

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)	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, Economic and Community Participation
Personalised Day Options	Core	Social and Community Participation	Assistance with Social, Economic and Community Participation
Specialised Services Team Supports	Capacity Building	Relationships	Improved Relationships
	Capacity Building	Daily Living	Improved Daily Living Skills
Transport	Core	Daily Living	Transport
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

Non-Remote Pricing

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap (\$)	Discount (%)	Discount (\$)
Weekday, 1 staff - 1 participant - Active Support	Day	01_058_0115_1_1	1,928.20	1,928.20	0%	0.00
Saturday, 1 staff - 1 participant - Active Support	Day	01_059_0115_1_1	2,465.80	2,465.80	0%	0.00
Sunday, 1 staff - 1 participant - Active Support	Day	01_060_0115_1_1	3,124.12	3,124.12	0%	0.00
Public Holiday, 1 staff - 1 participant - Active Support	Day	01_061_0115_1_1	3,782.44	3,782.44	0%	0.00
Weekday, 1 staff - 1 participant – Passive	Day	01_058_0115_1_1	1,735.38	1,928.20	10%	192.82
Saturday, 1 staff - 1 participant – Passive	Day	01_059_0115_1_1	2,219.22	2,465.80	10%	246.58
Sunday, 1 staff - 1 participant - Passive	Day	01_060_0115_1_1	2,811.71	3,124.12	10%	312.41
Public Holiday, 1 staff - 1 participant – Passive	Day	01_061_0115_1_1	3,404.20	3,782.44	10%	378.24
Weekday, 1 staff – 2 participants - Active Support	Day	01_054_0115_1_1	1,060.48	1,060.48	0%	0.00
Saturday, 1 staff – 2 participants - Active Support	Day	01_055_0115_1_1	1,329.28	1,329.28	0%	0.00
Sunday, 1 staff – 2 participants - Active Support	Day	01_056_0115_1_1	1,658.44	1,658.44	0%	0.00
Public Holiday, 1 staff – 2 participants - Active Support	Day	01_057_0115_1_1	1,987.60	1,987.60	0%	0.00
Weekday, 1 staff – 2 participants – Passive	Day	01_054_0115_1_1	1,007.46	1,060.48	5%	53.02
Saturday, 1 staff – 2 participants – Passive	Day	01_055_0115_1_1	1,262.82	1,329.28	5%	66.46

Sunday, 1 staff – 2 participants – Passive	Day	01_056_0115_1_1	1,575.52	1,658.44	5%	82.92
Public Holiday, 1 staff – 2 participants – Passive	Day	01_057_0115_1_1	1,888.22	1,987.60	5%	99.38
Weekday, 1 staff – 3 participants - Active	Day	01_062_0115_1_1	771.24	771.24	0%	0.00
Saturday, 1 staff – 3 participants - Active	Day	01_063_0115_1_1	950.44	950.44	0%	0.00
Sunday, 1 staff – 3 participants - Active	Day	01_064_0115_1_1	1,169.88	1,169.88	0%	0.00
Public Holiday, 1 staff – 3 participants - Active	Day	01_065_0115_1_1	1,389.32	1,389.32	0%	0.00
Weekday, 2 staff – 3 participants - Active	Day	01_058_0115_1_1	1,292.47	1,285.47	0%	0.00
Saturday, 2 staff – 3 participants - Active	Day	01_059_0115_1_1	1,652.37	1,643.87	0%	0.00
Sunday, 2 staff – 3 participants - Active	Day	01_060_0115_1_1	2,092.75	2,082.75	0%	0.00
Public Holiday, 2 staff – 3 participants - Active	Day	01_061_0115_1_1	2,533.13	2,521.63	0%	0.00
Weekday, 2 staff – 3 participants - Passive	Day	01_058_0115_1_1	1,227.84	1,285.47	5%	64.27
Saturday, 2 staff – 3 participants - Passive	Day	01_059_0115_1_1	1,569.75	1,643.87	5%	82.19
Sunday, 2 staff – 3 participants - Passive	Day	01_060_0115_1_1	1,988.11	2,082.75	5%	104.14
Public Holiday, 2 staff – 3 participants - Passive	Day	01_061_0115_1_1	2,406.47	2,521.63	5%	126.08
Additional support provided at the same time as (STA) support - Standard - Weekday Daytime	Hourly	01_200_0115_1_1	62.17	62.17	0%	0.00
Additional support provided at the same time as (STA) support - Standard - Evening	Hourly	01_201_0115_1_1	68.50	68.50	0%	0.00
Additional support provided at the same time as (STA) support - Standard - Saturday	Hourly	01_202_0115_1_1	87.51	87.51	0%	0.00

