

This document has been developed to assist you to decide what services you may like to receive from disAbility Living. Throughout this document you will find service descriptions and rates that are in accordance with the NDIS price guide July 2020-2021.

Below the 'rates table' for each area of service will be explanations and answers to frequently asked questions about the service type.

As a Temporary Transformation Payment (TTP) eligible provider, you may notice some line items and prices are slightly different from the standard rates in the price guide. Items including this payment will have a line item ending with "T".

Service Provided	Support Budget	Support Category
Supported Independent Living (SIL)	Core	Assistance with Daily Life
Short Term Accommodation & Assistance	Core	Assistance with Daily Life
Medium Term Accommodation	Core	Assistance with Daily Life
Individual Living Options	Core	Assistance with Daily Life and Assistance with Social & Community Participation
Community Support	Core	Assistance with Social & Community Participation
In Home Support	Core	Assistance with Daily Life
Volunteer Program	Capacity Building	Increased Social & Community Participation
Developmental Educator Specialist Services (DESS)	Capacity Building	Improved Relationships
	Capacity Building	Improved Daily Living Skills
Camps	Core or Capacity Building	Assistance with Daily Life or Increased Social & Community Participation
Groups	Core or Capacity Building	Assistance with Social & Community Participation or Increased Social & Community Participation
Transport (NDIS Funded)	Core	Transport or relevant Core or Capacity Building category
Transport (Privately Funded)	Private agreement – not claimed through NDIS funding	

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SUPPORTED INDEPENDENT LIVING

Supported Independent Living (SIL) is help with and/or supervising of daily tasks in a shared living environment, with a focus on developing the skills of each individual to live as independently as possible. The support is provided to each person living in the shared arrangement based on their support needs.

Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently in the housing option of their choice.

Ratio	UOM	Day	Line Number	Price Per Unit
Assistance in Supported Independent Living - Standard				
1:1	Hour	Weekday	01_801_0115_1_1	\$55.47
	Hour	Weekday Evening	01_802_0115_1_1	\$61.05
	Hour	Weekday Night	01_803_0115_1_1	\$62.17
	Hour	Saturday	01_804_0115_1_1	\$77.81
	Hour	Sunday	01_805_0115_1_1	\$100.16
	Hour	Public Holiday	01_806_0115_1_1	\$122.51
Assistance in Supported Independent Living – High Intensity				
1:1	Hour	Weekday	01_811_0115_1_1	\$60.02
	Hour	Weekday Evening	01_812_0115_1_1	\$66.07
	Hour	Weekday Night	01_813_0115_1_1	\$67.27
	Hour	Saturday	01_814_0115_1_1	\$84.20
	Hour	Sunday	01_815_0115_1_1	\$108.39
	Hour	Public Holiday	01_816_0115_1_1	\$132.57
Assistance in Supported Independent Living - Sleepover				
1:1	Each	Passive Sleepover	01_832_0115_1_1	\$235.81



INDIVIDUAL LIVING OPTIONS

These support items introduce new options and alternative ways of living for people with disability. Individualised Living Options (ILOs) are packages of support that are built as a result of holistically considering each individual's preferences, strengths, assets, support requirements, informal and community supports. An Individualised Living Option is not determined by the home ownership or leasing situation or eligibility for Specialist Disability Accommodation (SDA) funding. An Individualised Living Option is the support provided and not the accommodation or dwelling itself.

Individualised Living Options are a quotable support depending on your own individual needs, please contact us to register your interest.

HOST FAMILIES

Host Families are a quotable and stated support in your NDIS plan and must be included in your plan during review. To register your interest in the program please contact our Access Team.

