/rec acts high - Sunday – High Intensity Level 3	Hour	04_503_0104_1_1_T	117.41	117.41	0%
Assistance to access community, social/rec acts high – Public Holiday – High Intensity Level 3	Hour	04_504_0104_1_1_T	143.61	143.61	0%

Description (Group Based)	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount
Group Activities in The Community - 1:2 - Standard - Weekday Daytime	Hour	04_111_0136_6_1_T	32.23	32.23	0%
Group Activities in The Community - 1:2 - Standard - Evening	Hour	04_114_0136_6_1_T	35.48	35.48	0%
Group Activities in The Community - 1:2 - Standard - Saturday	Hour	04_112_0136_6_1_T	45.22	45.22	0%
Group Activities in The Community - 1:2 - Standard - Sunday	Hour	04_113_0136_6_1_T	58.21	58.21	0%
Group Activities in The Community - 1:2 - Standard - Public Holiday	Hour	04_128_0136_6_1_T	71.20	71.20	0%
Group Activities in The Community - 1:2 - Complex - Weekday Daytime	Hour	04_116_0104_6_1_T	34.69	34.69	0%
Group Activities in The Community - 1:2 - Complex - Evening	Hour	04_119_0104_6_1_T	38.18	38.18	0%
Group Activities in The Community - 1:2 - Complex – Saturday	Hour	04_117_0104_6_1_T	48.66	48.66	0%
Group Activities in The Community - 1:2 - Complex - Sunday	Hour	04_118_0104_6_1_T	62.63	62.63	0%
Group Activities in The Community - 1:2 - Complex - Public Holiday - TTP	Hour	04_130_0104_6_1_T	76.61	76.61	0%
Group Activities in The Community - 1:3 - Standard - Weekday Daytime	Hour	04_120_0136_6_1_T	23.79	23.79	0%
Group Activities in The Community - 1:3 - Standard - Evening	Hour	04_123_0136_6_1_T	26.19	26.19	0%

Group Activities in The Community - 1:3 - Standard - Saturday	Hour	04_121_0136_6_1_T	33.38	33.38	0%
Group Activities in The Community - 1:3 - Standard - Sunday	Hour	04_122_0136_6_1_T	42.96	42.96	0%
Group Activities in The Community - 1:3 - Standard - Public Holiday	Hour	04_129_0136_6_1_T	52.55	52.55	0%
Group Activities in The Community - 1:3 - Complex - Weekday Daytime	Hour	04_124_0104_6_1_T	25.60	25.60	0%
Group Activities in The Community - 1:3 - Complex - Evening	Hour	04_127_0104_6_1_T	28.18	28.18	0%
Group Activities in The Community - 1:3 - Complex - Saturday	Hour	04_125_0104_6_1_T	35.91	35.91	0%
Group Activities in The Community - 1:3 - Complex - Sunday	Hour	04_126_0104_6_1_T	46.23	46.23	0%
Group Activities in The Community - 1:3 - Complex - Public Holiday - TTP	Hour	04_131_0104_6_1_T	56.55	56.55	0%

Description (Activity Based Transport)	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount
Activity Based Transport - Non-modified Vehicle - Community Participation	km	04_590_0125_6_1	0.85	N/A	-
Activity Based Transport - Non-modified Vehicle - Group/Centre Activities	km	04_591_0136_6_1	0.85	N/A	-
Activity Based Transport - Non-modified Vehicle - Assistance with Personal Activities - High Intensity	km	04_592_0104_6_1	0.85	N/A	-
Activity Based Transport - Modified Vehicle - Community Participation	km	04_590_0125_6_1	1.40	N/A	-
Activity Based Transport - Modified Vehicle - Group/Centre Activities	km	04_591_0136_6_1	1.40	N/A	-
Activity Based Transport - Modified Vehicle - Assistance with Personal Activities - High Intensity	km	04_592_0104_6_1	1.40	N/A	-

