GLOBAL CARE HQ

FEATURES GUIDE

Your care business. Connected.

PAGE GUIDE

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FOR AUSTRALIAN NDIS PROVIDERS

WELCOME

Care first, software second.

Global Care HQ brings the paperwork of running an NDIS service into one warm, quiet place, so the hours you would have spent on spreadsheets, texts and chasing signatures can go back to the people you support.

Every part of the platform is built around one question: does this help someone deliver better care today? If the answer was no, it didn't get built.

How to read this guide

Each page covers one thing you can do, in plain words. You don't need to read it in order — start where your job starts.

- Owners and managers: start with Getting started, then Money and Business overview.
- Support workers: Time clock, Rostering, Care tasks and Incidents.
- Contractors: the Weekly roster and Contractor invoices pages are yours.
- Participants and families: Participants & families covers exactly what you'll see.

Plain English | No setup needed | Works on your phone

The three colours you'll see everywhere

Turquoise is the app doing something for you — a button, a live number, a confirmation. Pink marks anything that needs a person's attention. Soft grey is quiet information you can skim.

- Turquoise button = tap me.
- Pink = needs your eyes today.
- Grey = for reference.

If anything here is unclear, or you'd like a page built the way your service actually works, that's a normal request — the platform is meant to bend to your service, not the other way round.

GETTING STARTED

Sign in and find your way

Sign in with your email, or with the Google account you already use for work. Your first sign-in creates your account in the app automatically — no forms, no waiting.

The people who use it

Everyone sees a different app, because everyone's job is different. What you see is decided by your role — and only your team's managers can change it.

- Owner — runs the business: money, compliance, the whole picture.
- Manager — rosters, approves, reviews incidents and documents.
- Support worker — their shifts, the clock, notes, tasks.
- Contractor — their hours, their invoices.
- Participant — their own week, their own care.
- Family — a read-only window on their loved one's week.

Email or Google sign-in | Role decides the view

Find anything with one box

The search box at the top of the app doesn't search the internet — it searches the app. Type "invoice", "clock" or "handover" and it takes you straight to that page.

- No menus to memorise
- Works the same on a phone

The bottom bar on a phone

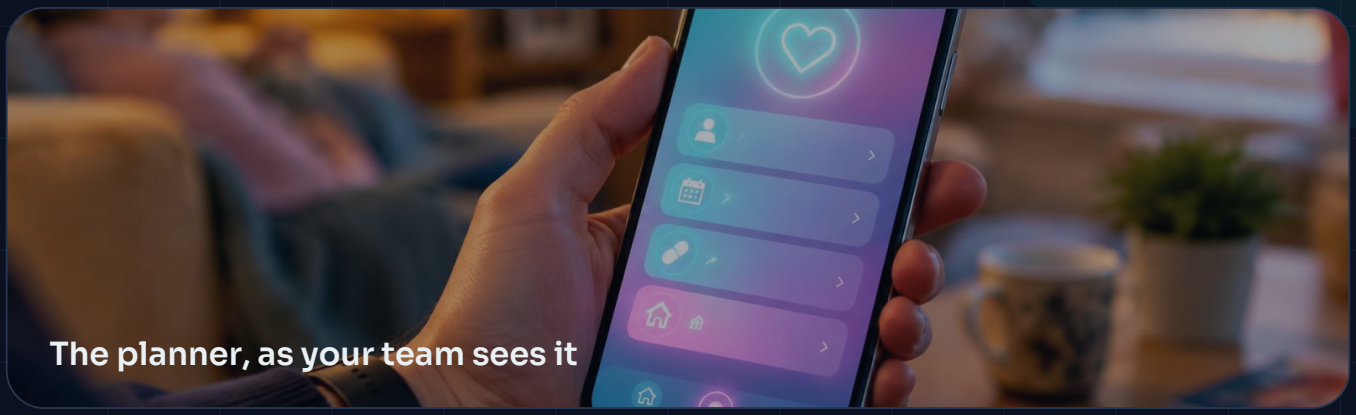
On a phone the app keeps five things one tap away at the bottom of the screen: your day, your week, the clock, the money you're owed, and everything else. It stays put while you scroll.

- Five taps to anything
- One page at a time

YOUR DAY

Your day at a glance

The first page you see is a quiet command centre: who's coming, when, and what needs a decision before the day runs away.



The planner, as your team sees it

The daily schedule planner

Every visit for today, in time order, showing the participant, the carer assigned and the hours. Add a visit and it appears on the planner the moment it's saved.

- Participant, carer and time on every line
- Unassigned visits flagged "Needs cover"
- Yesterday, today and tomorrow in one strip

Today's hours | Who's on now

The tiles that matter

Signed on now, hours delivered today, what's owed to you, and anything overdue — each a live number you can tap through to the page that fixes it. Managers also see who is signed on right now, who they're with and since when.

- Needs cover today
- Open incidents waiting for review
- Plans ending soon
- Who is on shift now, and signed on since when

TIME CLOCK

Sign on. Sign off. That's it.

The clock page is one big button and a live timer. Nothing else on the screen needs your attention while a visit is running.

One button, one number

Tap the big turquoise button and the visit is open: the time is recorded and a clock starts counting up in big digits. Tap again at the end and the visit closes. You see hours and visits today without doing maths.

- Big button, made for a thumb
- Live "in progress" timer
- Hours and visits today, updating

GPS attendance · No paperwork

The 20 metre rule

Each participant's home has a saved sign-on point. You can only sign on when your phone says you're within 20 metres of it — so attendance is honest by design, not by trust. If you're too far, the app tells you how far and asks you to move closer.

- Your phone is asked for location only at that moment
- Sign-off is recorded the same way
- Managers see the recorded place for every visit

What it protects

Accurate hours mean participants are billed for real support, workers are paid for real work, and if anything is ever questioned you have a record that stands up.

- Evidence for a plan review or audit
- Fair pay for every worker

ROSTERING

The week, planned in minutes

Rostering is where a week of care gets built — and where it stops living in five different places.