Description	UOM	Line Number	Price Per Unit
<i>Assistance with Daily Life</i>			
Assistance In Living Arrangements (Host Family/Alternative Family Situation) Friday to Saturday	24 Hours	01_026_0115_1_1	\$900
Assistance In Living Arrangements (Host Family/Alternative Family Situation) Friday to Sunday	48 Hours	01_026_0115_1_1	\$1800



SHORT TERM ACCOMMODATION & ASSISTANCE

These support items provide support for self-care, accommodation, food and activities in a centre or group residence for short periods. They may also include a period of respite, which aims to support ongoing caring arrangements between participants and their carers. STA/respite allows the opportunity for the participant to be supported by someone else whilst providing their carer with short term breaks from their usual caring responsibilities.

The support items include all expenses in a 24-hour period including assistance with self-care or community access activities, accommodation, food and negotiated activities. Typically, this type of support would be used for short periods of up to 14 days at a time.

Description	UOM	Day	Line Number	Price Per Unit
Short Term Accommodation & Assistance (Incl. Respite)				
1:1	Day	Weekday	01_058_0115_1_1	\$1,728.29
	Day	Saturday	01_059_0115_1_1	\$2,202.21
	Day	Sunday	01_060_0115_1_1	\$2,782.77
	Day	Public Holiday	01_061_0115_1_1	\$3,363.09
1:2	Day	Weekday	01_054_0115_1_1	\$954.85
	Day	Saturday	01_055_0115_1_1	\$1,191.81
	Day	Sunday	01_056_0115_1_1	\$1,482.09
	Day	Public Holiday	01_057_0115_1_1	\$1,772.25
1:3	Day	Weekday	01_062_0115_1_1	\$697.04
	Day	Saturday	01_063_0115_1_1	\$855.01
	Day	Sunday	01_064_0115_1_1	\$1,048.53
	Day	Public Holiday	01_065_0115_1_1	\$1,241.97
1:4	Day	Weekday	01_045_0115_1_1	\$568.13
	Day	Saturday	01_051_0115_1_1	\$686.61
	Day	Sunday	01_052_0115_1_1	\$831.75



	Day	Public Holiday	01_053_0115_1_1	\$976.83
Higher Ratio Support whilst in Short Term Accommodation				
	Hour	Weekday	01_200_0115_1_1	\$55.47
	Hour	Weekday Evening	01_201_0115_1_1	\$61.05
	Hour	Saturday	01_202_0115_1_1	\$77.81
	Hour	Sunday	01_203_0115_1_1	\$100.16
	Hour	Public Holiday	01_204_0115_1_1	\$122.51
	Hour	Active Overnight	01_205_0115_1_1	\$62.17



MEDIUM TERM ACCOMMODATION

This support item covers the accommodation costs of Medium Term Accommodation (MTA). The support component of the care is to be claimed separately. This support item recognises that there may be cases where a participant will require longer term transitional accommodation before moving into a more permanent home or arrangement (for example, after hospital discharge).

Typically, MTA would be used for periods up to 90 days. Participants who stay in MTA are responsible for meeting their own food and everyday living costs from their own income rather than their NDIS plan.

Description	UOM	Line Number	Price Per Unit
Medium Term Accommodation	Day	01_082_0115_1_1	\$129.07



IN HOME, SOCIAL & COMMUNITY SUPPORT

Ratio	UOM	Day	Line Number	Price Per Unit
Assistance with Self Care Activities - MMM 1-5				
1:1	Hour	Weekday	01_011_0107_1_1_T	\$58.80
	Hour	Weekday Evening	01_015_0107_1_1_T	\$64.71
	Hour	Saturday	01_013_0107_1_1_T	\$82.48
	Hour	Sunday	01_014_0107_1_1_T	\$106.17
	Hour	Public Holiday	01_012_0107_1_1_T	\$129.86
	Hour	Weekday Night	01_002_0107_1_1_T	\$65.90
Assistance with Daily Living – Overnight Support - MMM 1-5				
1:1	Each	Passive Sleepover	01_010_0107_1_1	\$235.81
Access Community, Social and Recreation - MMM 1-5				
1:1	Hour	Weekday	04_104_0125_6_1_T	\$58.80
	Hour	Weekday Evening	04_103_0125_6_1_T	\$64.71
	Hour	Saturday	04_105_0125_6_1_T	\$82.48
	Hour	Sunday	04_106_0125_6_1_T	\$106.17
	Hour	Public Holiday	04_102_0125_6_1_T	\$129.86



GROUP BASED ACTIVITIES

These support items assist participants to access community, social and recreational activities provided in a group setting, either in the community or in a centre. The prices listed below are broken down into the ratio of support workers to participants to reflect the shared costs of group supports.

