



# **Pilbara: Support Clusters and Price Framework for Disability Services**

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Effective from 1 July 2020



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## Introduction

The Pilbara Support Cluster and Price Framework (the Framework) has been developed to provide:

- service providers,
- Local Coordinators, and
- individuals and their families/carers,

with information about the types of services and associated prices that will be paid for supports identified in a person with disability's individual plan.

The Framework aims to enable sustainable and quality services that meet the needs of individuals during the transition to the Australia-wide National Disability Insurance Scheme (NDIS). In accordance with the *Bilateral Agreement between the Commonwealth and Western Australia – Transition to a National Disability Insurance Scheme in Western Australia*, this Framework only applies to individuals who are yet to transition to the NDIS.

### What will be funded?

Individualised funding can be used for disability-related supports and services that have been identified through an individualised planning process. In line with the NDIS, supports and services are those assessed as being reasonable and necessary.

### A support will not be funded if:

- it is likely to cause harm to the person or pose a risk to others;
- it is not related to the person's disability;
- it duplicates other supports provided to the person;
- it relates to day-to-day living costs (for example, rent, groceries and utility fees) that are not attributable to a person's disability support needs;
- the provision of the support would be contrary to;
  - a law of the Commonwealth,
  - a law of the State or Territory in which the support would be provided,
- the support consists of income replacement.



## The Pilbara region

The Pilbara, to which this Framework applies, is defined by Local Government Area Boundaries. A map can be found in [Attachment Two](#) of this document.

The Pilbara Region covers 507,896<sup>1</sup> square kilometres and has a population of 67,503<sup>2</sup> people.



Major towns in the region and includes Karratha, Dampier, Roebourne, Wickham, Newman, Tom Price and Port Hedland.

There are over 100 remote Aboriginal communities in the Pilbara region<sup>3</sup>. These range from larger well-established communities such as Jigalong, a former mission east of Newman which has over 400 residents<sup>4</sup>, through to smaller communities like Punmu, one of the most remote communities in Australia located in east Pilbara with a population of 180 people<sup>5</sup>.

The average distance from a remote community to the nearest town is 200 km; however, some communities can be located as far as 500km from the nearest town with little or no sealed road access<sup>6</sup>. The geographical expanse and associated impact upon service delivery is reflected in the Framework.

Support Cluster and Price Frameworks have also been developed for other regional areas with prices to reflect those regional contexts. These include:

- Goldfields/Esperance
- Great Southern
- Kimberley
- Midwest/Gascoyne
- South West
- Wheatbelt

The Department of Regional Development's Regional Price Index (RPI) 2015 has been applied to the Framework pricing bands in order to account for the increased cost of service delivery in the Pilbara. The Framework is updated on an annual basis; in the interim period any changes or inclusions are addressed through the release of addendums which are included in the next annual Framework.

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<sup>1</sup> WA Country Health Service – Pilbara Regional Profile

<sup>2</sup> Australian Bureau of Statistics 2014

<sup>3</sup> Regional Services Reform Unit – Resilient Families, Strong Communities.

<sup>4</sup> Australian Bureau of Statistics 2011 accessed 25 January 2017

<sup>5</sup> Punmu Community Website <http://punmu.com.au/new/> accessed 25 January 2017

<sup>6</sup> Regional Services Reform Unit – Resilient Families, Strong Communities



## The Pricing Band

The Framework has been structured with services and activities grouped into clusters. A price band or range has been assigned to each cluster or sub-cluster. Where there is a price band, the factors affecting the cost of delivering the service should be taken into consideration when establishing a price. Some examples of factors influencing price are identified below:

- **Model of support**

An individual may share a support worker with one or more individuals or be supported on their own. If the support is shared, it is likely that the price for each individual in the shared arrangement will be towards the lower end of the price range. There are also times where individuals participate in group activities in which the ratio of support personnel to individuals is relatively low and the 'group price' will apply (where someone needs one-to-one support to participate in the group activity this would be considered as individual support).

- **Skill and experience**

The level of skills and experience required of either the service provider and/or the support personnel can affect the price.

- **Service Coordination**

The time required to implement and maintain a holistic, viable support option.

- **Time**

The time of the week when the service is predominantly delivered may impact the price. The price of supports delivered across the week, including weekends, can be averaged. This averaged price must fall within the pricing band. Where an individual's support is adversely affected due to the impact of the time of the week when the service can be provided, it may be raised for consideration by the Regional Manager.

- **Service Presence/Engagement**

The degree of constant attention and active engagement needed to deliver the service can influence the cost with individual needs influencing the support models, such as awake night time personnel, on-call or availability such as a sleep-shift.

The price for a strategy is determined by considering each of the factors individually and establishing a single composite price for the strategy identified in an individual's plan. The price should be inclusive of all indirect costs.

## Type of Management

The degree to which a person, or a representative acting on their behalf, takes responsibility for organising, arranging and managing their services and supports can influence the price. Options may be fully service provider (organisation) managed, fully self-managed or shared managed between a provider(s) and the person, or their



representative, with the range of responsibilities and tasks needed for the services to be delivered is agreed between the parties, or a combination of these.

The range of responsibilities and tasks can change over time due to changes in circumstance and/or a person's increasing confidence, understanding of the responsibilities and skill development in managing their services.