Shifts

Create a shift for a participant, a carer and a time. Your rostering page then shows the week's visits and lets you change who's on, move a time, or mark it complete.

- Shifts per participant, per carer
- Sign on / sign off right from the card

The smart allocator

When a visit has no one to fill it, the app finds who is free, ranks them by fit, and sends an offer. The first worker to accept takes the shift and everyone else is let go automatically — no group chat, no phone tree.

- AI ranks who's available and why
- First to accept is confirmed
- Offers go by email once your email domain is connected

No-shows covered | AI ranking

The weekly roster

Every participant has a seven-day roster. Insert an allocation for any day, and the hours you plan flow straight into invoicing — the participant's hours and the contractor's hours come from the same numbers.

- Seven days, one screen
- Planned hours feed invoices
- Contractors see their own hours

PARTICIPANTS & FAMILIES

Their week, in their hands

Care is better when the person receiving it can see it coming, and when the people who love them can too.

Participant portal

Participants sign in and see their own weekly roster. They can change it themselves — no approval queue, no form to fill. A visit with no carer is shown plainly as "Needs cover".

- View and edit their own week
- No manager approval needed
- Only their own information, ever

Family access

A family member you invite gets their own sign-in and a read-only window: the week's visits, the times, who's coming and how to ring them. They can't change anything — and they can't see anyone else's loved one.

- Carer names and phone numbers
- Arrival and departure times
- Nothing editable, nothing else visible

Peace of mind | No admin work

The record behind it

Each participant has their plan details, their funding, their sign-on point, their notes and their history in one profile — so the next carer doesn't have to learn the story from scratch.

- Plan dates and status
- Funding categories and balances
- Notes, tasks, incidents, invoices

CARE & HANDOVER

Notes that become a handover

The shift notes your team write are the most valuable thing in the app — and the least likely to get read. Global Care HQ turns them into something a person actually wants to read.

Care tasks

A checklist per participant: medication, meals, appointments, housework. Each has a category, a priority and a rhythm — daily, weekly, as needed. Marking one done takes a tap; marking one not done asks why, and that answer is kept.

- Daily, weekly or as needed
- A reason is required if not completed
- Who finished it and when

Shift notes

Workers record what happened in seconds, from the shift itself — how the person was, what they ate, anything different today. Notes are private to the people who need them.

- Written at the end of a visit
- Seen by the next carer and the team

The AI handover

Before the next visit, one tap reads the day's notes and writes a warm, personal handover for the carer coming next: what's gone well, what to watch, what this person likes. You can copy it, or read it as it is.

- Written from your team's own notes
- Personal to the participant
- Copy it into a message in a tap

AI Gateway · Seconds to prepare

INCIDENTS

When something goes wrong

An incident report should take two minutes, from a phone, standing in someone's kitchen — not an hour at a desk the next day. That's how it's built.

The report

Pick the participant, the worker, the location, what happened and how serious it was. Add what you did straight away and who saw it. Most of it is dropdowns, so it's fast when you're shaken.

- Type and severity from a list
- Immediate actions and witnesses
- Filed against the participant's record

The paperwork writes itself

The moment you submit, the app turns your report into a proper PDF and files it under that participant. Managers are notified, and can add review notes and what's being changed so it doesn't happen again.

- PDF filed automatically
- Managers can review and add actions
- Upload a signed or scanned copy

The five-day clock

For anything reportable, the app shows the NDIS deadline of five business days counting from the report date, so nothing slips while you're dealing with the person in front of you.

- Deadline shown on the report
- Flagged on the manager's dashboard

MONEY

Invoices, bills and pay

Money is where a care service either keeps going or quietly stops. Everything here is designed to make the numbers come from the work itself, not from someone retyping it.

Invoices to participants

Raise an invoice against a participant's plan for the hours delivered. Each invoice carries its number, its period and its status, and can be downloaded as a PDF or marked paid.

- Hours come from the roster
- Due dates and paid tracking
- One PDF per invoice

Contractor invoices

Contractors edit their own hours and rate in their portal, finalise, and send. It arrives in your system as a PDF invoice. You approve it, and it turns paid.

- They enter their hours, not you
- Comes to you as a PDF
- Mark paid when the money moves

Self-service | Roster-driven

Bills to pay

Type a bill in, or take a photo of it with your phone and it uploads into the system. Outstanding bills are red, part-paid are turquoise, paid are green — on the page and on the dashboard.

- Photo or typed
- Red / turquoise / green at a glance
- Record a part-payment in a tap

Payroll preparation

Pick a pay period and the app gathers every worker's real signed hours and multiplies them by their hourly rate. What you get is a payroll sheet you can hand to your accountant.

- Actual hours, not estimates
- Rates per worker, editable
- Ready to export

FUNDING

NDIS funding, watched

Nobody wants to find out a funding category ran out after the support was delivered. The funding page watches it instead.

Categories and balances

Each participant's funding is split into categories with an allocated amount and a running estimate of what's spent. Categories you've verified against the plan are marked, so you know which numbers are real.

- Allocated versus estimated remaining
- Verified flag per category
- Visible before you book the hours

Why it matters

A plan review, a question from a plan manager, a family asking what's left — the answer is already on screen, in the participant's own words and numbers.

- Answer a plan manager in a minute
- Spot a shortfall weeks early

COMPLIANCE

The rules, one tap away

Compliance documents are only useful if the person who needs them can find them during a shift. So they live in the app, not in a shared drive.

The library

Policies, forms and NDIS requirements, each with its own page, searchable and readable on a phone. Your team reads them; owners and managers edit them.

- Policies, procedures and forms
- Written for the person reading it in the moment
- Always the current version

Keeping it current

When a requirement changes, a manager updates the document in the app. Everyone sees the new version the same day — there is no old PDF in someone's downloads folder.

- Editors are owners and managers
- Read access follows your role

Audit ready | One source of truth

YOUR TEAM

Onboarding and your people

A new support worker should be able to start on their first day with their own sign-in, their own participants and their own rate — already set up.