Description	UOM	Day	Line Number	Price Per Unit
Group Based Activities – Standard - MMM 1-5				
1:1	Hour	Weekday	04_102_0136_6_1_T	\$58.80
	Hour	Weekday Evening	04_103_0136_6_1_T	\$64.71
	Hour	Saturday	04_104_0136_6_1_T	\$82.48
	Hour	Sunday	04_105_0136_6_1_T	\$106.17
	Hour	Public Holiday	04_106_0136_6_1_T	\$129.86
1:2	Hour	Weekday	04_102_0136_6_1_T	\$29.40
	Hour	Weekday Evening	04_103_0136_6_1_T	\$32.36
	Hour	Saturday	04_104_0136_6_1_T	\$41.24
	Hour	Sunday	04_105_0136_6_1_T	\$53.09
	Hour	Public Holiday	04_106_0136_6_1_T	\$64.93
1:3	Hour	Weekday	04_102_0136_6_1_T	\$19.60
	Hour	Weekday Evening	04_103_0136_6_1_T	\$21.57
	Hour	Saturday	04_104_0136_6_1_T	\$27.49
	Hour	Sunday	04_105_0136_6_1_T	\$35.39
	Hour	Public Holiday	04_106_0136_6_1_T	\$43.29
Group Based Activities – High Intensity - MMM 1-5				
1:1	Hour	Weekday	04_600_0104_6_1_T	\$63.35
	Hour	Weekday Evening	04_601_0104_6_1_T	\$69.73



	Hour	Saturday	04_602_0104_6_1_T	\$88.87
	Hour	Sunday	04_603_0104_6_1_T	\$114.40
	Hour	Public Holiday	04_604_0104_6_1_T	\$139.92
Group Based Activities – Centre Capital Cost				
	Hour	Centre Capital Cost	04_599_0136_6_1	\$2.15



INCREASED SOCIAL & COMMUNITY PARTICIPATION

Description	UOM	Line Number	Price Per Unit
Increased Social and Community Participation - MMM 1-5			
Life Transition Planning Including Mentoring, Peer-Support and Individual Skill Development	Hour	09_006_0106_6_3	\$63.21
Individual Skills Development and Training	Hour	09_009_0117_6_3	\$63.21
Community Participation Activities	Each	09_011_0125_6_3	Quotable



DEVELOPMENTAL EDUCATOR SPECIALIST SERVICES

Description	UOM	Line Number	Price Per Unit
Improved Relationships - MMM 1-5			
Specialist Behavioural Intervention Support	Hour	11_022_0110_7_3	\$234.83
Behaviour Management Plan Including Training in Behaviour Management Strategies	Hour	11_023_0110_7_3	\$193.99
Individual Social Skills Development	Hour	11_024_0117_7_3	\$63.21
Provider Travel	Each	11_799_0110_7_3	Quotable
Improved Daily Living Skills - MMM 1-5			
Training for Carers/Parents	Hour	15_038_0117_1_3	\$63.21
Assessment, Recommendation, Therapy and/or Training (Includes Assistive Technology)	Hour	15_056_0128_1_3	\$193.99
Therapy Assistants - Weekday (Level 2)	Hour	15_053_0128_1_3	\$76.79
Therapy Assistants - Weekend (Level 2)	Hour	15_053_0128_1_3	\$86.79
Provider Travel	Each	15_799_0128_1_3	Quotable



