



WA National Disability Insurance Scheme

Perth Metropolitan: Support Clusters and Price Framework

Effective from 1 July 2016

Introduction

The Perth Metropolitan Support Cluster and Price Framework has been developed to provide service providers and coordinators with information about the types of services and associated prices that will be paid for reasonable and necessary supports identified in a person with disability's individual plan.

The Support Cluster and Price Framework aims to enable sustainable and quality services that meet the needs of individuals, and align with the requirements of a National Disability Insurance Scheme (NDIS).

A key focus of the NDIS is consumer choice and control and the provision of reasonable and necessary support and services. Scheme sustainability and a strong and viable non-government sector are also key objectives.

The approach

The Perth Metropolitan Support Cluster and Price Framework (the Framework) has been developed in partnership between the Western Australian Government and the disability sector.

The Framework is based on information from disability sector providers, during the second phase of procurement reforms under the State Government's Delivering Community Services in Partnership (DCSP) policy. Feedback from using the WA NDIS Support Cluster Frameworks in the WA NDIS trials in the Lower South West and Cockburn-Kwinana regions has also informed the development of the framework.

The metropolitan area, to which this Framework applies, is defined by the Disability Services Commission's Local Coordination metropolitan-country boundary. A map can be found at the back of this document.

Support Cluster and Price Frameworks will be developed for regional areas during 2016–17 with prices to reflect regional contexts.

Prices will be adjusted periodically to account for what is known as indexation.

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.

Funding will not be provided for:

- Any costs not attributable to a person's disability.
- Purposes that are likely to cause harm to the person or pose a risk to others.
- Purposes that are inconsistent with the best interests of the person.

- Income replacement for individuals with disability or family members (except in special circumstances approved by the Commission and in accordance with the Commission’s Policy on Family Members as Paid Support Workers).
- Purposes that duplicate other supports and services delivered under alternative funding through the Commission, NDIS or other government services.
- Support that is contrary to:
 - a law of the Commonwealth
 - a law of the state or territory in which the support would be provided.

Price range in practice

The Framework has been structured with services and activities grouped into clusters. A price or price ranges have been assigned to each cluster or sub-cluster. Where there is a price range, 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.

Considerations when determining the price point in a price band

Examples

- Model of support – individual, shared with others, group
- Skills and experience needed to deliver the service
- Amount of service coordination needed
- Responsibility for managing – fully by provider or shared with individual
- Proportion of weekday, weekend, evening service
- Service presence/activity – on-call, sleep/awake night, active

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 all indirect costs.

Considerations

Type of management : The degree to which an individual or their family takes responsibility for organising, arranging and managing their services and supports can influence the price. Options may be fully organisation (service provider) managed, fully self-managed or the management may be shared between a provider(s) and the individual or their family¹, with the range of responsibilities and tasks needed for the to be services delivered agreed between the parties. The range of responsibilities and tasks can change over time due to changes in circumstance and/or an individual’s increasing confidence, understanding of the responsibilities and skill development in managing their services.

Where an individual takes on responsibility for and the management of the majority of their service arrangements; and, hence tasks undertaken by the provider are reduced, this should be considered when determining the price within a price range. It is anticipated that

¹ Note that for a person with psychosocial disability, families are not usually involved unless they are the legal guardian.

the greater the degree of individual responsibility and management the closer the price will be to the lower end of a price range – all other inputs being equal.

Where an individual and provider agree to share responsibility for the service management and implementation, elements that should be considered include the level of responsibility each party has for managing and arranging budget monitoring, record keeping (financial, personal, etc), meeting funding requirements, reporting, fulfilling legal requirements, human resource/ support personnel management including recruitment, orientation and induction, training and supervision, payment and meeting insurance and taxation requirements. The degree of assistance given by a provider to develop an individual's skills, if they wish to take on greater responsibility over time for managing all or part of their service can, affect the cost to the provider and hence the price within the range.