Staff onboarding

Managers create a worker profile, set the employment type and hourly rate, and assign the participants they'll support. Those rates and assignments are what rostering and payroll then use.

- Profile, employment type, hourly rate
- Assign participants in one place
- Feeds rostering and payroll

Approvals and roles

New sign-ups can be held as pending until you approve them, and roles are changed by an owner or manager — never by the person who holds them.

- Pending, active, suspended
- Roles changed only by managers
- Every change is logged

The admin panel

One page for the things that shouldn't be done by accident: who is on the team, what they can see, and the compliance documents they're reading.

- Approve or suspend a worker
- Set a role
- Edit the library

BUSINESS OVERVIEW

The whole business, honestly

Owners shouldn't have to rebuild a spreadsheet to know whether last month was good.

Money in, money out

Revenue from invoices, what went out to contractors, wages and bills, and the profit left over — this month, last month, and as a six-month chart you can actually read.

- Revenue, costs and profit over six months
- Where the money goes, split by contractors, wages and bills
- Outstanding invoices and hours still unbilled

The activity log

Every shift, invoice, bill and participant change is written down with who did it and when — not to police anyone, but so a question six months later has an answer.

- Who changed what, in one sentence
- Filter by roster, invoices or bills
- Read-only, even for managers

Audit trail | Nothing edited away

For owners only

The money tiles and the profit picture are visible to the business owner. Managers see what they need to run operations; the whole financial picture stays with you.

ON YOUR PHONE

It lives on your phone

Care happens in someone's living room, not at a desk. The app is built to be used one-handed, standing up, in a hurry.

Put it on the home screen

Open globalcarehq.com in your phone's browser, then choose Add to Home Screen (iPhone: Share button; Android: the menu). It opens full-screen with its own icon, like any other app.

- iPhone: Share → Add to Home Screen
- Android: menu → Install app
- Full screen, no browser bar

Built for a thumb

One thing per page, buttons big enough for a thumb, the five things you use most kept at the bottom of the screen, and nothing important hidden behind a corner of your phone.

- Big sign-on button
- Bottom bar within thumb reach

Who can see what

Every page checks with the server who you are before it shows anything. A worker sees their own shifts and the participants they support. A contractor sees their own hours. A family member sees one person's week. Location is asked for only at the moment you sign on.

- Permissions checked in the database, not the browser
- Photos and reports stored privately
- Roles changed only by an owner or manager

Getting paid

An invoice is not money until the money arrives. The payments page keeps a running balance against every invoice, so you always know what is still owed to you.

- Record a payment the moment it lands
- Balance owed shown on every invoice
- Part payments tracked — the invoice marks itself paid at zero
- Every invoice printed GST-free, as NDIS supports are

Invoice INV-2026-30526

Part paid

Oliver Bennett · 1-7 Oct 2026

Total incl. GST	$1,240.00
Payments received	$600.00
Balance owed	$640.00

Recorded: 12 Oct $600.00 bank transfer · ref INV-2026-30526

Recording the remaining $640.00 marks the invoice paid automatically.

Awards and penalty rates

Support workers are paid under an award, not one flat rate. Evenings, nights, weekends and public holidays all attract more, and the app works that out from the shift itself.

- Official Fair Work rates for all 27 SCHADS pay points
- Evening +12.5%, night +15%, Saturday 150%, Sunday 200%, public holiday 250%
- Each shift is split automatically into the right time bands
- Contractors keep paying their own agreed rate

One shift, sorted by time band

Thursday 3 Dec · 4:00pm - 11:00pm · Level 3.1 ($40.49/h)

Time band	Loading	Hours	Pay
Ordinary hours	1.0x	2.0 h	$80.98
Evening (after 6pm)	+12.5%	4.0 h	$182.21
Night (after 10pm)	+15%	1.0 h	$46.56
Official Fair Work rates	MA000100	Dec 2026	
Gross for this shift			**$309.75**

Compliance that reminds you

A first aid certificate that quietly runs out is an audit finding waiting to happen. The app watches every expiry date and tells you well before a document lapses.

- A standard checklist for every worker and participant
- Expiry dates tracked on each uploaded document
- The dashboard flags anything inside 60 days
- An email reaches the owner before, on and after the day it expires

What the owner is told, and when

First Aid Certificate Aisha Khan	7 days left
Worker Screening Check Daniel Nguyen	30 days left
NDIS Registration The business	expired 12 Sep
Police Check Sofia Rossi	60 days left

An email is sent automatically at 60, 30, 14, 7, 3 and 1 days out, on the day it expires, and once more after it has lapsed.

Your books, connected

Global Care HQ talks to Xero, so invoice and payment details do not have to be retyped. Each business connects its own Xero organisation — never a shared account.

- Connect your own Xero organisation from the invoicing page
- Contractor ABN, BSB and account details captured at onboarding
- Payment details printed on every invoice you send
- One business's books are never visible to another

Xero · connected

Global Care HQ Pty Ltd · organisation selected by the owner

Payment details printed on every invoice

Bank name	Advance Bank
BSB	012-345
Account	0000 1234 5678 90
Account name	Global Care HQ Pty Ltd
ABN	12 345 678 901

Each business keeps its own

Owner-only connection

Plans that grow with you

You pay for the size of your team and nothing else. Participants, family members and plan managers never count towards the price — only workers and contractors do.

- Starter $499 a month — up to 30 workers
- Growth $999 for 31-75 workers, Scale $1,799 for 76-150
- Beyond 150 workers, $9 per extra worker
- 14-day free trial, no card, and every feature in every plan

Starter

$499

a month

up to 30 workers

Growth

$999

a month

31 - 75 workers

Most popular

Scale

$1,799

a month

76 - 150 workers

Enterprise

$1,799

a month

+ $9 per worker

Always included

Every plan carries the full platform: rostering, GPS sign-on, invoices, payments, payroll, compliance, the client portal and the family accounts.

14-day free trial · no card · participants, families and plan managers never count

Policies you approve before they go live

A policy is not law just because someone typed it. Each one is drafted, reviewed and published on purpose — staff only ever see the version you signed off.

