

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	1,479.80	1,479.80	0%
Saturday, 1 staff - 1 participant - Active Support	Day	01_059_0115_1_1	1,855.80	1,855.80	0%
Sunday, 1 staff - 1 participant - Active Support	Day	01_060_0115_1_1	2,317.80	2,317.80	0%
Public Holiday, 1 staff - 1 participant - Active Support	Day	01_061_0115_1_1	2,779.80	2,779.80	0%
Weekday, 1 staff - 1 participant – Passive	Day	01_058_0115_1_1	1,331.82	1,479.80	10%
Saturday, 1 staff - 1 participant – Passive	Day	01_059_0115_1_1	1,670.22	1,855.80	10%
Sunday, 1 staff - 1 participant - Passive	Day	01_060_0115_1_1	2,086.02	2,317.80	10%
Public Holiday, 1 staff - 1 participant – Passive	Day	01_061_0115_1_1	2,501.82	2,779.80	10%
Weekday, 1 staff – 2 participants - Active Support	Day	01_054_0115_1_1	841.80	841.80	0%
Saturday, 1 staff – 2 participants - Active Support	Day	01_055_0115_1_1	1,029.80	1,029.80	0%
Sunday, 1 staff – 2 participants - Active Support	Day	01_056_0115_1_1	1,260.80	1,260.80	0%
Public Holiday, 1 staff – 2 participants - Active Support	Day	01_057_0115_1_1	1,491.80	1,491.80	0%
Weekday, 1 staff – 2 participants – Passive	Day	01_054_0115_1_1	799.71	841.80	5%
Saturday, 1 staff – 2 participants – Passive	Day	01_055_0115_1_1	978.31	1,029.80	5%
Sunday, 1 staff – 2 participants – Passive	Day	01_056_0115_1_1	1,197.76	1,260.80	5%
Public Holiday, 1 staff – 2 participants – Passive	Day	01_057_0115_1_1	1,417.21	1,491.80	5%
Weekday, 1 staff – 3 participants	Day	01_062_0115_1_1	628.80	628.80	0%
Saturday, 1 staff – 3 participants	Day	01_063_0115_1_1	754.80	754.80	0%
Sunday, 1 staff – 3 participants	Day	01_064_0115_1_1	908.80	908.80	0%
Public Holiday, 1 staff – 3 participants	Day	01_065_0115_1_1	1,062.80	1,062.80	0%

Weekday, 1 staff – 4 participants	Day	01_045_0115_1_1	522.80	522.80	0%
Saturday, 1 staff – 4 participants	Day	01_051_0115_1_1	616.80	616.80	0%
Sunday, 1 staff – 4 participants	Day	01_052_0115_1_1	732.80	732.80	0%
Public Holiday, 1 staff – 4 participants	Day	01_053_0115_1_1	847.80	847.80	0%
Weekday, 2 staff – 3 participants	Day	01_062_0115_1_1	1,110.00	1,110.00	0%
Saturday, 2 staff – 3 participants	Day	01_063_0115_1_1	1,379.00	1,379.00	0%
Sunday, 2 staff – 3 participants	Day	01_064_0115_1_1	1,708.00	1,708.00	0%
Public Holiday, 2 staff – 3 participants	Day	01_065_0115_1_1	2,037.50	2,037.50	0%

2017-18 Cara Discount

1:1 Passive Support - Cara price is 10% discount from NDIS 2018-19 price cap

1:2 Passive Support - Cara price is 5% discount from NDIS 2018-19 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 2019 unless advised otherwise.

Service Assumptions

Cara will only use the support categories below for short term accommodation (Cara centre based respite)

- 1:1 Active Overnight Support
- 1:1 Passive Overnight Support
- 1:2 High Care Active Overnight Support
- 1:2 High Care Passive Overnight Support
- 1:3 Standard Care
- 1:4 Standard Care
- 2:3 Standard Care

Short Term Accommodation - (Cara centre based respite customers must fit into the above support requirement categories above).

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.