The types of management options are described below:

<b>Self-Management</b>
The management of funded supports in a plan by either the person with disability or a representative acting on their behalf. The person or their representative receives the funding, engages supports and services and is responsible for meeting relevant legal obligations. Where a representative manages the supports and services, they receive funds on trust to be spent according to the person's plan, and may be wholly or partially responsible for meeting legal obligations.
<b>Shared Management</b>
This is a type of service provider management under which the funded supports in a plan are managed in a shared arrangement between a person and a service provider. The service provider receives the funding, and the person or their representative engages staff. The person or their representative and the service provider share responsibility for meeting relevant legal obligations as agreed between the parties.
<b>Service Provider Management</b>
The management of funded supports in a person's plan by a contracted service provider. The service provider receives the funding, engages staff and is responsible for meeting relevant legal obligations. On agreement with the service provider, the person and/or their representative may actively direct the provision of those supports to the extent they desire and have capacity to do so.
<b>Combination Management</b>
The combination of both self-managed and service provider managed supports in a plan.

## Pricing and Self-Management

This Framework includes application to self-managed supports. Self-managed supports are funded at provider rates if a provider is engaged to provide the supports.





Where an individual engages their own supports for clusters 2,4 or 5, these will be funded at the lowest end of the pricing band in recognition of lower operational costs.

If a self-manager considers the lowest price for those bands to be insufficient to meet their support needs, they should discuss this with their Local Coordinator who will consider the need for a higher level of funding.



## Support Clusters

Support clusters have been developed to achieve global outcomes. Each cluster can include a range of service or support strategies designed to achieve the goals identified in an individual's plan. This provides flexibility for services to be changed to meet the individual's goals, while remaining in line with the cluster's global outcome.

The clusters are:

1. Accommodation – Support to live safely in various accommodation settings.
2. Daily Living – Support with daily life tasks to enable individuals to live as autonomously as possible.
3. Communication – Enables an individual to communicate their requirements and understand information to follow or engage in essential activities.
4. Wellbeing – Individual is engaged in valued roles through participation in community, vocational and/or educational activities, and/or employment.
5. Having a break – Family/carer relationships are maintained and strengthened.
6. Support planning – Service responses at times of intense change and significant transition are appropriate, goal directed and well-coordinated.
7. Behaviour support and specialist care – Individuals and others are free from harm and an individual's support needs are met.
8. Therapy and specific support – Improved or maintained functional capacity to enable an individual to independently undertake practical activities.

Where a person is engaged with a Local Coordinator and has an individual plan, their assessment and equipment prescription, including consumables, will be coordinated by the individual's Local Coordinator. The Local Coordinator will facilitate an individual's access to existing services and schemes available in their region.

An individual may have service strategies that fall under more than one cluster in their individual plan. For example, an individual may have an accommodation strategy from Cluster 1, a therapy strategy from Cluster 8 and recreation as a strategy from Cluster 4. To note, Cluster 1 and Cluster 2 are mutually exclusive as the activities of daily living are included in an individual's accommodation strategy.

### Clusters 1-7

To be approved, services identified in an individual plan must be within the relevant support cluster 'price range'. Some service costs may be higher or lower than the price(s) identified in the support cluster, such as varying rates over weekdays and weekends, but the overall (composite) rate should be the average and fall within the price range.

Individuals and families can negotiate shared management arrangements with their support provider(s). Such arrangements must fall within the support cluster price ranges.

### Cluster 8 - Therapy and specific support

Therapy supports are therapeutic interventions by allied health professionals that assist an individual to achieve their goals. These interventions are non-acute interventions and would not be expected to be provided by mainstream acute or community Department of



Health or Mental Health Services. Services identified in an individual plan will be in line with what is considered as reasonable and necessary. Therapeutic intervention is provided by a range of professionals (e.g. occupational therapists, psychologists, clinical psychologists, orthoptists, podiatrists and dieticians) and includes prescription of equipment, home modifications and orthotics.

General therapy services are funded in bands of high, medium and low ranges for Early Childhood, School Age and Adult intervention services. Services should be costed within the 'band of funding' related to the person's age, support needs and other relevant factors. Ideally services should be provided using a transdisciplinary approach with a transdisciplinary package held by one provider. If the person wants to purchase therapy services from more than one provider the total cost of all services must be within the relevant band. The hourly rate within a band should be no more than the hourly rate for specialist therapy services.

An individual with complex needs may require support from both general and specialist therapy.

Pricing for specialist therapy is based on an hourly unit of service, with different rates for allied health professionals and therapy assistants. Where services are delivered in groups the price should reflect the cost of delivery relative to the cohort and expertise required.

The price should be inclusive of the time required for all activities related to the service including assessment, planning and preparation, liaison, report writing, training, direct contact (e.g. face to face, phone, teleconference, skype, email) and indicate the potential hours for assessment, planning and intervention.

Business costs such as overheads and general administration should be included within the hourly rate. For example, travel (first 15 kilometres each way); superannuation; workers compensation; training for service provider staff; staff supervision and any other related costs.

## **Clusters 1-8**

In exceptional circumstances, higher prices than in the price range may be considered. The individual's Local Coordinator will assess the need for funding support outside a price range and this will be subject to approval by a Regional Manager.