- New policies save as drafts, invisible to staff
- Submit for review, then approve with a note
- Unpublish at any time to take a policy back offline
- Every worker is emailed their own checklist, with a link to tick it off

Privacy and Confidentiality Policy

One policy, moved from draft to live

Draft — In review — Published

Review note

Checked against the NDIS Practice Standards.

Checklist emailed to each worker

Amina Yusuf · 6 items · a link to tick them off

Staff see only published policies

Version history kept

Training that ends with a certificate

Compliance is only real when the person has done the training. Courses are built from the checklist itself, so ticking the last item issues a certificate you can hand to an auditor.

- Admins write a course and assign it to the team
- Each course is made of the checklist items it covers
- Staff and contractors tick items as they work through them
- The last tick issues a numbered certificate, saved as a PDF

Code of Conduct: attitude & behaviour

3 items · 3 ticked · Certified

✓ Code of Conduct signed	Done
✓ Attitude & behaviour briefing	Done
✓ How to report a concern	Done

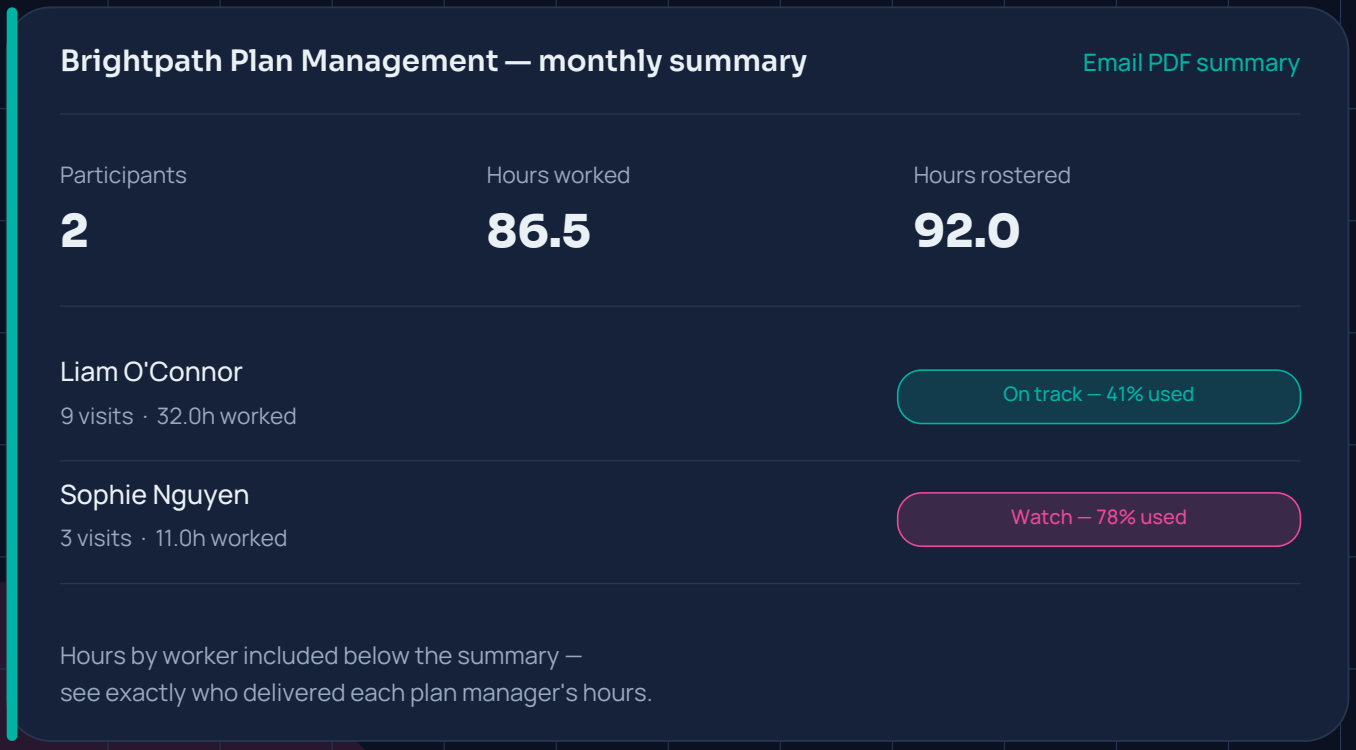
Certificate of Completion
GCHQ-DAFC60D0 · 12 October 2026 · Global Care HQ

Download PDF

Every plan manager, their own dashboard

Plan-managed participants answer to their plan manager, and now so does your reporting. Each plan manager sees only their own caseload — and can receive it by email each month.

- Link each participant to their plan manager, one by one or in bulk
- Monthly hours per participant, worked and rostered
- Hours broken down by the workers who delivered them
- Funding risk flags any participant nearing their budget
- One click emails a PDF summary to any address you choose



Your daily intelligence

Every morning the dashboard opens with the numbers that matter, worked out from your own records — and today's appointments, medical tasks and key issues underneath.

- Active workers, participants and certificates nearing expiry
- Unfilled shifts tomorrow and outstanding invoices
- Participants at risk of running out of funding
- Shifts with possibly incorrect penalty rates
- Estimated monthly revenue and operating profit

Global Care HQ — Daily intelligence

Active workers **147**	Participants **83**	Certificates expiring **12**
Unfilled shifts tomorrow **4**	Outstanding invoices **$18,450**	Funding at risk **3**
Penalty rate checks **2**	Est. monthly revenue **$285k**	Est. operating profit **$54k**