Additional support provided at the same time (STA) support - Standard - Sunday	Hourly	01_203_0115_1_1	112.85	112.85	0%	0.00
Additional support provided at the same time as (STA) support - Standard - Public Holiday	Hourly	01_204_0115_1_1	138.20	138.20	0%	0.00
Additional support provided at the same time as (STA) support - Standard - Active Overnight	Hourly	01_205_0115_1_1	69.77	69.77	0%	0.00

Remote Pricing

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap (\$)	Discount (%)	Discount (\$)
Weekday, 1 staff - 1 participant - Active Support	Day	01_058_0115_1_1	2,699.48	2,699.48	0%	0.00
Saturday, 1 staff - 1 participant - Active Support	Day	01_059_0115_1_1	3,452.12	3,452.12	0%	0.00
Sunday, 1 staff - 1 participant - Active Support	Day	01_060_0115_1_1	4,373.77	4,373.77	0%	0.00
Public Holiday, 1 staff - 1 participant - Active Support	Day	01_061_0115_1_1	5,295.42	5,295.42	0%	0.00
Weekday, 1 staff - 1 participant - Passive	Day	01_058_0115_1_1	2,429.53	2,699.48	10%	269.95
Saturday, 1 staff - 1 participant - Passive	Day	01_059_0115_1_1	3,106.91	3,452.12	10%	345.21
Sunday, 1 staff - 1 participant - Passive	Day	01_060_0115_1_1	3,936.39	4,373.77	10%	437.38
Public Holiday, 1 staff - 1 participant - Passive	Day	01_061_0115_1_1	4,765.88	5,295.42	10%	529.54
Weekday, 1 staff - 2 participants - Active Support	Day	01_054_0115_1_1	1,484.67	1,484.67	0%	0.00
Saturday, 1 staff - 2 participants - Active Support	Day	01_055_0115_1_1	1,860.99	1,860.99	0%	0.00
Sunday, 1 staff - 2 participants - Active Support	Day	01_056_0115_1_1	2,321.82	2,321.82	0%	0.00
Public Holiday, 1 staff - 2 participants - Active Support	Day	01_057_0115_1_1	2,782.64	2,782.64	0%	0.00

Weekday, 1 staff – 2 participants – Passive	Day	01_054_0115_1_1	1,410.44	1,484.67	5%	74.23
Saturday, 1 staff – 2 participants – Passive	Day	01_055_0115_1_1	1,767.94	1,860.99	5%	93.05
Sunday, 1 staff – 2 participants – Passive	Day	01_056_0115_1_1	2,205.73	2,321.82	5%	116.09
Public Holiday, 1 staff – 2 participants – Passive	Day	01_057_0115_1_1	2,643.51	2,782.64	5%	139.13
Weekday, 1 staff – 3 participants	Day	01_062_0115_1_1	1,079.74	1,079.74	0%	0.00
Saturday, 1 staff – 3 participants	Day	01_063_0115_1_1	1,330.62	1,330.62	0%	0.00
Sunday, 1 staff – 3 participants	Day	01_064_0115_1_1	1,637.83	1,637.83	0%	0.00
Public Holiday, 1 staff – 3 participants	Day	01_065_0115_1_1	1,945.05	1,945.05	0%	0.00
Weekday, 2 staff – 3 participants - Active	Day	01_058_0115_1_1	1,806.65	1,799.65	0%	0.00
Saturday, 2 staff – 3 participants - Active	Day	01_059_0115_1_1	2,309.91	2,301.41	0%	0.00
Sunday, 2 staff – 3 participants - Active	Day	01_060_0115_1_1	2,925.85	2,915.85	0%	0.00
Public Holiday, 2 staff – 3 participants - Active	Day	01_061_0115_1_1	3,541.78	3,530.28	0%	0.00
Weekday, 2 staff – 3 participants - Passive	Day	01_058_0115_1_1	1,716.67	1,799.65	5%	89.98
Saturday, 2 staff – 3 participants - Passive	Day	01_059_0115_1_1	2,194.84	2,301.41	5%	115.07
Sunday, 2 staff – 3 participants - Passive	Day	01_060_0115_1_1	2,780.05	2,915.85	5%	145.79
Public Holiday, 2 staff – 3 participants - Passive	Day	01_061_0115_1_1	3,365.27	3,530.28	5%	176.51
Additional support provided at the same time as (STA) support - Standard - Weekday Daytime	Hourly	01_200_0115_1_1	87.04	87.04	0%	0.00

