



Personal Support & Home Care Services

Schedule of Supports – NDIS

	High Intensity	Standard Intensity
Weekday Daytime: (6am to 8am)	Level 1 \$59.67 / hour	\$59.67 / hour
	Level 2 \$64.36 / hour	
	Level 3 \$67.66 / hour	
Weekday Evening: (8pm to midnight)	Level 1 \$65.68 / hour	\$65.68 / hour
	Level 2 \$70.84 / hour	
	Level 3 \$74.47 / hour	
Weekday Overnight: (midnight to 6am)	Level 1 \$66.88 / hour	\$66.88 / hour
	Level 2 \$72.14 / hour	
	Level 3 \$75.84 / hour	
Saturday: (midnight to midnight)	Level 1 \$83.70 / hour	\$83.70 / hour
	Level 2 \$90.28 / hour	
	Level 3 \$94.91 / hour	
Sunday: (midnight to midnight)	Level 1 \$107.75 / hour	\$107.75 / hour
	Level 2 \$116.22 / hour	
	Level 3 \$122.18 / hour	
Public Holiday: (midnight to midnight)	Level 1 \$131.78 / hour	\$131.78 / hour
	Level 2 \$142.15 / hour	
	Level 3 \$149.43 / hour	
*Sleepover: (8 hours e.g. 10pm to 6am)		**\$242.53

* Award requires Active Hours be paid when work is carried out at the request of a client during a Sleepover shift.

* Award requires a 4-hour Personal Care shift be rostered to accompany any Sleepover shift.

** Includes the cost of 2 Active Hours. Active Hours greater than 2 will be charged at the applicable hourly rate.



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Rates are fully inclusive of support worker wages and on costs (e.g. payroll tax, superannuation, insurances, WorkCover) and costs relating to service co-ordination. The above rates exclude GST. Spinal Life Australia is compliant with the NDIS TTP terms and is entitled to claim the TTP support items as outlined in 2021-22 Pricing Limits.

Co-ordination of Service includes:

- Recruitment of Personal Support Workers;
- Training of Personal Support Workers;
- Co-ordination of roster and management of staff by a Client Service Officer;
- Provision of a Shift Fill team that arranges shift cover in the event staff are unwell or not available for shifts at short notice;
- Provision of an Urgent After-Hours Response Service for urgent roster issues and changes (available from 6.00am to 8.30am and 5.00pm to 10.00pm on weekdays, and 6.00am to 10.00pm on weekends and public holidays);
- Availability of a Workplace Assessor (to monitor safe work practices by Personal Support Workers) and advice regarding safe workplace issues;
- Provision of information technology, client management and roster systems.

Conditions of Service:

- Clients must advise changes to shift times or cancellations of shifts to Shift Fill by 5.00pm on the day prior to the rostered shift. Where this does not occur, full payment of the scheduled fee will be charged to the client's funding;
- If shifts change at the client's request by either starting earlier or running over and which forces the shift into another rate type, the entire shift will be charged at the higher hourly rate. For example, a 6.00pm to 8.00pm weekday shift falls within the daytime rate. However, if the shift runs over and finishes at 8.30pm, the entire 2.5 hours will be charged at the weekday evening rate.