Service Assumptions

Transport while being supported in Home & Community Support

For Home Based Assistance (01 – Assistance with Daily Living) transport (vehicle costs) are excluded from the hourly charge rate but can be charged separately. (Please see transport service)

For Community Based Assistance (04 – Assistance with Social, Economic, and Community Participation) customers may request transport to, from, or during an activity. The NDIS refers to this as Activity Based Travel. Staff time will be charged against the applicable support code using the applicable hourly rate. The following non-labour costs may also be applicable:

- \$0.85 per kilometre for a vehicle that is not modified for accessibility
- \$1.40 per kilometre for a vehicle that is modified for accessibility or a bus
- other costs such as parking fees

Day of support calculation

A Weekday is Monday to Friday, the extra rates paid for Saturday/Sunday/Public Holidays are in substitution for, and not cumulative upon, the shift premiums payable for evening and overnight supports, the extra rates for Saturday/Sunday/Public Holidays do not increase further when the support finishes after 8pm.

Time of Support calculation

Daytime starts at 6am and finishes at 8pm, evening is where the support finishes after 8pm and before 12 midnight, overnight is where the support finishes after 12 midnight and before 6am.

The difference between In Home Support & Community Support

Please note that in home support will be charged using the code starting in 01 (e.g. 01_011_0107_1_1_T) while Community Support will be charged using the code starting in 04. (This is to meet NDIS reporting requirements)

Minimum Shift Engagement

Minimum shift engagement of 2 hours.

Active or passive nights

If passive support is provided and the support turns active due to a customer need, the active support rate will be charged. Passive overnights are charged at an 'each' rate per customer. However, passive overnight support can be shared between customers as the staffing ratio (i.e. 1:1) refers to active hours only.

Staffing Ratios

Cara shall always seek to provide service using a staffing ratio specific to the customer's needs, however where this is not possible the customer will be charged at the staffing ratio applicable to the service that has been provided. Cara will notify you where possible in advance, if an optimum staffing ratio cannot be achieved.

Cara Access to the Home

From time to time Cara staff not directly involved in the provision of support may require access to the home environment to undertake staff supervision and to complete Private Home Inspection checklists.

Schedule of Rates: Specialised Service Team Supports

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount	Activity Based Transport Available?
Assessment, Recommendation, Therapy And/or Training (Incl. AT) - Other Therapy	Hour	15_056_0128_1_3	193.99	193.99	0%	No
Therapy assistant – Level 1	Hour	15_052_0128_1_3	56.16	56.16	0%	No
Therapy assistant – Level 2	Hour	15_053_0128_1_3	86.79	86.79	0%	No
Specialised individual therapy for early childhood	Hour	15_005_0118_1_3	193.99	193.99	0%	No
Training for carers/parents	Hour	15_038_0117_1_3	61.76	61.76	0%	No
Individual skills development & training, includes public transport training & support	Hour	15_037_0117_1_3	54.3	54.3	0%	No
Transition through school and to further education	Hour	13_030_0102_4_3	61.76	61.76	0%	Yes
Individual social skills development	Hour	11_024_0117_7_3	61.76	61.76	0%	Yes
Behaviour management plan, training in behaviour management strategies	Hour	11_023_0110_7_3	193.99	193.99	0%	No
Specialist behavioural intervention support	Hour	11_022_0110_7_3	234.83	234.83	0%	No
Individual skills development and training	Hour	09_009_0117_6_3	61.76	61.76	0%	Yes
Life transition planning including mentoring, peer support and individual skill development.	Hour	09_006_0106_6_3	61.76	61.76	0%	Yes
Individual Employment Support	Hour	10_016_0102_5_3	61.76	61.76	0%	Yes
Employment Related Assessment and Counselling	Hour	10_011_0128_5_3	193.99	193.99	0%	No
Provider Travel - Non-labour Costs - Assistance in Coordinating or Managing Life Stages, Transitions And Supports	Km	09_799_0106_6_3	\$0.85	N/A	N/A	N/A