An individual may choose to manage all or part of their service arrangements and funding. Where individuals choose to self-manage their funds, these will be directed to them via Local Coordination or WA NDIS. Where an individual chooses to self-manage part of their individual package and have the rest managed by a service provider(s), the funds for the part to be self-managed are directed to the individual and the funds for the part to be managed by their chosen service provider(s) are directed to the provider(s).

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.

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

Time – The time of the week when the service is predominantly delivered may impact the price, such as services provided predominantly at weekends.

Presence and attention – 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.

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 a setting away from natural family living arrangements².
2. Daily Living – Support with daily life tasks to enable individuals to live as autonomously as possible².

² Most closely aligned with Report on Government Services, National Minimum Data Set and National Partnership Agreement.

3. Communication – Individual can 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. Episodic coordination of support – Service responses at times of intense change and significant transition are appropriate, goal directed and well-coordinated.
7. Behaviour/safeguarding support and specialist care – Individuals and others are free from harm and an individual's support needs are met.
8. Therapy and specialist support – Improved or maintained functional capacity to enable an individual to independently undertake practical activities.

Where a person is engaged with a coordinator and has an individual plan, their assessment and equipment prescription, including consumables, will be coordinated by the individual's coordinator. The 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: wellbeing. 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

The support cluster 'price range' will be used to determine approval of the service(s) priced in an individual's plan. 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 specialist support

Therapy supports are specialist interventions that assist an individual to achieve their goals by improving their participation and independence in practical activities. 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.

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 Coordinator will assess the need for funding support outside a price range and this will be subject to approval by a Regional Director.

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

If a service can be accessed within the price range and an individual chooses a more expensive service, they can contribute the difference between the Framework price and the service price. They may also choose to purchase additional services beyond those identified as reasonable and necessary within their individual plan.

Information: Price clusters

Cluster 2 and 4 – Establishment fee

Establishment fees to cover the initial set-up of the services in an individual's plan may be available on a case by case basis and reasons will be required to substantiate the requirement.

A one-off establishment fee of up to \$750 per individual may be provided. This may be split if multiple providers are involved in the service delivery.

Transport and travel

Travel to provide support personal care and community access to individuals

Staff travel time from their home to provide support to an individual in their place of

residence, up to 15 kilometres one way, is included within the prices presented in a cluster's price range. A return journey therefore constitutes 30km; 15km each way.

Staff travel time to provide personal care and community access support will be considered when it is required and identified in a plan as part of providing a service(s) to an individual, and is considered reasonable and necessary. Up to \$500 can be charged per annum. Where the amount may adversely affect an individual's support, it may be raised for consideration by the Regional Director.

Where staff accompany an individual to access the community, the travel time is captured in Cluster 4's rate.

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

Other transport services including training or accompanying an individual to travel and the provision of taxis are covered within Support Cluster 2: Daily Living.

Travel to provide specialist and therapeutic support

The first 15 kilometres from the provider's base to an individual and return is to be included in the hourly business cost.

Travel beyond 15 kilometres, each way, to provide a service to an individual, will be paid at the hourly rate of the service. Up to \$1,000 can be charged in the quote per annum, in addition to the funding band.

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. Support unable to be delivered within a financial year will be recovered by the Commission.

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.

Shared and Self-management

Individuals and families wishing to exercise greater choice and control over the management of their funded support can discuss how to undertake self-management or shared-management with their provider(s) or coordinator.

Coordinators need to determine an individual's/family's ability to undertake the responsibilities and meet the requirements of these management types. (See 'Types of management' on page three for more explanation of management types).

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 contributing to the cost of the unit of support, hence the reduced price per person.
- Group activities are those in which an individual joins activities designed for more than three 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 coordinator to establish an agreed price. Such activities may be holiday camps.

Consumables

Currently consumables such as continence products, enteral feeding equipment, dressing etc. are entered as separate line items in an individual's plan.

Subcontracting

In instances where a service provider does not provide all the services required by an individual and the individual wishes to have all their services arranged by their primary provider, this provider may subcontract the services they do not provide at the price charged by the subcontracted provider, which must be within the Framework price.