Where people have rapidly changing or very high and complex needs, consideration will be given to funding for an increased volume of coordination.

Individuals may also choose to purchase additional services beyond those identified as reasonable and necessary within their individual plan at their own expense.



## Additional Information

### Accessibility/Remoteness Index of Australia (ARIA)

The Accessibility/Remoteness Index of Australia (ARIA) is applied to determine regional hubs, remote hubs and very remote areas. The definitions, based on ARIA, are as follows:

1. Regional hub – area within 100km of locality, such as Karratha and Port Hedland, with moderate levels of road accessibility and available service infrastructure.
2. Remote Hub – area extending 100km beyond a regional hub, or 100km from a service centre with low levels of road accessibility and available infrastructure, such as Newman.
3. Very remote area – area beyond remote with very low levels of road accessibility and available service infrastructure, such as Jigalong.

The ARIA is used to determine the payment level of the commencement fee and travel/transport costs.

Please refer to Map in [Attachment Two](#).

### Commencement fee

The commencement fee recognises the additional cost that may be incurred when commencing services to individuals residing in the Pilbara, which are higher than those in the Perth Metropolitan area and more populated rural areas. These one-off costs aren't attributable to the price of a unit of service and may include some of the following:

- Time and extra costs of advertising staff/personnel vacancies.
- Recruitment expenses such as relocation costs.
- Establishing services where local support workers are not available, such as training local, unskilled workforce to required standards
- Costs associated with providing supervision, such as the establishment and maintenance of IT systems for remote supervision and/or travel and time of staff to provide face-to-face supervision.
- Meal allowances and/or staff accommodation when undertaking extensive travel.

The commencement fees are as follows:

1. Regional hub – up to \$2000
2. Remote hub – up to \$4000
3. Very remote areas – up to \$6000.

These costs can be provided via a one-off payment at the commencement of an individual plan. Commencement fees need to be itemised and may not apply to all individual plans.

### Transport and travel

The following can be funded per annum for either travel and/or transport:

1. Regional hub – up to \$1000
2. Remote hub – up to \$6000
3. Very remote areas – up to \$8000.



This applies to transport costs in addition to strategies covered by clusters 2 and 4. Amounts in excess of that allocated for each ARIA area can be approved if there is an adverse effect on an individual's support, this must be raised by a Local Coordinator to the Regional Manager for consideration. The travel and/or transport fee will be split if multiple providers are involved in the service delivery.

Travel and transport are defined below:

- **Travel – when someone travels to a person with disability to provide funded supports in accordance with the person's plan.**

Staff travel time to provide support to an individual in their place of residence, up to 15 kilometres one way (a return journey therefore constitutes 30km), is included within the prices presented in a cluster pricing band.

Travel beyond 15km each way may be funded and is usually calculated from the service provider base.

In instances where measuring the journey from the service provider base increases the overall distance, travel may be calculated from the staff member's home.

- **Transport – instances where staff are required to accompany an individual, so they can access the services and supports they require.**

Where staff accompany an individual to participate in the community, the transport time is captured within Cluster 4's rate.

Other transport services including training, and the provision of taxis not covered by taxi subsidy schemes, are covered within Support Cluster 2: Daily Living.

Where an individual is in receipt of allowances, such as the Mobility Allowance, this will be taken into consideration when determining funding for transport.

## **Travel to provide general and specific therapeutic support**

An additional travel amount, funded as per the ARIA area, can be included within a plan on a per annum basis for return journeys of over 30km to provide general therapy supports. These supports must be directly linked to a general therapy strategy in the person's plan.

An additional travel amount, funded as per the ARIA area, can be included within a plan on a per annum basis for return journeys of over 30km to provide specific or targeted supports. These supports must be directly linked to a specific or targeted therapy strategy in the person's plan.

## **Cancellations and “no shows”**

Providers must provide individuals with information on their cancellation and 'no show' policy. The policy must specify the required notice period of 48 hours prior to delivery of the scheduled service. Individuals notifying the providers within the notice period will not be charged for the service.

Where a service is cancelled with less than 48 hours' notice or there is a 'no show', the individual will forfeit the period of scheduled support and the provider will be paid as if the service had occurred.



Note: Funding for support unable to be delivered within a financial year will be recovered by the Department of Communities.

## Shared and Group activities

For the purposes of this Framework shared activities and group activities are considered as follows:

- Shared activities are those where two or three individuals undertake an activity supported by one support worker. Each person is funded individually and contributing to the cost of support, the price for each person is expected to be at the lower end of the range.
- Group activities are those in which an individual joins activities designed for four or more individuals. They may be community or centre based and the ratio of individuals to support staff is usually relatively high.
  - Where someone needs individual support to participate in a group activity it should be considered during their individual planning and, if deemed reasonable and necessary, included in their plan.
  - Group activities that include some individual one on one support amongst the group support should be discussed with the Local Coordinator to establish an agreed price. Such activities may be holiday camps.

## Assistive Technology and Home Modifications

Assistive Technology and home modifications are entered as separate line items in an individual's plan. At this time the pricing of assistive technology and home modifications are not addressed within the Framework.

## Consumables

Consumables such as continence products, enteral feeding equipment, dressing etc. are entered as separate line items in an individual's plan. At this time the pricing of consumables is not addressed within the Framework.