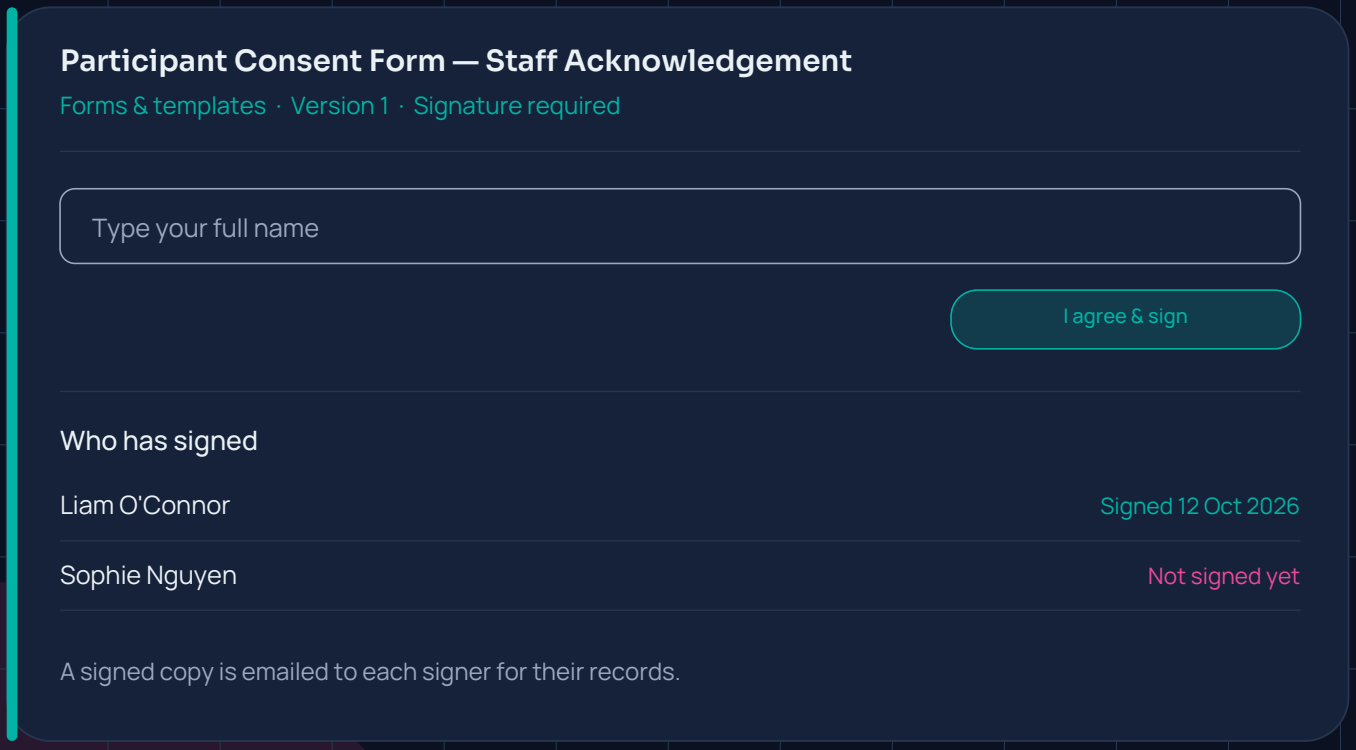
Today: 18 appointments · 5 medication tasks · 1 open incident

Example figures shown — your panel uses your own records.

Consent forms staff sign online

Some documents need more than a read — they need a signature. Staff sign consent forms inside the app, get a copy by email, and you see exactly who has and hasn't signed.

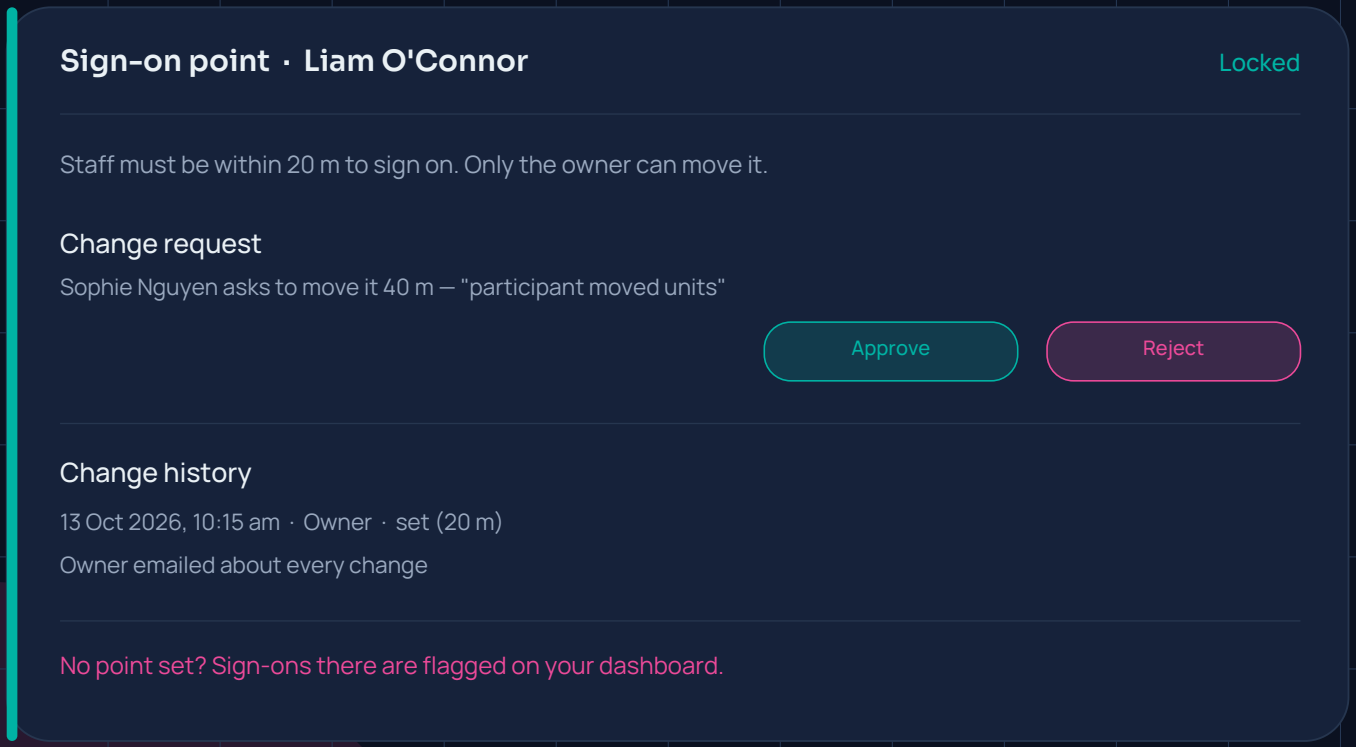
- Type a full name and tap "I agree & sign"
- Each signature is tied to the version they signed
- A signed copy is emailed to the signer
- Admins see who has signed and who is still to sign



Sign-on points that can't be gamed

A sign-on point is only useful if nobody can quietly move it. Once set, it is locked to the owner — managers ask for changes, and every change is recorded and emailed to you.