Any sub-contracting arrangements must meet the Commission's subcontracting policy and should be read in conjunction with the Commission's information sheet 'Subcontracting clarifications'.

This can be found at:

http://www.disability.wa.gov.au/Global/Publications/For%20disability%20service%20providers/Contracts/Information_Sheet_Subcontracting_Clarifications.pdf

2016–17 Price Clusters

1: Accommodation

Number	Outcome: Support to live safely in a setting away from natural family living arrangements	Price (\$)
1	<p>Assistance with daily life tasks in an away from family living arrangements This support cluster incorporates assistance with and/or supervising tasks of daily life in a setting away from an individual's natural family living environment. 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 accord with an individual's 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 food shopping and attending medical appointments 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>Lower support: This support:</p> <ul style="list-style-type: none"> • 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. • Provides overall supervision of living arrangements and generally requires limited coordination. • Can be delivered with basic levels of experience and skill. • Can involve providing occasional to intermittent prompting to undertake tasks and/or self-care activities. • Relates to whether the support is active, on-call etc. • 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>Standard support: Provision 24/7 support:</p> <ul style="list-style-type: none"> • May involve a mix of one on one and shared support, inactive overnight support, on-call, degree of informal support etc. • Requires regular supervision and moderate levels of coordination. • Can be delivered with some experience and practiced skills. • Can involve prompting and/or direct assistance to undertake tasks and/or self-care activities. • 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. <p>Higher support: Provision 24/7 support:</p> <ul style="list-style-type: none"> • Continual, active interventions and assistance are required. Some degree of informal support maybe required. • Usually requires active support overnight. • Requires flexibility to respond to changing needs and significant levels of coordination e.g. higher levels of support at specific times. • Requires skilled, experienced and sometimes specialist staff. Where tasks are delegated close supervision is required and often specific staff training. • Often includes ability to manage complex medical/health needs and/or significant behaviours or vulnerabilities of concern. 	<p>Up to \$124,489 per year.</p> <p>Up to \$161,660 per year.</p> <p>Up to \$215,458 per year.</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 the individual's 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>	As above

3: Communication

Number	Outcome: Person can communicate their requirements and understand information to follow or engage in essential activities.	Price (\$)
3	<p>Interpreting and translation Interpreting and translation focuses on assistance to the individual to enable independent communication in essential personal, social or community activities where translation is not available from a mainstream service and can include:</p> <p>Auslan one, Auslan two training - Training in the use of Auslan and other communication techniques; TAFE course fee or equivalent.</p>	Price as negotiated

4: Wellbeing: Recreation, education and employment

Number	Outcome: Person is engaged in valued roles through participation in community, vocational and/or educational activities, and/or employment.	Price (\$)
4	<p>Assistance to access and maintain employment – 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>Participation in community, social and civic activities 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>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> <p>Recreational activities Activities that promote and encourage physical well-being, including exercise and sporting activities.</p> <p>These supports are provided and relate to the additional requirements due to the disability to assist the individual to participate in recreation and/or sporting activities.</p> <p>A hierarchy of prices applies to this cluster of supports</p> <ul style="list-style-type: none"> • Refer to page 3. • The type of management See page 3 • The time of day and day of the week that the support is provided See page 5. <p>Shared activities: where support is provided to two (2) or three (3) individuals by an individual support worker. Price for support ratios higher than one support worker to three individuals as negotiated. (Where individual support is required for an individual to participate in a shared activity the individual rate will apply).</p> <p>Group activities: where activity has a high ratio of individuals to support staff i.e one support worker to 4 -10 individuals. Price as negotiated.</p>	\$43 - \$59 per hour
	<p>Camps 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>	As negotiated