Provider Travel - Non-labour Costs - Assistance to Access and Maintain Employment or higher education	Km	10_799_0102_5_3	\$0.85	N/A	N/A	N/A
Provider Travel - Non-labour Costs - Therapeutic Supports	Km	10_799_0128_5_3	\$0.85	N/A	N/A	N/A
Provider Travel - Non-labour Costs - Specialist Positive Behaviour Support	Km	11_799_0110_7_3	\$0.85	N/A	N/A	N/A
Provider Travel - Non-labour Costs - Development of Daily Living and Life Skills	Km	15_799_0117_1_3	\$0.85	N/A	N/A	N/A
Provider Travel - Non-labour Costs - Early Intervention Supports for Early Childhood	Km	15_799_0118_1_3	\$0.85	N/A	N/A	N/A

Service Assumptions

Provider Travel

If travel costs are incurred by Cara to provide Improved Daily Living and Improved Relationships Supports, then travel may be charged at a maximum of 30 minutes for MMM1- MMM3 areas (metropolitan) and 60 minutes in MMM4-5 (Regional) for each eligible worker. Staffing costs will be charged at the same rate as the support being provided and non-labour costs will be charged at the following amounts:

- 0.85 per kilometre for a vehicle that is not modified for accessibility
- associated additional costs (e.g. parking costs) at the value in which they are incurred by the staff member in providing the support

Activity Based Transport

For applicable Capacity Building Supports customers may request transport to, from, or during an activity. The NDIS refers to this as Activity Based Transport. Staff time will be charged against the applicable support code using the applicable hourly rate. The following non-labour costs may also be applicable:

- \$0.85 per kilometre for a vehicle that is not modified for accessibility
- \$1.40 per kilometre for a vehicle that is modified for accessibility or a bus
- other costs such as parking fees

Please refer to the table above to see where Activity Based Transport may be applicable.

Indicative time of support delivered

Hours provided between 7am and 7pm (Monday to Friday excluding public Holidays. Weekend work to be negotiated with Cara Management).

Minimum Shift Engagement

Minimum shift engagement for Specialist Services Facilitator is 1 hour.

Billable Supports

Supports provided to customers can be direct and indirect. The list below provides a guide as to the types of supports that are billable. These will be outlined in the quote prepared by Specialist Services:

- Customer related resources and strategies (including design, development and implementation)
- Assessments
- Report writing (a portion of time if agreed in advance in the service agreement)
- Therapy sessions
- Development, implementation and review of Positive Behaviour Support Plans
- Travel (if agreed in the quote and service agreement) which may include claiming up to 20 minutes of the time against the appointment they are travelling to, at the hourly rate for the relevant support item)
- Participating in meetings related to customer support.
- Progress noting (a portion of time if agreed in advance in the service agreement)

Schedule of Rates: Cara Transport Service

The Cara Transport Service provides a vehicle for customer use when being driven by a Cara Support Worker. The rates stated covers the vehicle costs only, the recoverable amount for the cost of the Support Worker is charged separately as a separate service.

Please note this fee can either be charged to the customers plan against their transport funding or directly from the customer. The customer will need to check what transport funding they have and how this has been allocated.

The rate is charged on a per kilometre basis. If is to be invoiced directly to the customer the fees will be invoiced weekly in arrears and payable within 7 days of date of invoice. If the fee is to be claimed on the NDIS portal this will be claimed after service has been provided.

Schedule of Rates

Please note the below rates are paid by each customer using the transport.

Description	UOM	Disability Specific Vehicle (\$)	Non-Disability Specific Vehicle (\$)
Transport Pricing (Covers vehicle only)			
One Customer in the vehicle	km	1.40	0.85
2 Customers sharing a vehicle	km	0.70	0.43
3 Customers sharing a vehicle	km	0.47	0.28
4/4+ Customers Sharing a vehicle	km	0.35	0.21

Service Assumptions

Booking a Vehicle

Bookings are made for a vehicle directly with the Team Leader and subject to availability.