Additional support provided at the same time as (STA) support - Standard - Evening	Hourly	01_201_0115_1_1	95.90	95.90	0%	0.00
Additional support provided at the same time as (STA) support - Standard - Saturday	Hourly	01_202_0115_1_1	122.51	122.51	0%	0.00
Additional support provided at the same time (STA) support - Standard - Sunday	Hourly	01_203_0115_1_1	157.99	157.99	0%	0.00
Additional support provided at the same time as (STA) support - Standard - Public Holiday	Hourly	01_204_0115_1_1	193.48	193.48	0%	0.00
Additional support provided at the same time as (STA) support - Standard - Active Overnight	Hourly	01_205_0115_1_1	97.68	97.68	0%	0.00

2022-23 Cara Discount

- 1:1 Passive Support - Cara price is 10% discount from NDIS 2022-23 price cap
- 1:2 Passive Support - Cara price is 5% discount from NDIS 2022-23 price cap
- 2:3 Passive Support - Cara price is 5% discount from NDIS 2022-23 price cap

Short term accommodation NDIS price cap will be discounted by the above percentage amount. This will remain active until 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: Medium-Term Accommodation

Description	UOM	NDIS Code	Non-Remote	Remote	Discount (%)	Discount (\$)
Medium Term Accommodation	Day	01_082_0115_1_1	137.15	192.01	0%	0

This support item covers the accommodation costs only of Medium-Term Accommodation (MTA).

The support component of the care will be claimed separately (refer Home and Community – in the home) supports above. This support item recognises that there may be cases where a customer 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. Customers who stay in MTA are responsible for meeting their own food and everyday living costs from their own income rather than their NDIS plan.

Service Assumptions

How will the daily charge be calculated?

Medium-term accommodation will be charged for every night the customer has agreed to access the support.

Transport while being supported in medium-term accommodation

Transport (vehicle costs) is not included in the rate for medium-term accommodation. Please refer to the 'Activity Based Transport' section below.

Service Inclusions / Exclusions

Item Description	Included	Excluded
Staffing Costs		✓
Meals, Utilities, Internet		✓
Community Participation		✓
Accommodation	✓	

Schedule of Rates: Personalised Day Options

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap (\$)	Discount (%)	Discount (\$)
Day Options - 1:1 - Standard - Public Holiday - TTP	Hour	04_164_0136_6_1_T	202.48	202.48	0%	0.00
Day Options - 1:2 - Standard - Public Holiday - TTP	Hour	04_169_0136_6_1_T	114.80	114.80	0%	0.00
Day Options - 1:3 - Standard - Public Holiday - TTP	Hour	04_174_0136_6_1_T	85.57	85.57	0%	0.00
Day Options - 1:1 - Standard - Saturday - TTP	Hour	04_162_0136_6_1_T	129.39	129.39	0%	0.00
Day Options - 1:2 - Standard - Saturday - TTP	Hour	04_167_0136_6_1_T	73.86	73.86	0%	0.00
Day Options - 1:3 - Standard - Saturday - TTP	Hour	04_172_0136_6_1_T	55.36	55.36	0%	0.00
Day Options - 1:1 - Standard - Sunday - TTP	Hour	04_163_0136_6_1_T	165.93	165.93	0%	0.00
Day Options - 1:2 - Standard - Sunday - TTP	Hour	04_168_0136_6_1_T	94.32	94.32	0%	0.00
Day Options - 1:3 - Standard - Sunday - TTP	Hour	04_173_0136_6_1_T	70.46	70.46	0%	0.00
Day Options - 1:1 - Standard - Weekday Daytime - TTP	Hour	04_160_0136_6_1_T	92.85	92.85	0%	0.00
Day Options - 1:2 - Standard - Weekday Daytime - TTP	Hour	04_165_0136_6_1_T	53.40	53.40	0%	0.00
Day Options - 1:3 - Standard - Weekday Daytime - TTP	Hour	04_170_0136_6_1_T	40.25	40.25	0%	0.00
Day Options - 1:1 - Standard - Evening - TTP	Hour	04_161_0136_6_1_T	101.98	101.98	0%	0.00
Day Options - 1:2 - Standard - Evening - TTP	Hour	04_166_0136_6_1_T	58.51	58.51	0%	0.00
Day Options - 1:3 - Standard - Evening - TTP	Hour	04_171_0136_6_1_T	44.02	44.02	0%	0.00