## Subcontracting

In instances where a service provider does not provide all the services required by an individual, and the individual wishes to have all of their services arranged by their primary service provider, the primary service provider may subcontract those services. The prices charged must be within the Framework pricing band.

All sub-contracting arrangements must meet the Department of Communities subcontracting policy. For further information on subcontracting and other contractual issues please refer to the website:

[www.disability.wa.gov.au](http://www.disability.wa.gov.au) → Disability Sector → Guidelines and Policies → Policies and Business Rules





# 2020-21 Price Clusters

## 1: Accommodation

<b>Outcome:</b>	<b>Support to live safely in various accommodation settings</b>
<p>This support cluster incorporates assistance with and/or supervising tasks of daily life in various accommodation settings. It may be either temporary or ongoing. There is a focus on developing an individual's skills to live as autonomously as possible. Reasonable and necessary support is provided in accordance with an individual's needs, including cultural security needs, and includes all aspects of normal daily living activities.</p> <p>The price for accommodation is inclusive of all daily living support in the accommodation setting and includes all activities required to live at home, such as clothes shopping, gardening, attending medical appointments and attending some social activities which may require transport. Additional support from cluster 2: Daily living is not applied when someone is receiving support through Cluster 1. The points below are provided as descriptors of the type and level of support within each band; and, the band in which most points apply being indicative of the band that will apply.</p> <p>Individuals are encouraged to explore and examine various options and come up with creative arrangements that best suit them to achieve their goals and address their support needs. Individuals' lives are dynamic and living arrangements may need to be re-explored and new ones developed as individuals and circumstances change. In developing the best options, the degree to which an individual takes responsibility for the management of the arrangement should also be a consideration.</p> <p>Accommodation can include individualised living arrangements such as host-family, co-resident and alternative family models, as well as house-sharing with friends and group home models. An accommodation package is inclusive of the requirements needed to support the model. This may include supervision and respite in some individualised options, such as host families.</p>	



## 1: Accommodation

Cluster 1 - Accommodation	Price (\$)
<p><b>Lower support:</b></p> <ul style="list-style-type: none"> <li>• May involve drop-in support, a mix of paid and informal support and/or shared support where support is provided to more than one individual.</li> <li>• Provides overall supervision of living arrangements and generally requires limited coordination.</li> <li>• Can be delivered with basic levels of experience and skill.</li> <li>• Can involve providing occasional to intermittent prompting to undertake tasks and/or self-care activities.</li> <li>• Relates to whether the support is active, on-call etc.</li> </ul> <p>Follows a behaviour support /safeguarding plan in place where there are some behaviours of concern and the strategies can be implemented effectively within the available support.</p>	<p>Up to \$153,419 per year.</p>
<p><b>Standard support (Provision 24/7 support):</b></p> <ul style="list-style-type: none"> <li>• May involve a mix of one on one and shared support, inactive overnight support, on-call, degree of informal support etc.</li> <li>• Requires regular supervision and moderate levels of coordination.</li> <li>• Can be delivered with some experience and practiced skills.</li> <li>• Can involve prompting and/or direct assistance to undertake tasks and/or self-care activities.</li> <li>• Follows a behaviour support/safeguarding plan in place where there are episodic behaviours of concern and the strategies can be implemented effectively within the available support.</li> </ul>	<p>Up to \$199,229 per year.</p>
<p><b>Higher support (Provision 24/7 support):</b></p> <ul style="list-style-type: none"> <li>• Continual, active interventions and assistance are required. Some degree of informal support maybe required.</li> <li>• Usually requires active support overnight.</li> <li>• Requires flexibility to respond to changing needs and significant levels of coordination e.g. higher levels of support at specific times.</li> <li>• Requires skilled, experienced and sometimes specialist staff. Where tasks are delegated close supervision is required and often specific staff training.</li> </ul> <p>Often includes ability to manage complex medical/health needs and/or significant behaviours or vulnerabilities of concern.</p>	<p>Up to \$265,529 per year.</p>





## 2: Daily Living: Independence; personal care and support

<b>Outcome:</b>	<b>Support with daily life tasks to enable individuals to live as autonomously as possible</b>	
<p>There are many factors affecting the cost of delivering service under this cluster. These should be taken into consideration when establishing a price. Please refer to <a href="#">The Pricing Band</a> on page 3 for further information.</p>		
<b>Cluster 2 – Daily Living</b>		<b>Price (\$)</b>
<p><b>Assistance with daily personal activities</b></p> <p>Assisting with and/or supervising personal tasks of daily life to enable the individual to live as autonomously as possible. These supports are provided individually to a person and can be provided in a range of environments, including but not limited to the individual’s own home.</p> <p>They may include assistance with personal, self-care, and other domestic activities such as meal preparation, shopping, cooking and cleaning.</p>		\$53.20 - \$72.80 per hour.
<p><b>Assistance with Travel/ transport arrangements</b></p> <p>This focuses on the provision of transport to enable participation in community, social, economic and daily life activities:</p> <ul style="list-style-type: none"> <li>• Some taxi fares not covered by other relevant taxi subsidy schemes</li> <li>• Public transport fare of accompanying provider</li> </ul>		\$53.20 - \$72.80 per hour.
<p><b>Training for independence in travel and transport</b></p> <p>Supports focus on assisting an individual to develop their skills to travel and use public transport independently. This includes training in driving using adapted equipment or vehicle modification.</p>		\$53.20 - \$72.80 per hour.
<p><b>Development and support with daily living and life skills</b></p> <p>Development of daily living and life skills through training, and where appropriate ongoing support, for an individual to increase their ability to live as independently as possible. Training and assistance can be provided either individually or through shared activities. It can include skills development and support with daily life activities, communication, social skills, tenancy, budgeting and/or problem solving.</p>		\$53.20 - \$72.80 per hour.
<p><b>Training for parents</b></p> <p>Delivering training to parents of children with disabilities to assist them in their parenting role.</p>		\$53.20 - \$72.80 per hour.