Dedicated Vehicle at an Accommodation Service

Under the NDIS Cara is no longer directly funded for a vehicle for a service. Cara can still provide a dedicated vehicle for a service where it is guaranteed by the customer(s) a minimum of 20,000km per annum will be achieved for the vehicle. The customers will be charged directly at the applicable rates above.

At Cara's discretion, customers may be liable for a termination fee if they are receiving a Cara dedicated transport service and end the service mid-way through a vehicle lease period. A typical lease period is 3 years. Should the customers require a dedicated vehicle you will be notified of the lease period.

Damage to Vehicle

Where a customer damages the vehicle directly they will be invoiced for the full repair costs if it is not claimable on Cara's Vehicle Insurance. If it is claimable on Cara's Vehicle Insurance the customer will be liable for the insurance excess and an administrative fee.

Type of Vehicle

The rate is based on the type of vehicle used, not the needs of the customer. Examples of disability specific vehicles are modified vans to be wheelchair accessible (i.e. Toyota Hiace). Examples of non-disability specific vehicles are Kia Carnival (non-modified) and Toyota Camry.

Service Inclusions / Exclusions

Item Description	Included in Rate	Excluded
Vehicle Lease, Maintenance, Tyres	✓	
Fuel	✓	
Insurance & Claims Excess	✓	
Vehicle Wear & Tear	✓	
Damage to vehicle directly by Customer		✓

Schedule of Rates: Cara Supported Independent Living (SIL)

Supported Independent Living (SIL) refers to supporting customers to live independently in their own home or a shared home. This differs from Home and Community Support at the discretion of the NDIA, which base the decision on the type and amount of support that is required. Supported Independent Living supports will usually be greater in amount (both units and dollars) than Home and Community Support.

Rates

Supported Independent Living is tailored to and quoted individually for each customer at the request of the NDIA. A weekly rate is calculated.

Service Assumptions

Transport in a Supported Independent Living Arrangement

All transport (vehicle costs) are excluded from the weekly rate but can be charged separately. (Please see transport service).

Customer Monies

Management of customer monies (customer bank account monitoring and reconciliations) is not included within the SIL service. Customers and their advocates are advised to limit the amount of monies left in customers transactional banking accounts. Surplus amounts should be kept in a separate savings account. Customers and their advocates are encouraged to monitor customer transactional bank accounts on a regular basis, and to use a debit card instead of cash wherever possible. Cash left in the home should be limited as far as possible and stored securely. This will reduce the potential for misunderstandings or fraud.

Cara Support workers can collect and send receipts to assist in reconciliations.

No support worker should be given access to a customer's transactional banking account. Cara staff should not have access to the customer's PIN number or be a joint signatory to a customer's bank account.

Internet Access

Cara requires internet access in the customer's home in order to provide services. In recognition of this Cara will, at its discretion, manage the Internet connection and pay for the internet service. The customer will have access to this internet. Internet services are provided on the basis that they are used responsibly and lawfully. Please note that internet usage may be monitored by Cara to ensure acceptable usage.

Electricity Contribution

Cara acknowledges some of the Electricity and Gas consumption within the customer's home would be for staff use. Cara will contribute towards the Electricity and Gas consumption in the home proportionate to the number of customers living in the home. Cara is equivalent to one customer for this purpose. For example, if there are three customers in the home, Cara will pay one quarter of the Electricity and Gas Bill. The maximum contribution per quarter is \$1,500.

Cara does not contribute towards any other utilities or rent.

Supported Independent Living versus Community Supports

Supported Independent Living covers supports provided in the home. Community Supports covers supports out of the home and will be charged at the applicable rate separate to Supported Independent Living (Please see Home and Community Support section).

Providing Supports according to the Set Roster

Cara shall provide supports according to the roster supplied as part of the SIL quoting process. A copy of the roster shall be included in the customer's Service Agreement. If changes to the roster are required, this can occur through negotiation between the customer and Cara. The service agreement and weekly rate shall be amended as necessary. If the changes increase the cost of service provision the customer will need to obtain increased funding through the NDIS change of circumstances process prior to any change in the roster.