Day Options - 1:2 - High - Public Holiday - TTP	Hour	04_194_0104_6_1_T	123.70	123.70	0%	0.00
Day Options - 1:3 - High - Public Holiday - TTP	Hour	04_199_0104_6_1_T	92.15	92.15	0%	0.00
Day Options - 1:2 - High - Saturday	Hour	04_192_0104_6_1_T	79.51	79.51	0%	0.00
Day Options - 1:3 - High - Saturday	Hour	04_197_0104_6_1_T	59.51	59.51	0%	0.00
Day Options - 1:2 - High - Sunday	Hour	04_193_0104_6_1_T	101.61	101.61	0%	0.00
Day Options - 1:3 - High - Sunday	Hour	04_198_0104_6_1_T	75.84	75.84	0%	0.00
Day Options - 1:2 - High - Weekday Daytime	Hour	04_190_0104_6_1_T	57.40	57.40	0%	0.00
Day Options - 1:3 - High - Weekday Daytime	Hour	04_195_0104_6_1_T	43.20	43.20	0%	0.00
Day Options - 1:2 - High - Evening	Hour	04_191_0104_6_1_T	62.93	62.93	0%	0.00
Day Options - 1:3 - High - Evening	Hour	04_196_0104_6_1_T	47.29	47.29	0%	0.00

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
- \$1.00 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

Non-Remote Pricing

Description (In the Home)	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap (\$)	Discount (%)	Discount (\$)
Assistance with self-care activities during daytime weekdays	Hour	01_011_0107_1_1_T	64.04	64.04	0%	0.00
Assistance with self-care activities per weekday evening	Hour	01_015_0107_1_1_T	70.56	70.56	0%	0.00
Assistance with self-care activities on Saturdays	Hour	01_013_0107_1_1_T	90.14	90.14	0%	0.00
Assistance with self-care activities on Sundays	Hour	01_014_0107_1_1_T	116.24	116.24	0%	0.00
Assistance with self-care activities on Public Holidays	Hour	01_012_0107_1_1_T	142.35	142.35	0%	0.00
Assistance with Self-Care - Night-Time Sleepover	Each	01_010_0107_1_1	262.16	262.16	0%	0.00
Assistance with self-care activities during daytime weekdays - high intensity	Hour	01_400_0104_1_1_T	69.15	69.15	0%	0.00
Assistance with self-care activities per weekday evening - high intensity	Hour	01_401_0104_1_1_T	76.20	76.20	0%	0.00
Assistance with self-care activities on Saturdays - high intensity	Hour	01_402_0104_1_1_T	97.34	97.34	0%	0.00
Assistance with self-care activities on Sundays - high intensity	Hour	01_403_0104_1_1_T	125.53	125.53	0%	0.00
Assistance with self-care activities on Public Holidays - high intensity	Hour	01_404_0104_1_1_T	153.72	153.72	0%	0.00
Assistance with self-care – active overnight - high intensity	Hour	01_405_0104_1_1_T	77.60	77.60	0%	0.00