TRANSPORT

Standard Vehicle	UOM	Line Number	Price Per Unit
Transport	KM	02_051_0108_1_1	\$0.85
Activity Based Transport Social and Community Supports	KM	04_590_0125_6_1	\$0.85
Activity Based Transport Social and Community Supports – Higher Intensity	KM	04_592_0104_6_1	\$0.85
Activity Based Transport Daily Personal Activities – Higher Intensity	KM	04_592_0104_6_1	\$0.85
Activity Based Transport Group and Centre Based Supports	KM	04_591_0136_6_1	\$0.85
Activity Based Transport Group and Centre Based Supports – Higher Intensity	KM	04_592_0104_6_1	\$0.85
Activity Based Transport Life Transition Planning	KM	09_590_0106_6_3	\$0.85
Activity Based Transport Skills Development and Training	KM	09_591_0117_6_3	\$0.85
Activity Based Transport Individual Social Skills Develop.	KM	11_590_0117_7_3	\$0.85
Accessible Vehicle	UOM	Line Number	Price Per Unit
Transport	KM	02_051_0108_1_1	\$1.00
Activity Based Transport Social and Community Supports	KM	04_590_0125_6_1	\$1.00
Activity Based Transport Social and Community Supports – Higher Intensity	KM	04_592_0104_6_1	\$1.00



Activity Based Transport Daily Personal Activities – Higher Intensity	KM	04_592_0104_6_1	\$1.00
Activity Based Transport Group and Centre Based Supports	KM	04_591_0136_6_1	\$1.00
Activity Based Transport Group and Centre Based Supports – Higher Intensity	KM	04_592_0104_6_1	\$1.00
Activity Based Transport Life Transition Planning	KM	09_006_0106_6_3	\$1.00
Activity Based Transport Skills Development and Training	KM	09_009_0117_6_3	\$1.00
Activity Based Transport Individual Social Skills Develop.	KM	11_024_0117_7_3	\$1.00



ESTABLISHMENT FEES

This fee applies to all new NDIS participants in their where they receive at least 20 hours of personal care/community access support per month. This payment is to cover non-ongoing costs for providers establishing arrangements and assisting participants in implementing their plan. The establishment fee is claimable by the provider who assists the participant with the implementation of their NDIS Plan, delivers a minimum of 20 hours per month of personal care/community access support and has made an agreement with the participant to supply these services.

Description	UOM	Line Number	Price Per Unit
Daily Personal Activities	Once Off	04_049_0107_1_1	\$543.00
High Intensity Daily Personal Activities	Once Off	04_049_0104_1_1	\$543.00
Participation in Community, Social and Civic Activities	Once Off	04_049_0125_1_1	\$543.00
Group and Centre Based Activities	Once Off	04_049_0136_1_1	\$543.00



FREQUENTLY ASKED QUESTIONS

DAY AND TIME OF SUPPORT

A Night-time Sleepover Support is any support to an individual participant delivered on a weekday, a Saturday, a Sunday or a Public Holiday that:

- commences before midnight on a given day and finishes after midnight on that day; and
- is for a continuous period of eight (8) hours or more; and
- the worker is allowed to sleep when they are not providing support.

A Public Holiday Support is any support to an individual participant that starts at or after midnight on the night prior to a Public Holiday and ends before or at midnight of that Public Holiday (unless that support is a Night-time Sleepover Support).

A Saturday Support is any support to an individual participant that starts at or after midnight on the night prior to a Saturday and ends before or at midnight of that Saturday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).

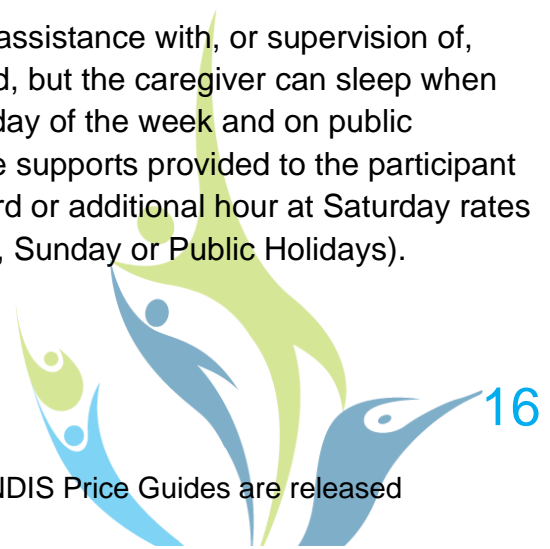
A Sunday Support is any support to an individual participant that starts at or after midnight on the night prior to a Sunday and ends before or at midnight of that Sunday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).