5: Having a Break: Supporting positive care relationships

Number	Outcome: Family/carer relationships are maintained and strengthened.	Price (\$)
5	<p>Having a break - Breaks can be provided through a wide range of activities and services offered to people with disability and their families. The break provides positive experiences for people with disability, and strengthens and maintains the capacity of families to provide support and care.</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"> • In-home assistance for the carer to undertake typical family activities • In-home assistance which gives the carer a break • Out-of-home assistance, which may include individual activities, centre-based or shared living settings, alternative family setting or other flexible respite options. • Respite accommodation in time of immediate need. <p>A hierarchy of prices applies to this cluster of supports</p> <ul style="list-style-type: none"> • Refer to page 3. • The type of management See page 3 • The time of day and day of the week that the support is provided See page 5. <p>Shared activities: where support is provided to two (2) or three (3) individuals by an individual support worker. Price for support ratios higher than one support worker to three individuals as negotiated. (Where individual support is required for an individual to participate in a shared activity the individual rate will apply).</p> <p>Group activities: 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>\$43 - \$59 per hour.</p> <p>\$14.3 - \$19.7 per hour group support.</p>
5	<p>Having a break - Respite, either in-home or out-of-home, for periods 13 hours and over.</p>	<p>\$100 - \$760 per day/night.</p>

6: Episodic coordination and planning of support

Number	Outcome: Service responses at times of intense change and significant transition are appropriate, goal directed and well-coordinated.	Price (\$)
6	<p>Assistance in coordinating or managing life stages, complex situations, transitions and supports</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 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>\$54 - \$67 per hour.</p>

7: Behaviour support and specialist care

Number	Outcome: Individuals and others are free from harm and individual's high support needs are met	Price (\$)
7a	<p>Behaviour support 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>	\$54 - \$85 per hour.
7b	<p>Specialist care for persons with high care needs (includes nursing care in the community for people with high care needs) 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>	\$67 - \$95 per hour.

8: Therapy and specialist support

Number	Outcome: Improved and/or maintained functional capacity to enable individual's to independently undertake practical activities.	Price (\$)
8	<p>General therapy supports and strategies for early childhood 0 – 8 years of age. 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:</p> <p>Low Band is generally for a child with developmental delay, or mild disability, who is developing slower than their peers.</p> <p>Medium Band is generally for a child with disability or developmental delay who either has:</p> <ul style="list-style-type: none"> • moderate single or multiple areas of needs/concern; • behavioural concerns; and/or • some family complexities, <p>that require specific interventions and for those interventions to be coordinated with other agencies.</p> <p>High Band is generally for a child with a disability, who has complex needs that may also include complex health and medical needs.</p>	<p>Up to \$9,460 per year.</p> <p>\$9,461 to \$12,088 per year.</p> <p>\$12,089 to \$16,293 per year</p>
	<p>General therapy supports and strategies for school age children 9 – 17 years of age. 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>Low Band is generally for a child/adolescent with a disability, who requires either minimal supports or a short term intervention strategy.</p> <p>Medium Band is generally appropriate for a child/adolescent with a disability who either has:</p> <ul style="list-style-type: none"> • moderate single or multiple areas of needs/concern; • behavioural concerns; and/or • some family complexities, <p>that require specific interventions and for those interventions to be coordinated with other agencies.</p> <p>High 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>Up to \$6,307 per year.</p> <p>\$6,308 to \$8,409 per year.</p> <p>\$8,410 to \$13,665 per year.</p>
	<p>General therapy supports and strategies for individuals 18 years of age and over. 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>Low Band is generally for an adult with disability, who requires either minimal supports or a short term intervention strategy.</p> <p>Medium Band is generally for an adult with disability who either has:</p> <ul style="list-style-type: none"> • moderate single or multiple areas of needs/concern; • behavioural concerns; and/or • some family complexities, <p>that require specific interventions and for those interventions to be coordinated with other agencies.</p> <p>High Band is generally for an adult with disability, who has complex needs that may also include complex health and medical needs.</p>	<p>Up to \$6,307 per year.</p> <p>\$6,308 to \$8,409 per year.</p> <p>\$8,410 to \$13,665 per year.</p>