If the customer chooses not to use the total SIL hours provided for in the roster, Cara shall accrue up to a maximum of 400 hours for future use. The hours must be used in line with the roster (Weekday/Saturday/Sunday/Public Holiday and Time of Support). Accrued hours end at the expiry/renewal of the Service Agreement or when the Service agreement is terminated.

Time of support calculation

Daytime starts at 6:30am and finishes at 7:30pm, Evening is where the support finishes after 7:30pm and before 12 midnight, overnight is where the support finishes after 12 midnight and before 6:30am.

Sick Leave, Annual Leave and Active Overnights

Additional SIL supports may be required due to the customer's Sick Leave or Annual Leave from employment or day service. Any additional supports are specified in the roster.

Provision for Active Overnights will be specified in the roster according to the likelihood of this occurring.

Cara Board Service versus Pay as You Go

Cara SIL customers can decide to use the Cara Board Service (Please see Specific Rates and Assumptions) or use Pay as You Go.

Definition of Pay as You Go: The customer and/or their advocate chooses to pay for all expenses including meals, utilities and household supplies directly.

Vacancies and Change of Customers within the Home

If a vacancy or change in customers occurs, there is likely to be an impact on the rostered supports. If the change increases the costs of service delivery, the customer will need to obtain increased funding through the NDIS change of circumstances process.

Assisting with the filling of vacancies or finding a customer a suitable accommodation is not included within the SIL service.

Service Inclusions / Exclusions

Please note below the items that are excluded from SIL. These may be available through other products/services offered. This list is not exhaustive, and there may be other exclusions not listed.

Item Description	Included	Excluded
Support Provision as per the agreed Roster	✓	
Electricity & Gas Contribution (as specified)	✓	
Internet Costs (i.e. Modem, Connection Costs and internet Provider Fee)	✓	

Item Description	Included	Excluded
Contents Insurance for Cara owned items	✓	
Rent & Other Utilities Contribution		✓
Customer Plan Development (i.e. Manual Handling, Behavioural Management, Restrictive Practice)		✓
Camera Security System		✓
Furniture, Soft Furnishings & Lounge in Communal Areas		✓
White Goods & Kitchenware (Washing Machine, Tumble Dryer, Kettle, Fridge/Freezer, Vacuum Cleaner)		✓
Pura Tap Filters		✓
Transport (Vehicle Costs, Taxis...)		✓
Contents Insurance for Customers Personal Items		✓
Food (where customer uses gastrostomy for nutrition)		✓
Fire Extinguishers or Alarms		✓
Oven and Fan		✓
Supplies for health support needs (e.g. syringes for gastrostomy balloon checks)		✓
Contenance Aids		✓
Other Contenance Supplies (Blue Sheets, Kylie's, Wipes)		✓
Property Damage		✓
Property Maintenance		✓
Garden Care		✓
Pest Control		✓
Home or Customer Mobile Phone		✓
Air Conditioning Units, Maintenance and Installation		✓
Emergency Lighting		✓
Maintenance of Emergency Lighting		✓
Manual Handling / Mobility Equipment - Lifters, Shower Chairs, Wheelchairs		✓
Maintenance of Manual Handling / Mobility Equipment - Lifters, Shower Chairs, Wheelchairs		✓

Item Description	Included	Excluded
Medications		✓
Holiday Costs		✓
Pet Supplies and Vet		✓
Call System (May be covered through other funding options)		✓
Lightbulbs & Window Furnishings		✓
Meals Out, Takeaways, Entertainment Fees and Personal Entertainment Items		✓

Schedule of Rates: Cara Board Service

Terms

'Board' - refers to contribution towards meals, utilities and household supplies **not** related to rent.

'Lodging' - refers to contribution towards rent.

Explanation of Fees

For customers paying Lodging (Rent) directly to housing providers, Cara offers a Board fee to customers living in a shared setting. A daily fee will be charged that covers Board, providing a convenient and efficient way of sharing communal products / services in a shared setting.