Remote Pricing

Description (In the Home)	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap (\$)	Discount (%)	Discount (\$)
Assistance with self-care activities during daytime weekdays	Hour	01_011_0107_1_1_T	89.66	89.66	0%	0.00
Assistance with self-care activities per weekday evening	Hour	01_015_0107_1_1_T	98.78	98.78	0%	0.00
Assistance with self-care activities on Saturdays	Hour	01_013_0107_1_1_T	126.20	126.20	0%	0.00
Assistance with self-care activities on Sundays	Hour	01_014_0107_1_1_T	162.74	162.74	0%	0.00
Assistance with self-care activities on Public Holidays	Hour	01_012_0107_1_1_T	199.29	199.29	0%	0.00
Assistance with Self-Care - Night-Time Sleepover	Each	01_010_0107_1_1	367.02	367.02	0%	0.00
Assistance with self-care activities during daytime weekdays - high intensity	Hour	01_400_0104_1_1_T	96.81	96.81	0%	0.00
Assistance with self-care activities per weekday evening - high intensity	Hour	01_401_0104_1_1_T	106.68	106.68	0%	0.00
Assistance with self-care activities on Saturdays - high intensity	Hour	01_402_0104_1_1_T	136.28	136.28	0%	0.00
Assistance with self-care activities on Sundays - high intensity	Hour	01_403_0104_1_1_T	175.74	175.74	0%	0.00
Assistance with self-care activities on Public Holidays - high intensity	Hour	01_404_0104_1_1_T	215.21	215.21	0%	0.00
Assistance with self-care – active overnight - high intensity	Hour	01_405_0104_1_1_T	108.64	108.64	0%	0.00

Non-Remote Pricing

Description (In the Community)	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap (\$)	Discount (%)	Discount (\$)
Assistance to access community, social and rec activities - individual - per weekdays	Hour	04_104_0125_6_1_T	64.04	64.04	0%	0.00
Assistance to access community, social and rec activities – individual - per weekday evening	Hour	04_103_0125_6_1_T	70.56	70.56	0%	0.00
Assistance to access community, social and rec activities - individual – Saturday	Hour	04_105_0125_6_1_T	90.14	90.14	0%	0.00
Assistance to access community, social and rec activities - individual – Sundays	Hour	04_106_0125_6_1_T	116.24	116.24	0%	0.00
Assistance to access community, social and rec activities - individual - per public holiday	Hour	04_102_0125_6_1_T	142.35	142.35	0%	0.00
Assistance to access community, social/rec acts high - weekday – High Intensity	Hour	04_400_0104_1_1_T	69.15	69.15	0%	0.00
Assistance to access community, social/rec acts high - weekday evening – High Intensity	Hour	04_401_0104_1_1_T	76.20	76.20	0%	0.00
Assistance to access community, social/rec acts high - Saturday – High Intensity	Hour	04_402_0104_1_1_T	97.34	97.34	0%	0.00
Assistance to access community, social/rec acts high - Sunday – High Intensity	Hour	04_403_0104_1_1_T	125.53	125.53	0%	0.00
Assistance to access community, social/rec acts high – Public Holiday – High Intensity	Hour	04_404_0104_1_1_T	153.72	153.72	0%	0.00

Remote Pricing

Description (In the Community)	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap (\$)	Discount (%)	Discount (\$)
Assistance to access community, social and rec activities - individual - per weekdays	Hour	04_104_0125_6_1_T	89.66	89.66	0%	0.00
Assistance to access community, social and rec activities – individual - per weekday evening	Hour	04_103_0125_6_1_T	98.78	98.78	0%	0.00
Assistance to access community, social and rec activities - individual – Saturday	Hour	04_105_0125_6_1_T	126.20	126.20	0%	0.00

Assistance to access community, social and rec activities - individual – Sundays	Hour	04_106_0125_6_1_T	162.74	162.74	0%	0.00
Assistance to access community, social and rec activities - individual - per public holiday	Hour	04_102_0125_6_1_T	199.29	199.29	0%	0.00
Assistance to access community, social/rec acts high - weekday – High Intensity	Hour	04_400_0104_1_1_T	96.81	96.81	0%	0.00
Assistance to access community, social/rec acts high - weekday evening – High Intensity	Hour	04_401_0104_1_1_T	106.68	106.68	0%	0.00
Assistance to access community, social/rec acts high - Saturday – High Intensity	Hour	04_402_0104_1_1_T	136.28	136.28	0%	0.00
Assistance to access community, social/rec acts high - Sunday – High Intensity	Hour	04_403_0104_1_1_T	175.74	175.74	0%	0.00
Assistance to access community, social/rec acts high – Public Holiday – High Intensity	Hour	04_404_0104_1_1_T	215.21	215.21	0%	0.00

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
- \$1.00 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: Establishment Fees