<b>Training for carers</b> Delivering training to carers in matters related to caring for a person with disability.	\$53.20 - \$72.80 per hour.
<b>Group activities</b> Where activity has a high ratio of individuals to support staff i.e. one support worker to 4 -10 individuals. Price as negotiated.	\$17.80 - \$24.40 per hour.
<b>Shared activities</b> Shared activities are those where two or three individuals undertake an activity supported by one support worker. Each person is funded individually and contributing to the cost of support, the price for each person is expected to be at the lower end of the range.	\$53.20 - \$72.80 per hour.



### 3: Communication

<b>Outcome:</b>	<b>Person can communicate their requirements and understand information to follow or engage in essential activities.</b>	
<p>There are a variety of mechanisms that can assist an individual to achieve their communication goals. These funded interpreting and translation mechanisms/supports can enable independent communication in personal, social or community activities, and can be included within a plan when determined to be reasonable and necessary.</p>		
<b>Cluster 3 – Communication</b>		<b>Price (\$)</b>
<b>Interpreting and Translation</b> Can include but are not limited to: Auslan One and Two, Tactile Interpreting, Training in the use of communication techniques such as Auslan and Braille; Training for Carer/Parent specifically around communication techniques; and print accessibility services.		Price as negotiated



## 4: Wellbeing: Recreation, education and employment

<b>Outcome:</b>	<b>Person is engaged in valued roles through participation in community, vocational and/or educational activities, and/or employment.</b>
<p>There are many factors affecting the cost of delivering service under this cluster. These should be taken into consideration when establishing a price. Please refer to <a href="#">The Pricing Band</a> on page 3 for further information.</p> <p>These prices do not cover the cost of standard expenses related to recreational pursuits, such as entry fees, ticket prices or sporting game fees.</p>	

<b>Cluster 4 - Wellbeing</b>	<b>Price (\$)</b>
<p><b>Assistance to access and maintain employment</b></p> <p>Support with specialised open employment job searching. This may include time limited or ongoing provision of pre vocational skills, training, advice, coordination with employers, workplace orientation to assist an individual to get a job and/or induction to assist someone into open employment.</p>	<p>\$53.20 - \$72.80 per hour.</p>
<p><b>Participation in community, social and civic activities</b></p> <p>Assisting an individual to participate actively in community, social and civic activities; includes supporting people during these activities and developing the persons' ability to partake in these activities.</p>	<p>\$53.20 - \$72.80 per hour.</p>
<p><b>Recreational activities</b></p> <p>Supporting an individual to participate in activities that promote and encourage physical well-being, including exercise and sporting activities.</p> <p>These supports relate to the additional requirements due to the disability to assist the individual to participate in recreation and/or sporting activities.</p>	<p>\$53.20 - \$72.80 per hour.</p>
<p><b>Group activities</b></p> <p>Where activity has a high ratio of individuals to support staff i.e. one support worker to 4 -10 individuals. Price as negotiated.</p>	<p>\$17.80 - \$24.40 per hour.</p>



<p><b>Shared activities</b></p> <p>Shared activities are those where two or three individuals undertake an activity supported by one support worker. Each person is funded individually and contributing to the cost of support, the price for each person is expected to be at the lower end of the range.</p>	<p>\$53.20 - \$72.80 per hour.</p>
<p><b>Camps</b></p> <p>Activities that enable individuals to develop leadership, social and physical skills and learn about team building, working in groups and interacting with others in a different environment.</p> <p>Camps traditionally provide a combination of one to one, shared and group support. An hourly rate should be negotiated based on the individual's support need over the duration of the camp</p>	<p>Price as negotiated</p>