The Board fee is as follows:

When in the home: \$31.12 per day

When Away from Home: \$6.50 per day (for more than 24 hrs, i.e. on holidays)

Please note this service is not covered by the NDIS Scheme, and the fee is charged directly to the customer. The fee is invoiced monthly in arrears and payable within 7 days of date of invoice. No administration fee is charged for this service. For the purposes of determining value, the cost of internal resources involved in administering the board fee may be included in calculations.

Specific Requirements

1. The Customer Fees for Board can only be used when all customers within the shared home agree to use the service.
2. The Cara Board service is not available to customers under the age of 21.
3. Where actual costs exceed the Customer Fees for Board, Cara may end this service using the process outlined in the Service Agreement and renegotiate Pay as You Go arrangements with customers.
4. Where customers have alternative nutritional requirements (such as meal replacements), an individual rate for Board may be negotiated.
5. When out of the home for more than 24 hrs (i.e. on holidays) the Away from Home Fee shall be charged to cover ongoing, every day usage (such as cleaning materials, internet etc.). Food and other consumables must be purchased separately by the customer when out of the home.
6. There must be two or more Cara customers within the shared home.
7. The service is only available to customers using Supported Independent Living Services from Cara.
8. All assets purchased by Cara for this service remain the property of Cara and must be returned should the customer cease to use the Board service, i.e. white goods.
9. Should the customer stop the Board service mid-way through any active contracts (i.e. internet, electricity) they may, at Cara's discretion, be liable for any fees incurred from terminating the contracts.
10. At Cara's discretion, any non-accidental damage to Cara owned items will be replaced or repaired by the responsible customer.

Service Inclusions / Exclusions

Please note below items that are excluded from Board may be available through other schemes such as the NDIS. This list is not exhaustive, and there may be other exclusions not listed below.

Item Description	Included	Excluded
Food (where customer eats orally), Thickener, Standard Supplements	✓	
Cleaning Materials (mops, brooms, sponges etc.)	✓	
Basic Customer Toiletries (Shampoo, Soap, toothpaste, etc.)	✓	
Cleaning Products	✓	
Electricity	✓	
Gas	✓	
Pura Tap Installation and Filters	✓	
Internet Costs (Modem & Period connection costs)	✓	
Chromecast and Netflix (single screen membership)	✓	
Camera Security System (Does not include external active monitoring)	✓	
Furniture, Soft Furnishings & Lounge in Communal Areas	✓	
TV in Communal Areas	✓	
White Goods & Kitchenware (Washing Machine, Tumble Dryer, Kettle, Fridge/Freezer, Vacuum Cleaner)	✓	
Contents Insurance for Cara owned items	✓	
Up to two hours of Gardening/Lawn mowing services per fortnight per household	✓	
Annual Standard Air conditioner maintenance	✓	
Annual tag and testing of high use electrical products	✓	
Water		✓
Transport (Vehicle Costs, Taxis...)		✓
Rent		✓
Contents Insurance for Customers Personal Items		✓

Item Description	Included	Excluded
Food (where customer uses gastrostomy for nutrition)		✓
Fire Extinguishers or Alarms		✓
Oven and Fan		✓
Supplies for health support needs (e.g. syringes for gastrostomy balloon checks)		✓
Contenance Aids		✓
Other Contenance Supplies (Blue Sheets, Kylie's, Wipes)		✓
Property Damage		✓
Property Maintenance		✓
Pest Control		✓
Home or Customer Mobile Phone		✓
Air Conditioning Unit and Installation		✓
Emergency Lighting		✓
Maintenance of Emergency Lighting		✓
Manual Handling / Mobility Equipment - Lifters, Shower Chairs, Wheelchairs		✓
Maintenance of Manual Handling / Mobility Equipment - Lifters, Shower Chairs, Wheelchairs		✓
Medications		✓
Holiday Costs		✓
Pet Supplies and Vet		✓
Call System (May be covered through other funding options)		✓
Lightbulbs & Window Furnishings		✓
Meals Out, Takeaways, Entertainment Fees and Personal Entertainment Items		✓