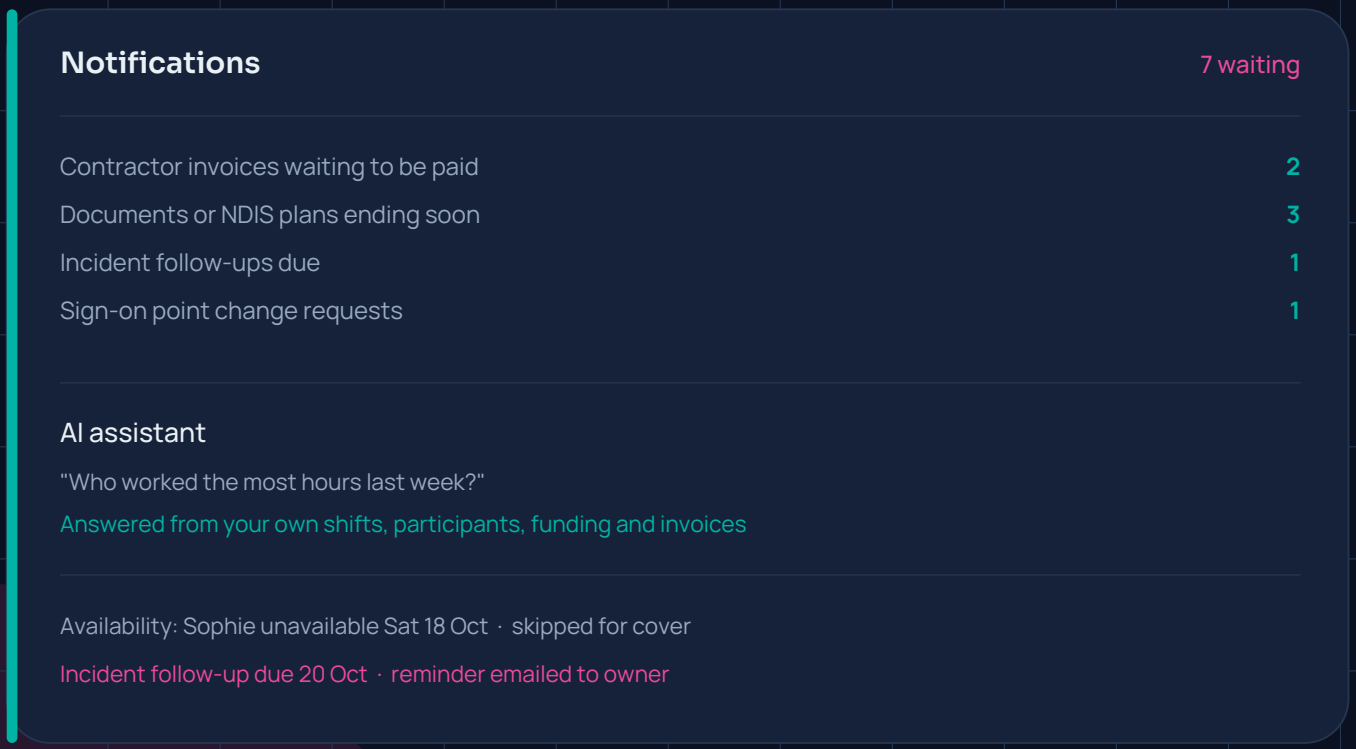
- Only the owner can move a sign-on point once it is set
- Managers send a change request with a reason to approve or reject
- Full change history: who, when, from where and to where
- Owner emailed on every change; unchecked sign-ons flagged



Nothing slips through

One bell shows everything waiting on you, an AI assistant answers questions about your business, and workers mark when they can't work so shift cover never asks them.