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	1,479.80	1,479.80	0%
Saturday, 1 staff - 1 participant - Active Support	Day	01_059_0115_1_1	1,855.80	1,855.80	0%
Sunday, 1 staff - 1 participant - Active Support	Day	01_060_0115_1_1	2,317.80	2,317.80	0%
Public Holiday, 1 staff - 1 participant - Active Support	Day	01_061_0115_1_1	2,779.80	2,779.80	0%
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Sunday, 1 staff - 1 participant - Passive	Day	01_060_0115_1_1	2,086.02	2,317.80	10%
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Weekday, 1 staff – 2 participants – Passive	Day	01_054_0115_1_1	799.71	841.80	5%
Saturday, 1 staff – 2 participants – Passive	Day	01_055_0115_1_1	978.31	1,029.80	5%
Sunday, 1 staff – 2 participants – Passive	Day	01_056_0115_1_1	1,197.76	1,260.80	5%
Public Holiday, 1 staff – 2 participants – Passive	Day	01_057_0115_1_1	1,417.21	1,491.80	5%
Weekday, 1 staff – 3 participants	Day	01_062_0115_1_1	628.80	628.80	0%
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Public Holiday, 1 staff – 3 participants	Day	01_065_0115_1_1	1,062.80	1,062.80	0%

Weekday, 1 staff – 4 participants	Day	01_045_0115_1_1	522.80	522.80	0%
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2017-18 Cara Discount

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Short term accommodation NDIS price cap will be discounted by the above percentage amount. This will remain active until the end of June 2019 unless advised otherwise.

Service Assumptions

Cara will only use the support categories below for short term accommodation (Cara Getaways Program)

- 1:1 Active Overnight Support
- 1:1 Passive Overnight Support
- 1:2 High Care Active Overnight Support
- 1:2 High Care Passive Overnight Support
- 1:3 Standard Care
- 1:4 Standard Care
- 2:3 Standard Care

Cara Getaways Program customers must fit into the above support requirement categories above.

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	1,479.80	1,479.80	0%
Saturday, 1 staff - 1 participant - Active Support	Day	01_059_0115_1_1	1,855.80	1,855.80	0%
Sunday, 1 staff - 1 participant - Active Support	Day	01_060_0115_1_1	2,317.80	2,317.80	0%
Public Holiday, 1 staff - 1 participant - Active Support	Day	01_061_0115_1_1	2,779.80	2,779.80	0%
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Saturday, 1 staff - 1 participant – Passive	Day	01_059_0115_1_1	1,670.22	1,855.80	10%
Sunday, 1 staff - 1 participant - Passive	Day	01_060_0115_1_1	2,086.02	2,317.80	10%
Public Holiday, 1 staff - 1 participant – Passive	Day	01_061_0115_1_1	2,501.82	2,779.80	10%
Weekday, 1 staff – 2 participants - Active Support	Day	01_054_0115_1_1	841.80	841.80	0%
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Sunday, 1 staff – 2 participants - Active Support	Day	01_056_0115_1_1	1,260.80	1,260.80	0%
Public Holiday, 1 staff – 2 participants - Active Support	Day	01_057_0115_1_1	1,491.80	1,491.80	0%
Weekday, 1 staff – 2 participants – Passive	Day	01_054_0115_1_1	799.71	841.80	5%
Saturday, 1 staff – 2 participants – Passive	Day	01_055_0115_1_1	978.31	1,029.80	5%
Sunday, 1 staff – 2 participants – Passive	Day	01_056_0115_1_1	1,197.76	1,260.80	5%
Public Holiday, 1 staff – 2 participants – Passive	Day	01_057_0115_1_1	1,417.21	1,491.80	5%
Weekday, 1 staff – 3 participants	Day	01_062_0115_1_1	628.80	628.80	0%
Saturday, 1 staff – 3 participants	Day	01_063_0115_1_1	754.80	754.80	0%
Sunday, 1 staff – 3 participants	Day	01_064_0115_1_1	908.80	908.80	0%
Public Holiday, 1 staff – 3 participants	Day	01_065_0115_1_1	1,062.80	1,062.80	0%

Weekday, 1 staff – 4 participants	Day	01_045_0115_1_1	522.80	522.80	0%
Saturday, 1 staff – 4 participants	Day	01_051_0115_1_1	616.80	616.80	0%
Sunday, 1 staff – 4 participants	Day	01_052_0115_1_1	732.80	732.80	0%
Public Holiday, 1 staff – 4 participants	Day	01_053_0115_1_1	847.80	847.80	0%
Weekday, 2 staff – 3 participants	Day	01_062_0115_1_1	1,110.00	1,110.00	0%
Saturday, 2 staff – 3 participants	Day	01_063_0115_1_1	1,379.00	1,379.00	0%
Sunday, 2 staff – 3 participants	Day	01_064_0115_1_1	1,708.00	1,708.00	0%
Public Holiday, 2 staff – 3 participants	Day	01_065_0115_1_1	2,037.50	2,037.50	0%

2017-18 Cara Discount

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Service Assumptions

Cara will only use the support categories below for short term accommodation (Cara Camps Program)

- 1:1 Active Overnight Support
- 1:1 Passive Overnight Support
- 1:2 High Care Active Overnight Support
- 1:2 High Care Passive Overnight Support
- 1:3 Standard Care
- 1:4 Standard Care
- 2:3 Standard Care

Short Term Accommodation - (Cara Camps Program customers must fit into the above support requirement categories above).