	<p>Specialist Therapy Services (single focused supports and strategies for all ages)</p> <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>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 \$178 per hour for health professionals.</p> <p>Up to \$85 per hour for trained therapy assistants.</p>
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Attachment One: Definition of terms

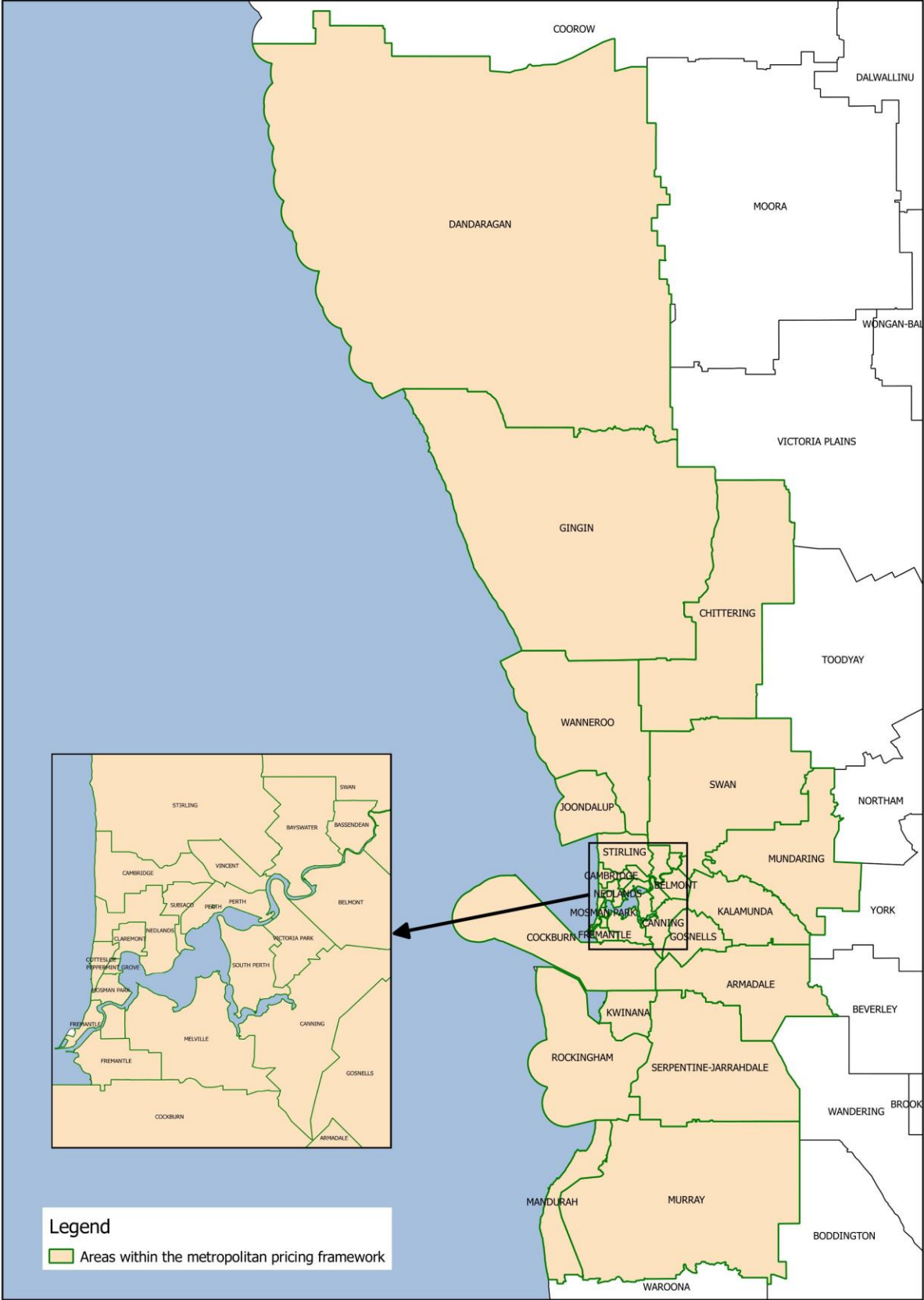
Term	Definition
Cancellation	<p>Refers to an individual notifying a provider more than 48 hours in advance that scheduled hours of service are not required or are unable to be received.</p> <ul style="list-style-type: none"> Where notice is given with more than 48 hours, individuals will not be charged for the service. 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.
No show	<p>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.</p>
Lower support	<p>This support:</p> <ul style="list-style-type: none"> 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. Provides overall supervision of living arrangements and generally requires limited coordination. Can be delivered with basic levels of experience and skill. Can involve providing occasional to intermittent prompting to undertake tasks and/or self-care activities. Relates to whether the support is active, on-call etc. 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.
Standard support	<p>Provision 24/7 support:</p> <ul style="list-style-type: none"> May involve a mix of one on one and shared support, inactive overnight support, on-call, degree of informal support etc. Requires regular supervision and moderate levels of coordination. Can be delivered with some experience and practiced skills. Can involve prompting and/or direct assistance to undertake tasks and/or self-care activities. 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.
Higher support	<p>Provision 24/7 support:</p> <ul style="list-style-type: none"> Continual, active interventions and assistance are required. Some degree of