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap (\$)	Discount (%)	Discount (\$)
Establishment Fee For Personal Care / Participation, High Intensity, Daily Living (Day Options)	Once off	04_049_0104_1_1	621.70	870.38	0%	0.00
Establishment Fee For Personal Care / Participation, Standard Intensity Community Participation (HCS in the Community)	Once off	04_049_0125_1_1	621.70	870.38	0%	0.00
Establishment Fee For Personal Care / Participation, Standard Intensity Group and Centre Based Activities (Day Options)	Once off	04_049_0136_1_1	621.70	870.38	0%	0.00
Establishment Fee For Personal Care / Participation, High Intensity Daily Living (HCS in the Home)	Once off	01_049_0104_1_1	621.70	870.38	0%	0.00
Establishment Fee For Personal Care / Participation, Standard Intensity Daily Living (HCS in the Home)	Once off	01_049_0107_1_1	621.70	870.38	0%	0.00

These support items recognise the otherwise non-claimable costs that providers face in establishing arrangements with customers.

These support items are claimable from customers new to Cara and when Cara has made an agreement with the customer/customer's representative 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 is delivered by Cara 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 Cara 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).

Cara can only claim an establishment fee once per customer. If Cara delivers services to a customer through more than one registration group or more than one support category we will only claim for one establishment fee.

Schedule of Rates: Specialised Service Team Supports

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	Discount (%)	Activity Based Transport Available?	Discount (\$)
Assessment, Recommendation, Therapy or Training - Developmental Educator	Hour	15_613_0128_1_3	193.99	193.99	0%	No	0.00
Behaviour management plan, training in behaviour management strategies	Hour	11_023_0110_7_3	193.99	193.99	0%	No	0.00
Specialist behavioural intervention support	Hour	11_022_0110_7_3	234.83	234.83	0%	No	0.00

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
- \$1.00 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 30 minutes of the time against the appointment they are travelling to and from, 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 cover 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 customer's 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 this is to be invoiced directly to the customer, the fees will be invoiced weekly in arrears and payable within seven (7) days of date of invoice. If the fee is to be claimed on the NDIS portal, this will be claimed after the service has been provided.

Schedule of Rates

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

Description	UOM	NDIS Code	Disability Specific Vehicle	Non-Disability Specific Vehicle
General Transport Pricing (Covers vehicle only) Claimed from the Transport Budget in an NDIS Plan				
One Customer in the vehicle	km	02_051_0108_1_1	1.00	0.85
2 Customers sharing a vehicle	km	02_051_0108_1_1	0.50	0.43
3 Customers sharing a vehicle	km	02_051_0108_1_1	0.33	0.28
4/4+ Customers Sharing a vehicle	km	02_051_0108_1_1	0.25	0.21

Service Assumptions

Booking a Vehicle

Bookings are made for a vehicle directly with the Quality Service 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 20,000 km 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 customers require a dedicated vehicle, they 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 Hi-ace). 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.

Rates

Prior to July 1st 2020 Supported Independent Living was tailored to and quoted individually for each customer at the request of the NDIA. The below rates will be applicable to customers who have had a SIL Roster of Care review or new NDIS plan provided by the NDIS with a start date of 01 July 2020 or later and have transitioned onto the new SIL pricing model.

Non-Remote Pricing

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap (\$)	Discount (%)	Discount (\$)
Assistance in Supported independent Living - Standard - Weekday Daytime	Hour	01_801_0115_1_1	62.17	62.17	0%	0.00
Assistance in Supported independent Living - Standard - Weekday Evening	Hour	01_802_0115_1_1	68.50	68.50	0%	0.00
Assistance in Supported independent Living - Standard - Weekday Night	Hour	01_803_0115_1_1	69.77	69.77	0%	0.00
Assistance in Supported independent Living - Standard - Saturday	Hour	01_804_0115_1_1	87.51	87.51	0%	0.00
Assistance in Supported independent Living - Standard - Sunday	Hour	01_805_0115_1_1	112.85	112.85	0%	0.00
Assistance in Supported independent Living - Standard - Public Holiday	Hour	01_806_0115_1_1	138.20	138.20	0%	0.00
Assistance in Supported Independent Living - High Intensity -Weekday Daytime	Hour	01_811_0115_1_1	67.28	67.28	0%	0.00
Assistance in Supported Independent Living - High Intensity -Weekday Evening	Hour	01_812_0115_1_1	74.14	74.14	0%	0.00
Assistance in Supported Independent Living - High Intensity -Weekday Night	Hour	01_813_0115_1_1	75.51	75.51	0%	0.00
Assistance in Supported Independent Living - High Intensity - Saturday	Hour	01_814_0115_1_1	94.71	94.71	0%	0.00
Assistance in Supported Independent Living - High Intensity - Sunday	Hour	01_815_0115_1_1	122.14	122.14	0%	0.00