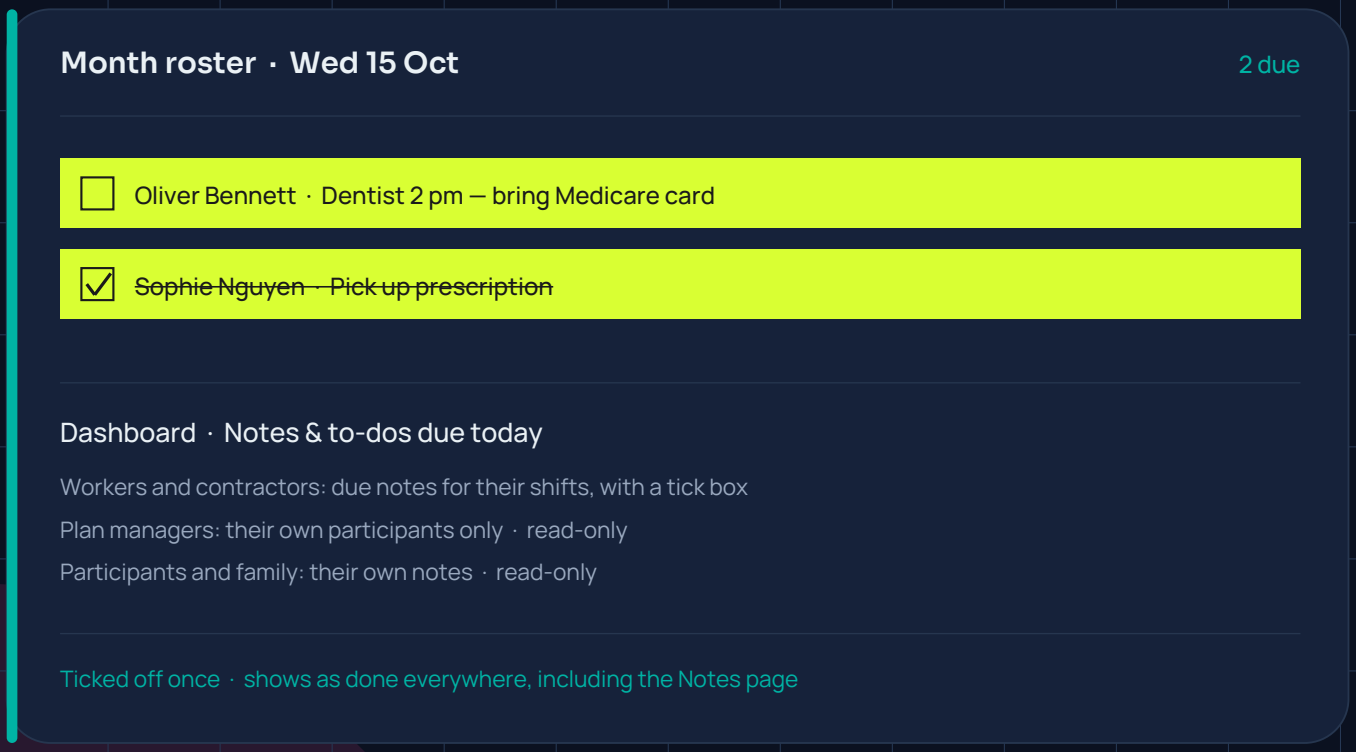
- Notifications bell: invoices, requests, expiries, incidents, visits
- AI assistant answers plain-English questions from your own records
- Worker availability calendar — shift cover skips unavailable workers
- Plan end dates and incident follow-ups in the daily reminder email



Dated notes you can tick off

Give any note or handover a date and it becomes a to-do for that day. It lights up in fluoro yellow on the roster and the dashboard, so nobody misses it on the day it matters.

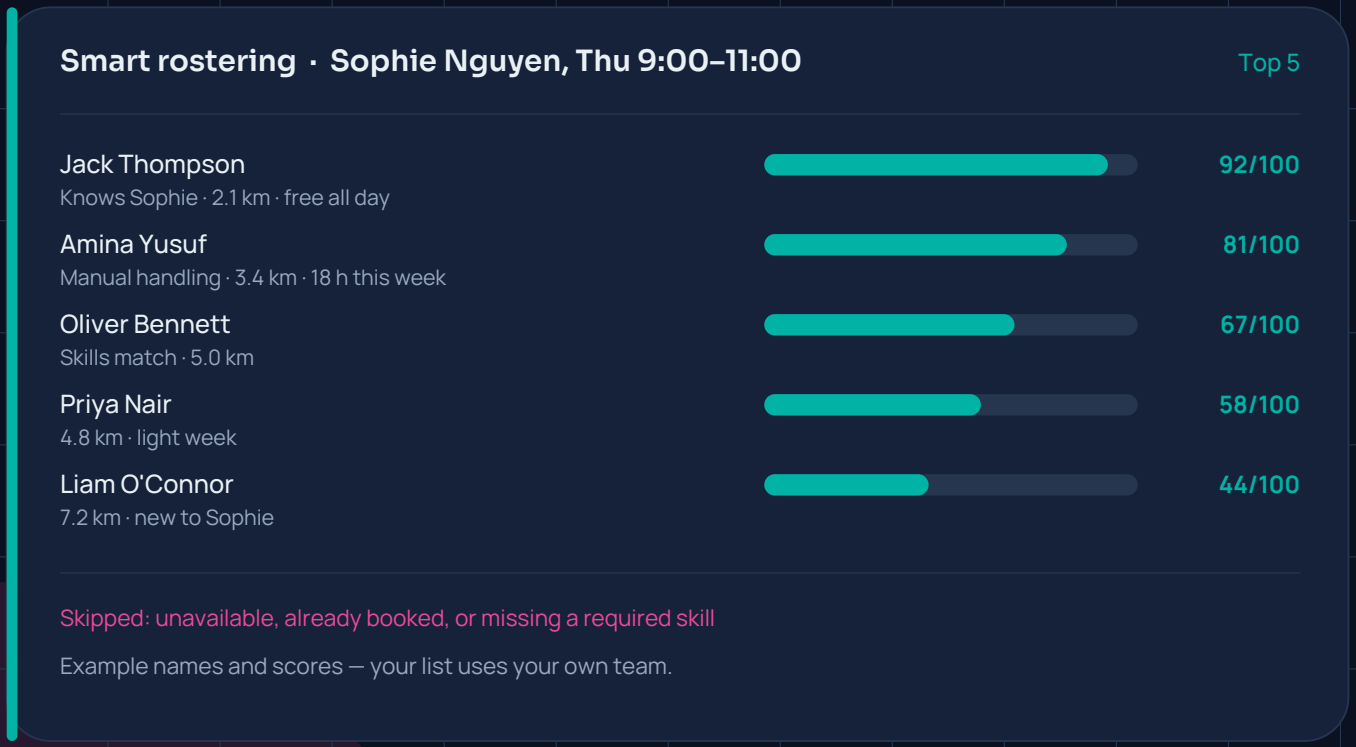
- Add a date to any note, or use the To-do button on Rostering
- Shows on the week, fortnight and month roster — even with no shift booked
- Highlighted on the dashboard on the day it is due
- You and your staff tick it off; it shows as done everywhere



Smart rostering for open shifts

When a visit has no worker, one tap ranks your team for it. The app weighs who knows the participant, who has the skills, who lives closest and who has room in their week.

- Smart rostering button on every uncovered shift
- Top 5 workers with a score out of 100 and the reasons
- Unavailable, double-booked or unqualified workers left out
- Distance worked out from each sign-on point



A running budget for every participant

Funding is entered when a participant joins, and every invoice comes straight off it. The balance changes colour as it runs down, so nobody is surprised at plan review.