A Weekday Support is any other support, and is either:

- A Weekday Daytime Support is any support to an individual participant that starts at or after 6:00 am and ends before or at 8:00 pm on a single weekday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).
- A Weekday Evening Support is any support to an individual participant that starts after 8:00 pm and finishes at or before midnight on a single weekday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).
- A Weekday Night Support is any support to an individual participant that commences at or before midnight on a weekday and finishes after midnight on that weekday, or commences before 6:00 am on a weekday and finishes on that weekday (unless that support is a Public Holiday Support, Saturday Support, Sunday Support or a Night-time Sleepover Support).

If a support to an individual participant does not meet one of the above criteria, then it needs to be billed as two or more separate supports.

Night-Time Sleepover Supports provide a participant with assistance with, or supervision of, personal tasks of daily life where overnight support is needed, but the caregiver can sleep when not required to provide support. This support applies to any day of the week and on public holidays. This support item includes up to two hours of active supports provided to the participant for the duration of the period. Providers may claim for the third or additional hour at Saturday rates on weekdays, or at applicable rates on other days (Saturday, Sunday or Public Holidays).



SHORT TERM ACCOMMODATION

Day of Support Calculation

Support will be calculated from the time of arrival at the service (or negotiated pick up time) and calculated every 24 hours thereafter. The day of the week that is charged will be based on where the majority of hours of support are delivered. If this is equal, it will be at disAbility Living's discretion.

Services less than 24 Hours

Support shall be charged at a negotiated rate up to and including 20 hours, once 20 hours is exceeded the full 24-hour day rate applies.

Staffing Ratios

disAbility Living will always seek to provide service using a staffing ratio specific to the client's needs, however where this is not possible the client will be charged at the staffing ratio applicable to the service that has been provided. disAbility Living will notify you where possible in advance if an optimum staffing ratio cannot be achieved.

Indirect or Activity Costs

Most activity expenses, including basic meals, are incorporated in the STA rate, however, if it is negotiated to attend an activity that is deemed as an unreasonable expense to be included in STA, it is the client's responsibility to cover these costs.

Therefore, if it is negotiated as part of your service to attend a higher cost activity, it is expected you will have access to personal funds or an allowance to pay for recreation activities, social outings or any extra discretionary spending. Examples include, activity costs, entrance fees, event tickets, and extra meals.

A Companion Card (where issued) enables you to attend a range community activities or events with a support worker admitted free of charge. If a Companion Card has not been issued, you are responsible for payment of these fees and charges for your support worker.

Active or Passive Nights

If passive support is provided and the support turns active due to a customer need, the active support rate will be charged in addition to the normal STA rate.

The passive overnight will be shared at the appropriate ratio of service being provided and is included in the 24-hour STA rate.

If you need active overnight support as a regular support in addition to the STA rates, this will be included in the funding on your [Schedule of Supports](#).



IN HOME, SOCIAL AND COMMUNITY SUPPORTS

Indirect or Activity Costs

It is expected you will have access to personal funds or an allowance to pay for recreation activities, social outings or discretionary spending. Examples include activity costs, entrance fees, event tickets etc.

A Companion Card (where issued) enables you to attend a range community activities or events with a support worker admitted free of charge. If a Companion Card has not been issued, you are responsible for payment of these fees and charges for your support worker.

Active or Passive Nights

If passive support is provided and the support turns active due to a client need, the active support rate will be charged. The passive overnight can be shared between customers, the staffing ratio (i.e. 1:1) refers to active hours only.