## 5: Having a Break: Supporting positive care relationships

<b>Outcome:</b>	<b>Family/carer relationships are maintained and strengthened.</b>	
<p>Breaks can be provided through a wide range of activities and services offered to people with disability and their families. The breaks provide positive experiences for people with disability, and strengthens and maintain the capacity of families to provide support and care.</p> <p>There are many factors affecting the cost of delivering service under this cluster. These should be taken into consideration when establishing a price. Please refer to <a href="#">The Pricing Band</a> on page 3 for further information.</p>		
<b>Cluster 5 – Having a Break</b>		<b>Price (\$)</b>
<p><b>Having a Break – Hourly</b></p> <p>Services are tailored to meet the needs of the person with disability and family, and may include the following types of activities:</p> <ul style="list-style-type: none"> <li>• In-home assistance for the carer to undertake typical family activities</li> <li>• In-home assistance which gives the carer a break</li> <li>• Out-of-home assistance, which may include individual activities, centre-based or shared living settings, alternative family setting or other flexible respite options.</li> <li>• Respite accommodation in time of immediate need.</li> </ul>		<p>\$53.20 - \$72.80 per hour.</p>
<p><b>Group activities</b></p> <p>Where activity has a high ratio of individuals to support staff i.e. one support worker to 4 -10 individuals. Price as negotiated.</p>		<p>\$17.80 - \$24.40 per hour.</p>
<p><b>Shared activities</b></p> <p>Shared activities are those where two or three individuals undertake an activity supported by one support worker. Each person is funded individually and contributing to the cost of support, the price for each person is expected to be at the lower end of the range.</p>		<p>\$53.20 - \$72.80 per hour.</p>
<p><b>Having a Break – Daily</b></p> <p>Respite, either in-home or out-of-home, for periods 13 hours and over. Friday night to Sunday night is considered two 24 hour periods.</p>		<p>\$123.40 - \$936.70 per day/night.</p>



## 6: Support Planning

<b>Outcome:</b>	<b>Service responses at times of intense change and significant transition are appropriate, goal directed and well-coordinated.</b>	
This support must be provide by, or purchased from, a professional service, either an organisation or individual that meets relevant industry standards and legislative requirements.		
<b>Cluster 6A &amp; 6B – Support Planning</b>		<b>Price (\$)</b>
<p><b>6A. Assistance in coordinating or managing life stages, complex situations, transitions and supports</b></p> <p>This is time limited planning and coordination for up to three months, to build capacity to sustain an individual’s ongoing support and/or to assist an individual in times of transition. It includes support to assist the person to address an unexpected event or crisis, or to familiarise them with a new environment; as well as developing capacity and resilience in the person’s network.</p> <p>Planning is limited to the episodic provision of support to assist in stabilising an individual’s situation and reducing their at-risk status. Planning may be required during instances where there is breakdown or withdrawal of informal care, significant escalation in behaviour or medical support needs and/or in relation to justice- related matters.</p> <p>Where there are complex needs or changing needs it may assist the individual, their family and carers to envision their goals to assist planning.</p>		<p>\$66.70 - \$82.70 per hour.</p>
<p><b>6B. Assistance in delivering support activity(ies) that is beyond what is included in a standard unit price/cost of service delivery</b></p> <p>Involves additional support that is beyond what is included in a standard unit price/cost of service delivery for the life of the plan, and beyond that provided by Local Coordination.</p> <p>Support may be ongoing or intermittent, rather than crisis based, and is required to manage and align multiple (three or more) services involved in a person’s life, and/or identified barriers to outcome attainment and/or safeguarding concerns.</p> <p>Supports should be flexible and adjusted to meet changing needs and sustained as the individual’s risk status intensifies.</p> <p>Funding under 6b only applies to the primary service provider who undertakes to align all of the services required to achieve the individual’s identified outcomes.</p>		<p>\$66.70 - \$82.70 per hour.</p>





## 7: Behaviour Support and Specialist Care

<b>Outcome:</b>	<b>Individuals and others are free from harm and individual's high support needs are met</b>
<p>This support must be provided by, or purchased from, a professional service, either an organisation or individual that meets relevant industry standards and legislative requirements.</p>	

Cluster 7A & 7B – Behaviour Support & Specialist Care	Price (\$)
<p><b>7A. Behaviour support</b></p> <p>This is time limited behaviour support, based on planned strategies that aim to reduce the likelihood of behaviours of concern developing and /or increasing. The behaviours may cause harm to the individual and/or others. Behaviour support provides assistance to individuals, their family and support persons to identify the behaviours of concern, and to design specific positive behaviour support strategies.</p> <p>It includes support for individuals who require assistance from a support worker with relevant additional qualifications and experience.</p>	<p>\$66.70 - \$104.90 per hour.</p>
<p><b>7B. Specialist care for persons with high care needs (includes nursing care in the community for people with high care needs)</b></p> <p>This is the provision of specialist care for persons who have high care needs. This involves support from someone with a high level of expertise, knowledge and/or training to respond to the person's complex needs. It does not include acute nursing care as delivered by the health system.</p> <p>It includes support for individuals who require assistance from a support worker with additional qualifications and experience relevant to the complex high medical support needs that require continuous and active support.</p>	<p>\$82.70 - \$117.30 per hour.</p>





## 8: Therapy and Specific Support

<b>Outcome:</b>	<b>Improved and/or maintained functional capacity to enable individual's to independently undertake practical activities.</b>
<p>This support must be provided by a professional service, either an organisation or individual that meets relevant industry standards and legislative requirements.</p> <p>General therapy includes provision of services by clinicians qualified in an allied health discipline, such as: physiotherapy, occupational therapy, speech pathology, podiatry, clinical psychology, and dietetics.</p>	