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 Caras 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 (\$)
Kids Club - From April 18				
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: Home & Community Support

Description	UOM	NDIS Code	Cara NDIS Price (\$)	Cara NDIS Price Cap	% Discount
Assistance with self-care activities during daytime weekdays	Hour	01_011_0107_1_1	49.02	49.02	0%
Assistance with self-care activities per weekday evening	Hour	01_015_0107_1_1	53.64	53.64	0%
Assistance with self-care activities on Saturdays	Hour	01_013_0107_1_1	67.43	67.43	0%
Assistance with self-care activities on Sundays	Hour	01_014_0107_1_1	85.80	85.80	0%
Assistance with self-care activities on Public Holidays	Hour	01_012_0107_1_1	104.20	104.20	0%
Assistance with self-care activities during daytime weekdays - high intensity	Hour	01_008_0104_1_1	51.18	51.18	0%
Assistance with self-care activities per weekday evening - high intensity	Hour	01_008_0104_1_1	55.73	55.73	0%
Assistance with self-care activities on Saturdays - high intensity	Hour	01_006_0104_1_1	69.38	69.38	0%
Assistance with self-care activities on Sundays - high intensity	Hour	01_007_0104_1_1	88.09	88.09	0%
Assistance with self-care activities on Public Holidays - high intensity	Hour	01_005_0104_1_1	107.33	107.33	0%
Assistance with self-care - night-time sleeper	Each	01_010_0107_1_1	204.81	204.81	0%
Assistance with self-care - active overnight	Hour	01_002_0107_1_1	54.54	54.54	0%
Assistance with self-care - overnight - high intensity	Hour	01_018_0104_1_1	56.63	56.63	0%
Assistance to access community, social and rec activities - individual - per weekdays	Hour	04_104_0125_6_1	49.02	49.02	0%
Assistance to access community, social and rec activities - individual - per weekday evening	Hour	04_103_0125_6_1	53.64	53.64	0%
Assistance to access community, social and rec activities - individual - Saturday	Hour	04_105_0125_6_1	67.43	67.43	0%
Assistance to access community, social and rec activities - individual - Sundays	Hour	04_106_0125_6_1	85.80	85.80	0%
Assistance to access community, social and rec activities - individual - per public holiday	Hour	04_102_0125_6_1	104.20	104.20	0%
Assistance to access community, social/rec acts - individual high intensity -weekdays	Hour	04_101_0104_6_1	50.52	50.52	0%
Assistance to access community, social/rec acts-individual high intensity-weekday evening	Hour	04_098_0104_6_1	55.27	55.27	0%
Assistance to access community, social/rec acts - individual - higher intensity -Saturday	Hour	04_099_0104_6_1	69.48	69.48	0%

Assistance to access community, social/rec acts - individual higher intensity –Sundays	Hour	04_100_0104_6_1	88.42	88.42	0%
Assistance to access community, social/rec acts-individual high intensity-public holiday	Hour	04_097_0104_6_1	107.33	107.33	0%
Group based community, social and recreational activities – daytime weekdays	Hour	04_111_0136_6_1	27.45	27.45	0%
Group based community, social and recreational activities - weekday evening	Hour	04_114_0136_6_1	30.04	30.04	0%
Group based community, social and recreational activities - Saturday	Hour	04_112_0136_6_1	37.76	37.76	0%
Group based community, social and recreational activities - Sunday	Hour	04_113_0136_6_1	48.05	48.05	0%
Community Access and Recreation - Standard Needs - participants - Pub Holiday	Hour	04_128_0136_6_1	58.35	58.35	0%
Group based community, social and rec activities – daytime weekdays – ratio 1:3	Hour	04_120_0136_6_1	20.26	20.26	0%
Group based community, social and rec activities - weekday evening - ratio 1:3	Hour	04_123_0136_6_1	22.17	22.17	0%
Group based community, social and rec activities - Saturday - ratio 1:3	Hour	04_121_0136_6_1	27.87	27.87	0%
Group based community, social and rec activities - Sunday - ratio 1:3	Hour	04_122_0136_6_1	35.46	35.46	0%
Community Access and Recreation - Standard Needs - 1 Staff - 3 or more participants - Pub Holiday	Hour	04_129_0136_6_1	43.06	43.06	0%
Group based community, social and recreational activities – Daytime Weekdays – high intensity	Hour	04_116_0104_6_1	29.75	29.75	0%
Group based community, social and rec activities – high intensity - weekday evening	Hour	04_119_0104_6_1	32.65	32.65	0%
Group based community, social and rec activities - high intensity - Saturday	Hour	04_117_0104_6_1	42.90	42.90	0%
Group based community, social and rec activities – high intensity - Sunday	Hour	04_118_0104_6_1	57.18	57.18	0%
Group based community, social and rec activities - High Intensity - Pub Holiday	Hour	01_046_0115_1_1	63.24	63.24	0%
Group based community, social and rec activities – Daytime Weekdays – high intensity - ratio 1:3	Hour	04_124_0104_6_1	21.96	21.96	0%
Group based community, social and rec activities - high intensity - weekday evening - 1:3	Hour	04_127_0104_6_1	24.10	24.10	0%
Group based community, social and rec activities - high intensity - Saturday - ratio 1:3	Hour	04_125_0104_6_1	31.66	31.66	0%
Group based community, social and rec activities - high intensity - Sunday - ratio 1:3	Hour	04_126_0104_6_1	42.20	42.20	0%
Group based community, social and rec activities - High Intensity - Pub Holiday - ratio 1:3	Hour	04_131_0104_6_1	46.67	46.67	0%