Higher Intensity Supports

There are three levels within higher intensity supports. These based on the skill and qualifications of the staff members used to deliver supports to participants and allow for the additional costs of some 1:1 supports.

Price control arrangements are linked to the skill level of the worker based on the SCHADS Award as follows:

- Level 1 – if the worker is classified at SCHADS Award 2.3 or below (or the equivalent)
- Level 2 – if the worker is classified at SCHADS Award 2.4 or 3.1 (or the equivalent)
- Level 3 – if the worker is classified at SCHADS Award 3.2 or above (or the equivalent)

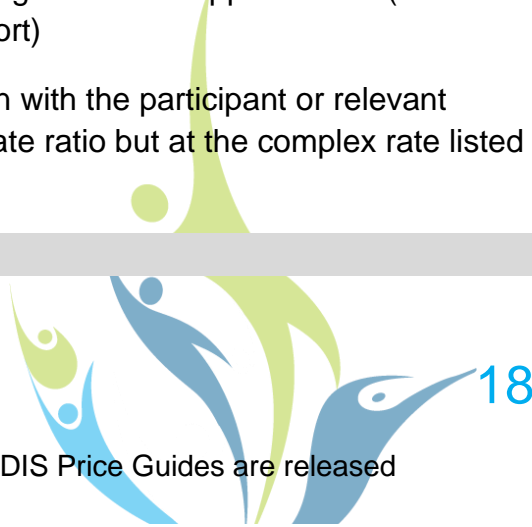
In general, the Level 2 price limit applies to most high intensity supports. However, if the instance of support is delivered by a worker who does not have the skills and experience to deliver a high intensity support then the Level 1 price limit will be applied. If the instance of the support is delivered by a more highly skilled or experienced worker then we may consider applying the Level 3 price limit, with the participant's prior agreement.

The high intensity rate may be considered when:

- Frequent (at least 1 instance per shift) assistance is required to manage behaviours of concern that require intensive positive behaviour support and/or
- Continual active support is required due to high medical support needs (such as unstable seizure activity or respiratory support)

If a complex needs rate is deemed appropriate in consultation with the participant or relevant stakeholders, the support will still be charged at the appropriate ratio but at the complex rate listed above.

Shadow Shifts



Where a client has significant needs around communication, behaviour, health, or medication, the need for a Shadow shift for new staff may be arranged in agreement with the client, family or stakeholders.

Claims for shadow shifts must not exceed 6 hours of weekday support per year.

Minimum Shift Engagement

disAbility Living does not provide services for less than 3 hours unless otherwise arranged.

Staffing Ratios

disAbility Living will always seek to provide service using a staffing ratio specific to the client's needs, however where this is not possible the client will be charged at the staffing ratio applicable to the service that has been provided. disAbility Living will notify you where possible in advance if an optimum staffing ratio cannot be achieved.



TRANSPORT

Shared Transport

Transport contributions will be shared between participants at the appropriate ratio if more than one participant is travelling in the vehicle at a time. This will be documented in your schedule of support if it applies.

Transport with a Participant

The transport contribution assists us to provide a vehicle for ease of access to the community and is calculated per kilometre in addition to the usual hourly rate charged for support.

Using Public Transport

If a participant requests to use public transport with a support worker, it is highly recommended that the participant has access to a companion card. If this is not possible, a contribution to the support workers fare will need to be negotiated and may be able to be claimed through your NDIS plan under provider travel – non labour costs.

Billing for Transport

As per guidance from the NDIS, we are unable to convert KM's into pro rata support hours to claim. All invoices will include the transport line number, amount of KM's travelled and the total amount for the transport contribution. Depending on how you manage your plan, this may be sent as a private invoice to the participant/nominated representative, billed through the portal, or invoiced through your financial intermediary.

Short Term Accommodation Transport

Transport services provided within an STA arrangement are included as part of the service and will not be charged separately.

Additional transport supports outside of the STA period can be arranged and funding will be negotiated separately.