<b>Cluster 8A &amp; 8B – Therapy &amp; Specific Support</b>	
<b>8A. Therapy</b>	<b>Price (\$)</b>
<b>Early childhood 0 – 8 years of age general therapy</b>	
Provision of a combination of therapies, coordinated by a key worker together with the family, to support a child's independence and participation. Therapies are expected to fall into one of the three categories	
<b>Low Band</b> This band is generally for a child with developmental delay, or mild disability, who is developing slower than their peers.	Up to \$11,659 per year
<b>Medium Band</b> This band is generally for a child with disability or developmental delay who either has: <ul style="list-style-type: none"> <li>• moderate single or multiple areas of needs/concern;</li> <li>• behavioural concerns; and/or</li> <li>• some family complexities,</li> </ul> that require specific interventions and for those interventions to be coordinated with other agencies.	\$11,660 to \$14,897 per year
<b>High Band</b> This band is generally for a child with a disability, who has complex needs that may also include complex health and medical needs.	\$14,898 to \$20,080 per year



<p><b>School age children 9 – 17 years of age general therapy</b></p> <p>Provision of a combination of therapies, coordinated by a key worker together with the family, to support a child and/or young person’s independence and participation. Therapies are expected to fall into one of the three categories.</p>	
<p><b>Low Band</b></p> <p>This band is generally for a child with developmental delay, or mild disability, who is developing slower than their peers.</p>	<p>Up to \$7,773 per year.</p>
<p><b>Medium Band</b></p> <p>This band is generally appropriate for a child/adolescent with a disability who either has:</p> <ul style="list-style-type: none"> <li>• moderate single or multiple areas of need/concern;</li> <li>• behavioural concerns; and/or</li> <li>• some family complexities,</li> </ul> <p>that require specific interventions and for those interventions to be coordinated with other agencies.</p>	<p>\$7,774 to \$10,364 per year.</p>
<p><b>High Band</b></p> <p>This band is generally appropriate for a child/adolescent with a disability, who has complex needs that may also include complex health and medical needs.</p>	<p>\$10,365 to \$16,841 per year.</p>
<p><b>Adults 18 years of age and over general therapy</b></p> <p>Provision of a combination of therapies, coordinated by a key worker together with the family, to support an adult’s independence and participation. Therapies are expected to fall into one of the three categories.</p>	
<p><b>Low Band</b></p> <p>This band is generally for an adult with disability, who requires either minimal supports or a short term intervention strategy.</p>	<p>Up to \$7,773 per year.</p>
<p><b>Medium Band</b></p> <p>This band is generally for an adult with disability who either has:</p> <ul style="list-style-type: none"> <li>• moderate single or multiple areas of needs/concern;</li> <li>• behavioural concerns; and/or</li> <li>• some family complexities,</li> </ul> <p>that require specific interventions and for those interventions to be coordinated with other agencies.</p>	<p>\$7,774 to \$10,364 per year.</p>
<p><b>High Band</b></p> <p>This band is generally for an adult with disability, who has complex needs that may also include complex health and medical needs.</p>	<p>\$10,365 to \$16,841 per year.</p>



<b>8B. Specific Therapy Services - single focused supports and strategies for all ages</b>	<b>Price (\$)</b>
<p>These services are defined as single focused, highly specific and unique services that are client centred and complementary to other services, for example specialised equipment consultancy, positive behaviour support and human relationships. Individual strategies form part of a holistic approach to services required to achieve the individual's identified goals/outcomes detailed in their plan.</p>	<p>Up to \$220.00 per hour for health professionals</p>
<p>Collaboration with other community services that are involved with the individual are an integral part of ensuring successful outcomes are achieved and best practice approaches to service delivery are employed. Therapeutic supports are provided to assist the person to apply their functional skills to improve participation and independence in daily, practical activities.</p> <p>Targeted services also include the provision of a range of counselling services which may include relationship, family, grief, family and/or group counselling. Counselling services build an individual's capacity to work towards their personal goals.</p>	<p>Up to \$105.00 per hour for trained therapy assistants.</p>



## Attachment One: Definition of terms

Term	Definition
<b>Accommodation cluster</b>	Support to live safely in various accommodation settings. The price for supported accommodation is inclusive of activities of daily living, skills development in the home and reasonable engagement in the community.
<b>Assistive technology &amp; home modifications</b>	<p>Assistive technology is any device or system that allows individuals to perform tasks they would otherwise be unable to accomplish, and increases the ease and safety with which the task can be performed.</p> <p>Home modifications are changes to the structure, layout or fittings of the person's home that are required to enable the person to safely access and move around frequently used areas in their home as a result of their disability.</p>
<b>Behaviour support and specialist care cluster</b>	Provision of services to individuals with either challenging behaviour and/or vulnerabilities or complex medical/health needs.
<b>Cancellation</b>	<p>Refers to as individual notifying a provider more than 48 hours in advance that scheduled hours of service are not required or are unable to be received.</p> <ul style="list-style-type: none"> <li>• Where notice is given with more than 48 hours, individuals will not be charged for the service.</li> <li>• Where notice is given with less than 48 hours or there is a 'no show', the individual will forfeit the period of scheduled support and the provider will be paid as if the service had occurred.</li> </ul>
<b>Combination Management</b>	The combination of both self-managed and service provider managed supports in a plan.
<b>Communication</b>	Interpreting and translation services to assist individuals to communicate during essential activities where alternative translation is not available. Individual's day to day communication needs are addressed in the daily living cluster.
<b>Consumables</b>	The provision of single use items, such as continence aids, enteral nutrition equipment, dressings etc.
<b>Daily living cluster</b>	Services required by individuals to assist personal activities and/or maintain and develop their daily living skills and independence. Support may also assist in maintaining life in the family home.
<b>Having a break cluster</b>	Services providing positive experiences for people with disability and strengthening and maintaining the capacity of families to provide support and care.