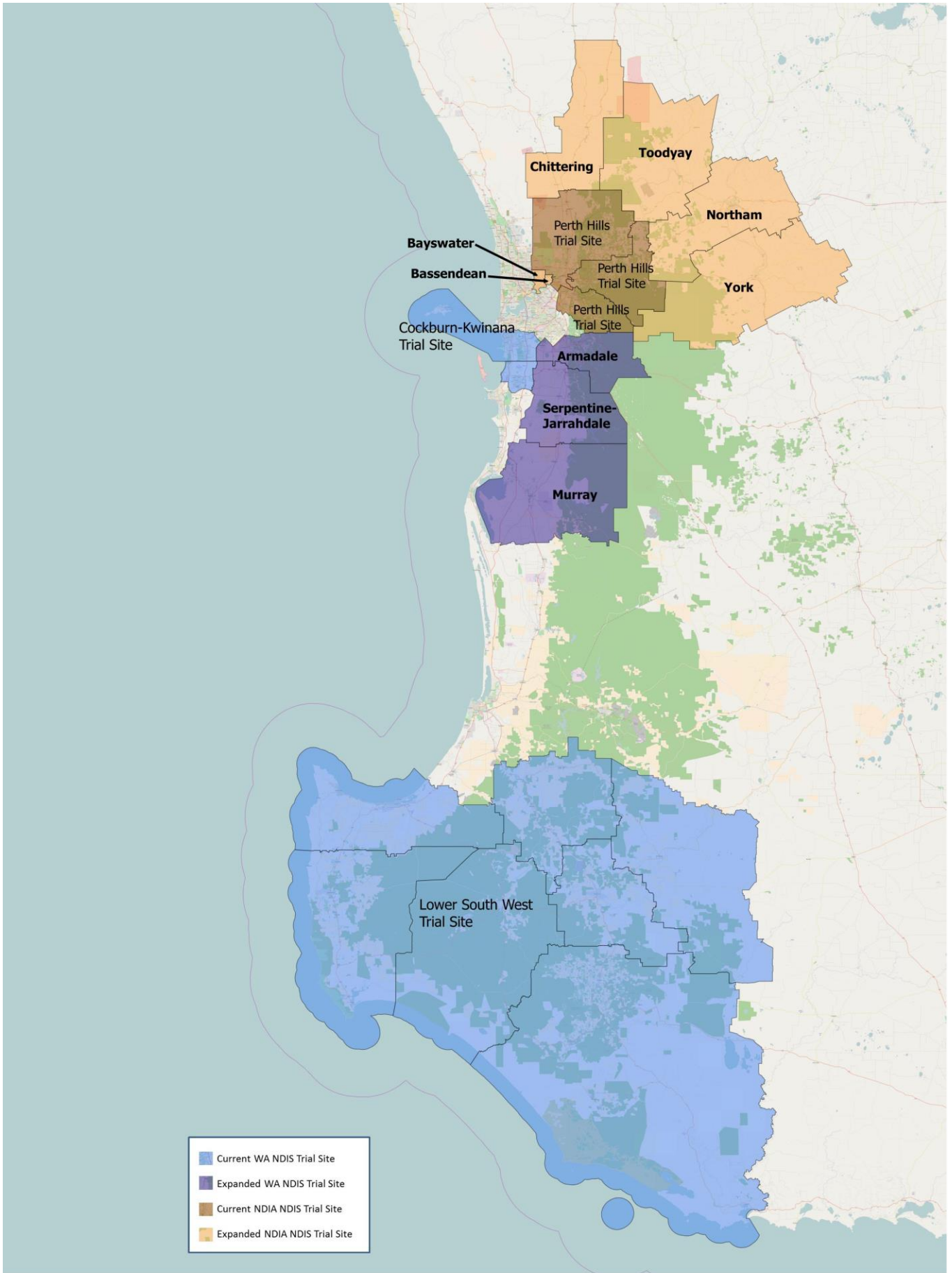
	<p>informal support maybe required.</p> <ul style="list-style-type: none"> • Usually requires active support overnight. • Requires flexibility to respond to changing needs and significant levels of coordination e.g. higher levels of support at specific times. • Requires skilled, experienced and sometimes specialist staff. Where tasks are delegated close supervision is required and often specific staff training. • Often includes ability to manage complex medical/health needs and/or significant behaviours or vulnerabilities of concern.
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Term	Definition
Hour of support	The minimum unit of time for services provided to individuals.
Hourly unit price	The price of an hour of support/service delivered by a provider.
Price range	The distribution of pricing indicating both the minimum and maximum price that will be paid for a service within a cluster.
Support cluster	A broad grouping of discrete disability services related to global strategies such as community access and out-of-family living.
Accommodation cluster	Relates to out of natural family-home supported accommodation and includes various models of living away from home. The price for supported accommodation is inclusive of activities of daily living, skills development in the home and reasonable engagement in the community.
Daily living cluster	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.
Communication cluster	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.
Wellbeing cluster	Services required by individuals to participate in vocational, recreational, social, civic and physical health activities in their community.
Having a break cluster	Services providing positive experiences for people with disability and strengthening and maintaining the capacity of families to provide support and care.