DEVELOPMENTAL EDUCATOR SPECIALIST SERVICES

Indirect Costs

To provide effective therapy our therapists often need to spend time working for the participant without direct contact with them.

Examples of indirect billable supports may include:

- Attendance at case conferences or meetings
- Preparation of therapy resources e.g. Visual aids
- Report writing
- Design, development and implementation of plans
- Progress noting
- NDIS Commission reporting
- Phone calls and emails to relevant stakeholders

Where possible, indirect costs will be limited to an agreed amount on the schedule of supports and disAbility Living will notify the participant or representative if there are any variations throughout the duration of service provision that effect this agreement.

Behaviour Support

To use the Improved Relationships support category, the participant must have Behaviour Support included in their NDIS plan.

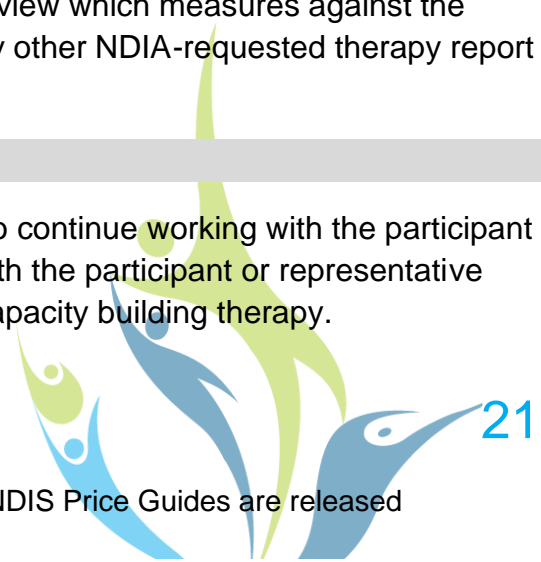
Behaviour support requires a behaviour support plan to be developed that aims to limit the likelihood of behaviours of concern presenting, developing and/or increasing once identified. This plan outlines specific positive behavioural support strategies designed specifically for an individual participant, their family and support persons that will achieve the intended outcome of eliminating or reducing behaviours of concern. This support category also includes specialist behavioural intervention support, which includes intensive therapeutic support for a participant, intending to address significantly harmful or persistent behaviours of concern.

Therapy reports

Therapists will be expected to provide progress reports to the participant and NDIS at agreed times. A provider may charge for the time taken to write a therapy report that is requested by the NDIA and claim this against the appointment at the hourly rate for the relevant support item. A report requested by the NDIA is considered a report that is required at the commencement of a plan which outlines plan objectives and goals, and at plan review which measures against the originally stipulated goals. Providers may also charge for any other NDIA-requested therapy report that is stipulated as being required in a participant's plan.

Therapy Assistants

At times, disAbility Living may engage a Therapy Assistant to continue working with the participant on their capacity building goals. This will be in negotiation with the participant or representative and often is a more cost-effective approach to maximising capacity building therapy.



The Therapy Assistant will always be guided and supported by the main therapist at disAbility Living, which will include a plan for therapy, and on-going review and supervision of the Therapy Assistant.

The Therapy Assistant is specifically trained to focus on and implement the plan developed by the main therapist, and therefore, will have a different purpose and priority during services than other support staff in the participant's life.

Training

disAbility Living's specialist team can provide a range of training options for support workers, carers, and/or parents. For group-based training, an overall cost will be quoted based on the ratio of trainers and attendees and may include additional time for preparation or other indirect costs. All costs will be itemised on a quote or schedule of support.

Therapist Travel

disAbility Living may claim travel costs when travelling to and from appointments:

- NDIS Price Guide Limits advise that providers can claim up to 30 minutes of travel for an appointment in an MMM1-3 region, and up to 60 minutes of travel for an MMM 4-5 region at the agreed hourly rate.
- In remote areas, disAbility Living may enter specific arrangements with participants to cover travel costs, up to the relevant hourly rate for the support item.

disAbility Living will endeavour to minimise travel costs for participants for example, coordinating appointments with other participants in the area so that travel costs can be shared.