<b>Higher support</b>	Provision 24/7 support: <ul style="list-style-type: none"> <li>• Continual, active interventions and assistance are required. Some degree of informal support maybe required.</li> <li>• Usually requires active support overnight.</li> <li>• Requires flexibility to respond to changing needs and significant levels of coordination e.g. higher levels of support at specific times.</li> <li>• Requires skilled, experienced and sometimes specialist staff. Where tasks are delegated close supervision is required and often specific staff training.</li> <li>• Often includes ability to manage complex medical/health needs and/or significant behaviours or vulnerabilities of concern.</li> </ul>
<b>Hourly unit price</b>	The price of an hour of support/service delivered by a provider.
<b>Lower support</b>	This support: <ul style="list-style-type: none"> <li>• May involve drop-in support, a mix of paid and informal support and/or shared support where support is provided to more than one individual.</li> <li>• Provides overall supervision of living arrangements and generally requires limited coordination.</li> <li>• Can be delivered with basic levels of experience and skill.</li> <li>• Can involve providing occasional to intermittent prompting to undertake tasks and/or self- care activities.</li> <li>• Relates to whether the support is active, on-call etc.</li> <li>• Follows a behaviour support /safeguarding plan in place where there are some behaviours of concern and the strategies can be implemented effectively within the available support.</li> </ul>
<b>‘No show’</b>	Refers to an individual not appearing or being available for a scheduled service that has been arranged with a provider; or where an individual is not at the agreed location for the scheduled service.
<b>Price range</b>	The distribution of pricing indicating both the minimum and maximum price that will be paid for a service within a cluster.
<b>Professional service</b>	Occupations requiring special training, are evidence-based, meet relevant industry standards and/or legislative requirements. Some professional services require holding a professional licence or membership to a specific body, such as AHPRA. In general, they offer customised and knowledge-based services.



<b>Self-management</b>	<p>The management of funded supports in a plan by either the person with disability or a representative acting on their behalf. The person or their representative receives the funding, engages supports and services and is responsible for meeting relevant legal obligations. Where a representative manages the supports and services, they receive funds on trust to be spent according to the person’s plan, and may be wholly or partially responsible for meeting legal obligations.</p>
<b>Service provider management</b>	<p>The management of funded supports in a person’s plan by a contracted service provider. The service provider receives the funding, engages staff and is responsible for meeting relevant legal obligations. On agreement with the service provider, the person and/or their representative may actively direct the provision of those supports to the extent they desire and have capacity to do so.</p>
<b>Shared management</b>	<p>This is a type of service provider management under which the funded supports in a plan are managed in a shared arrangement between a person and a service provider. The service provider receives the funding, and the person or their representative engages staff. The person or their representative and the service provider share responsibility for meeting relevant legal obligations as agreed between the parties.</p>
<b>Standard support</b>	<p>Provision 24/7 support:</p> <ul style="list-style-type: none"> <li>• May involve a mix of one on one and shared support, inactive overnight support, on-call, degree of informal support etc.</li> <li>• Requires regular supervision and moderate levels of coordination.</li> <li>• Can be delivered with some experience and practiced skills.</li> <li>• Can involve prompting and/or direct assistance to undertake tasks and/or self-care activities.</li> <li>• Follows a behaviour support/safeguarding plan in place where there are episodic behaviours of concern and the strategies can be implemented effectively within the available support.</li> </ul>
<b>Support cluster</b>	<p>A broad grouping of services related to global strategies, to achieve an identified goal.</p>
<b>Support planning cluster</b>	<p>Assistance in coordinating or managing life stages, complex situations, transitions and supports.</p> <p>Assistance in delivering support activity(ies) that is beyond what is included in a standard unit price/cost of service delivery.</p>





<b>Therapy and specific support cluster</b>	<p>Therapy supports are therapeutic interventions by allied health professionals that assist an individual to achieve their goals. These interventions are non-acute interventions and would not be expected to be provided by mainstream acute or community Department of Health or Mental Health Services. Services identified in an individual plan will be in line with what is considered as reasonable and necessary. Therapeutic intervention is provided by a range of professionals (e.g. occupational therapists, psychologists, clinical psychologists, orthoptists, podiatrists and dieticians) and includes prescription of equipment, home modifications and orthotics.</p> <p>General (Comprehensive) therapy services are person centred, focusing on an individual's needs and desired goals. They are provided by transdisciplinary teams (e.g. occupational therapists, speech pathologists, physiotherapists and psychologists). These teams share knowledge and work together with the person and their family to provide coordinated and integrated services.</p> <p>Specific (Targeted) therapy services are single focused, highly specific and unique services. Examples include specialised equipment consultancy (e.g. complex wheelchairs, car modifications, sleep assessments); positive behaviour support (for people with complex and risky behaviour) and human relationships (e.g. services which include relationship, family, grief, and/or group counselling. Counselling services support an individual to develop their capacity to work towards their personal goals).</p>
<b>Wellbeing cluster</b>	Services required by individuals to participate in vocational, recreational, social, civic and/or physical health activities in their community.

# Attachment Two: Map