Service Assumptions

Transport while being supported in Home & Community Support

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

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) 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.

Schedule of Rates: Specialised Service Team Supports

Prices

Description	UOM	NDIS Code	Cara NDIS Price (\$)	NDIS Price Cap	% Discount
Individual assessment, therapy and/or training (includes assistive technology)	Hour	15_048_0128_1_3	179.26	179.26	0%
Therapy assistant	Hour	15_045_0128_1_3	42.59	42.59	0%
Specialised individual therapy for early childhood	Hour	15_040_0118_1_3	182.74	182.74	0%
Specialised group early childhood interventions	Hour	15_039_0118_1_3	60.92	60.92	0%
Training for carers/parents	Hour	15_038_0117_1_3	57.32	57.32	0%
Individual skills development & training, includes public transport training & support	Hour	15_037_0117_1_3	45.36	45.36	0%
Assistance with decision making, daily planning, budgeting	Hour	15_035_0106_1_3	45.36	45.36	0%
Transition through school and to further education	Hour	13_030_0102_4_3	58.92	58.92	0%
Individual social skills development	Hour	11_024_0117_7_3	57.32	57.32	0%
Behaviour management plan, training in behaviour management strategies	Hour	11_023_0110_7_3	182.74	182.74	0%
Specialist behavioural intervention support	Hour	11_022_0110_7_3	200.58	200.58	0%
Individual skills development and training	Hour	09_009_0117_6_3	57.32	57.32	0%
Skills development in a group	Hour	09_007_0117_6_3	28.66	28.66	0%
Life transition planning including mentoring, peer support and individual skill development.	Hour	09_006_0106_6_3	58.92	58.92	0%
Specialist support coordination	Hour	07_004_0132_8_3	182.74	182.74	0%
Coordination of supports	Hour	07_002_0106_8_3	96.04	96.04	0%

Service Assumptions

Transport

If travel is incurred by Cara to provide Improved Daily Living and Improved Relationships Supports and it is greater than 10km from Cara's Head Office at Hindmarsh, then travel will be charged and included in quote. This is calculated by: claimable travel time (in hrs) = (total Km travelled -10)/60. Note: This amount is capped to \$1000 per participant per annum. We will endeavour to keep travel costs to a minimum.

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	1.22	0.92
2 Customers sharing a vehicle	km	0.64	0.48
3 Customers sharing a vehicle	km	0.45	0.34
4/4+ Customers sharing a vehicle	km	0.34	0.26

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's.

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.

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 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)	✓	
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)		✓
Continence Aids		✓

Item Description	Included	Excluded
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: \$31.94 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. The daily rate includes an administration fee.

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.)	✓	
Cleaning Products	✓	
Electricity	✓	
Gas	✓	
Water	✓	
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	✓	

Item Description	Included	Excluded
Pura Tap Filters (where already installed by Cara)	✓	
Transport (Vehicle Costs, Taxis...)		✓
Rent		✓
Contents Insurance for Customers Personal Items		✓
Food (where customer uses gastrostomy for nutrition)		✓
Fire Extinguishers or Alarms		✓
Oven and Fan		✓
New Pura Tap Installations and Filters		✓
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		✓

Item Description	Included	Excluded
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		✓