Episodic coordination and planning of support cluster	Time limited coordination of an individual's option. May relate to a particularly complex situation or where specific and specialised planning is required to stabilise an individual experiencing a significant, and unpredicted or rapid change in their situation/support need.
Behaviour support and specialist care cluster	Provision of services to individuals with either challenging behaviour and/or vulnerabilities or complex medical/health needs.
Therapy and specialist support cluster	<p>The provision of a range of services aimed at improving the person's participation and independence. Therapeutic support must be provided by people with nationally recognised professional qualifications, who are appropriately trained and currently eligible to practice. Therapy providers' work collaboratively with other community services involved with the person. Services may be general or specialist.</p> <p>General (Comprehensive) therapy services are person centred, focusing on an individual's</p>

	<p>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>Specialist (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, family and/or group counselling. Counselling services support an individual to develop their capacity to work towards their personal goals).</p>
Shared Management	An agreed sharing of supports / funding management responsibilities between the individual and/or their family and a Disability/Mental Health Service Organisation.
Flat rate	A single price rate within a cluster that applies to service delivery at any time of the week - i.e. weekdays, weekends, nights, and public holidays.
Variable rate	Different price rates within a cluster are applied to services delivered at different times in a week i.e. weekends, nights, weekends and public holiday.
Consumables	The provision of single use items, such as continence aids, enteral nutrition equipment, dressings etc.

Perth Metropolitan: Support Clusters and Price Framework
 Local Government Areas within the framework catchment





Western Australia - NDIS Trial Sites