Assistance in Supported Independent Living - High Intensity -PublicHoliday	Hour	01_816_0115_1_1	149.57	149.57	0%	0.00
Assistance in Supported independent Living - Night-Time Sleepover	Each	01_832_0115_1_1	262.16	262.16	0%	0.00

Remote Pricing

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap (\$)	Discount (%)	Discount (\$)
Assistance in Supported independent Living - Standard - Weekday Daytime	Hour	01_801_0115_1_1	87.04	87.04	0%	0.00
Assistance in Supported independent Living - Standard - Weekday Evening	Hour	01_802_0115_1_1	95.90	95.90	0%	0.00
Assistance in Supported independent Living - Standard - Weekday Night	Hour	01_803_0115_1_1	97.68	97.68	0%	0.00
Assistance in Supported independent Living - Standard - Saturday	Hour	01_804_0115_1_1	122.51	122.51	0%	0.00
Assistance in Supported independent Living - Standard - Sunday	Hour	01_805_0115_1_1	157.99	157.99	0%	0.00
Assistance in Supported independent Living - Standard - Public Holiday	Hour	01_806_0115_1_1	193.48	193.48	0%	0.00
Assistance in Supported Independent Living - High Intensity - Weekday Daytime	Hour	01_811_0115_1_1	94.19	94.19	0%	0.00
Assistance in Supported Independent Living - High Intensity - Weekday Evening	Hour	01_812_0115_1_1	103.80	103.80	0%	0.00
Assistance in Supported Independent Living - High Intensity - Weekday Night	Hour	01_813_0115_1_1	105.71	105.71	0%	0.00
Assistance in Supported Independent Living - High Intensity - Saturday	Hour	01_814_0115_1_1	132.59	132.59	0%	0.00
Assistance in Supported Independent Living - High Intensity - Sunday	Hour	01_815_0115_1_1	171.00	171.00	0%	0.00
Assistance in Supported Independent Living - High Intensity - Public Holiday	Hour	01_816_0115_1_1	209.40	209.40	0%	0.00
Assistance in Supported independent Living - Night-Time Sleepover	Each	01_832_0115_1_1	367.02	367.02	0%	0.00

Service Assumptions

Pricing Intensity (Standard/Higher)

Customer's pricing rate is determined by the NDIA. Cara will charge according to the pricing rate of the customer's SIL funding.

Irregular SIL Supports

SIL supports for intermittent or unplanned events where customers require support that differs from support programmed in the SIL roster of care.

Examples of scenarios where irregular SIL supports may be required:

- Customer falls ill or is required to isolate as a result of a positive COVID-19 test result or is directed to isolate by SA Health or any other government agency or is awaiting test results of a COVID-19 test and requires additional support in the home
- Day options/work is cancelled for the day or the customer is unable to attend
- A passive sleepover becomes active (due to customer need)
- Shadow shifts.

Transport in a Supported Independent Living Arrangement

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

Customer Personal Funds

Management of customer bank accounts and reconciliations is not included within the SIL service. Customers and their advocates are advised to limit the balance 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.

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 (see Home and Community Support section).

Providing Supports according to the agreed Roster of Care

A copy of the roster of care 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 shall be amended as necessary. If the changes

increase the cost of service provision, the customer may need to obtain increased funding through the NDIS Change of Circumstances process prior to any change in the roster.

Time of support calculation

Daytime starts at 6:00am and finishes at 08:00pm, Evening is where the support finishes after 08:00pm and before 12 midnight, overnight is where the support finishes after 12 midnight and before 6:00am.

Crossover shifts

A crossover shift is when a shift crosses over times with two different hourly rates, if this occurs, Cara will claim at the higher hourly rate for the entire shift, as permitted under the NDIS.

Cara Board Service versus Pay as You Go

Cara SIL customers can decide to use the Cara Board Service (see Rates and Assumptions below) or use Pay as You Go. Where the customer chooses to “pay as you go”, the customer and/or their advocate are required to pay for all expenses including meals, utilities and household supplies directly.

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)	✓	
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)		✓

Item Description	Included	Excluded
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		✓
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: \$32.99 per day

When away from Home: \$6.89 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 (SIL) 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		✓