- Yearly funding entered when the participant is added
- Every invoice deducted the moment it is recorded
- Orange at half left, red at a quarter left
- Shown on the dashboard to managers and owners only

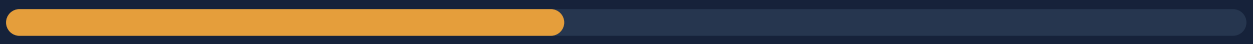
Participant budgets

Updated as invoices go in

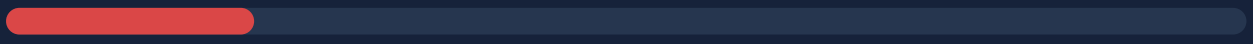
Oliver Bennett — $51,200 left of $68,000



Sophie Nguyen — $24,300 left of $54,000



Liam O'Connor — $8,400 left of $42,000



Green: over 50% | Orange: 50% left | Red: 25% left

Example figures shown — managers and owners only.

Hours reports for each participant

Open a participant and see every visit: the day, the contractor, the times and the hours. Filter by dates, set the rate, adjust an amount and download the lot as a spreadsheet.

- Every visit listed with contractor, times and hours
- Filter by date range and by contractor
- Set a default rate, or change the rate or amount per visit
- Totals overall and per contractor

Hours report · Sophie Nguyen · 1–31 Oct

Date	Contractor	Time	Hours	Amount
Mon 6 Oct	Amina Yusuf	9:00–11:00	2.0	$140.00
Wed 8 Oct	Jack Thompson	13:00–16:30	3.5	$245.00
Fri 10 Oct	Amina Yusuf	9:00–12:00	3.0	$210.00
Mon 13 Oct	Priya Nair	10:00–12:00	2.0	$150.00
Total			**10.5 h**	**$745.00**

Filter by dates or contractor · edit the rate or amount on any visit

Per-contractor totals · download as a spreadsheet

Example figures shown.

Overlaps shown, invoiced hours protected

Two workers can support one participant at the same time — the dashboard shows it so managers can follow up. Hours lock once invoiced and change only with approval.

- Overlapping visits on one participant flagged on the dashboard
- The same worker can never be booked in two places at once
- Hours lock as soon as a visit is invoiced
- Changes need a contractor note and manager approval

Overlapping hours 1

Sophie Nguyen has two overlapping visits
Amina Yusuf 9:00–11:00 · Jack Thompson 10:00–12:00

Rostering

Invoice hours change request

Jack Thompson · Wed 8 Oct · 3.5 h → 4.0 h
"Stayed late — participant's family arrived at 5 pm"

Approve Decline

1 Contractor asks with a note
2 Manager approves
3 Contractor corrects the hours and resubmits

Your morning digest

Before the day starts, the owner gets one email with what matters today: visits, gaps, clashes, money owed both ways and documents about to expire.

- Arrives at 7:55 am Sydney time, once a day
- Today's visits, visits with no worker and clashes
- Money owed to you and money you owe
- Documents expiring within the next 7 days

Good morning — your day at 7:55 am

Owner email

Visits today	18
Visits with no worker	2
Clashes	1
Owed to you	$6,240
You owe contractors	$3,180
Documents expiring in 7 days	3

Sent once a day on the Sydney calendar day

Each line links straight to the page that fixes it

Example figures shown.

Who's on today, and what everything does

The time clock lists everyone rostered on today with the time they should sign on. Admins upload forms straight into the compliance library, and help bubbles explain each menu.

- Today's rostered workers with planned sign-on times
- Live status: signed on, not yet, later today
- Upload documents and forms into the compliance library
- Hover help bubbles on every menu item

Time clock · Rostered on today

Amina Yusuf Sophie Nguyen · sign on 9:00 am	Signed on
Jack Thompson Oliver Bennett · sign on 1:00 pm	Not yet
Priya Nair Liam O'Connor · sign on 4:30 pm	Later today

Compliance library upload

Drop a PDF, Word, Excel or photo · up to 20 MB

Help bubbles: point at any menu item to see what it does

Example names shown.

Works with no signal, and listens

Carers keep working when a home has no signal: sign-ons, notes and incidents wait on the phone and send themselves once the signal is back. Or just speak, and AI drafts the note.

- Sign on and off, notes and incidents saved while offline
- Sent automatically when the phone reconnects
- Voice notes turned into a draft note or incident form
- The carer always checks the draft before it is saved

No signal at the participant's home

Offline · 3 waiting

Sign on · Sophie Nguyen Saved on phone 9:02 am	Waiting
Progress note Saved on phone 10:15 am	Waiting
Incident report Sent when signal returned	Sent

Voice note · 0:42
"Sophie ate breakfast, walked to the park, mood good..."

AI drafts the note or incident form — the carer checks it, then saves

Official sign-on times are set when the record reaches the system

Example names shown.

A separate workspace for every business

Other providers can sign up for their own workspace with its own dashboard, participants and roster. Each new business is approved first, then gets a 14-day free trial.

- Self sign-up for new NDIS businesses
- Approval needed before a business goes live
- 14-day free trial, then a paid plan
- Every business sees only its own records

Business sign-ups

Platform owner only

Global Care HQ Paid · your existing records	Active
Harbour Support Services Signed up today	Waiting approval
Westside Care Co Approved 2 Nov	Trial · 12 days left

Sign up → Approved → 14-day free trial → Paid plan

Each business sees only its own staff, participants, roster and money

Nothing goes live until it is approved

Example businesses shown.

Official SCHADS rates, easy to update

The award rates come from the official Fair Work pay guide. When new rates are published, the owner types them in once and every new pay calculation uses them.

- All 27 SCHADS pay points from the Fair Work pay guide
- One screen to update the rates each year
- Penalty rates worked out on top automatically
- Contractors keep their own agreed rate

SCHADS award rates · ordinary hourly

Fair Work MA000100

Level 1 · Pay point 1	$27.55
Level 2 · Pay point 1	$36.22
Level 3 · Pay point 1	$40.49
Level 7 · Pay point 1	$63.13

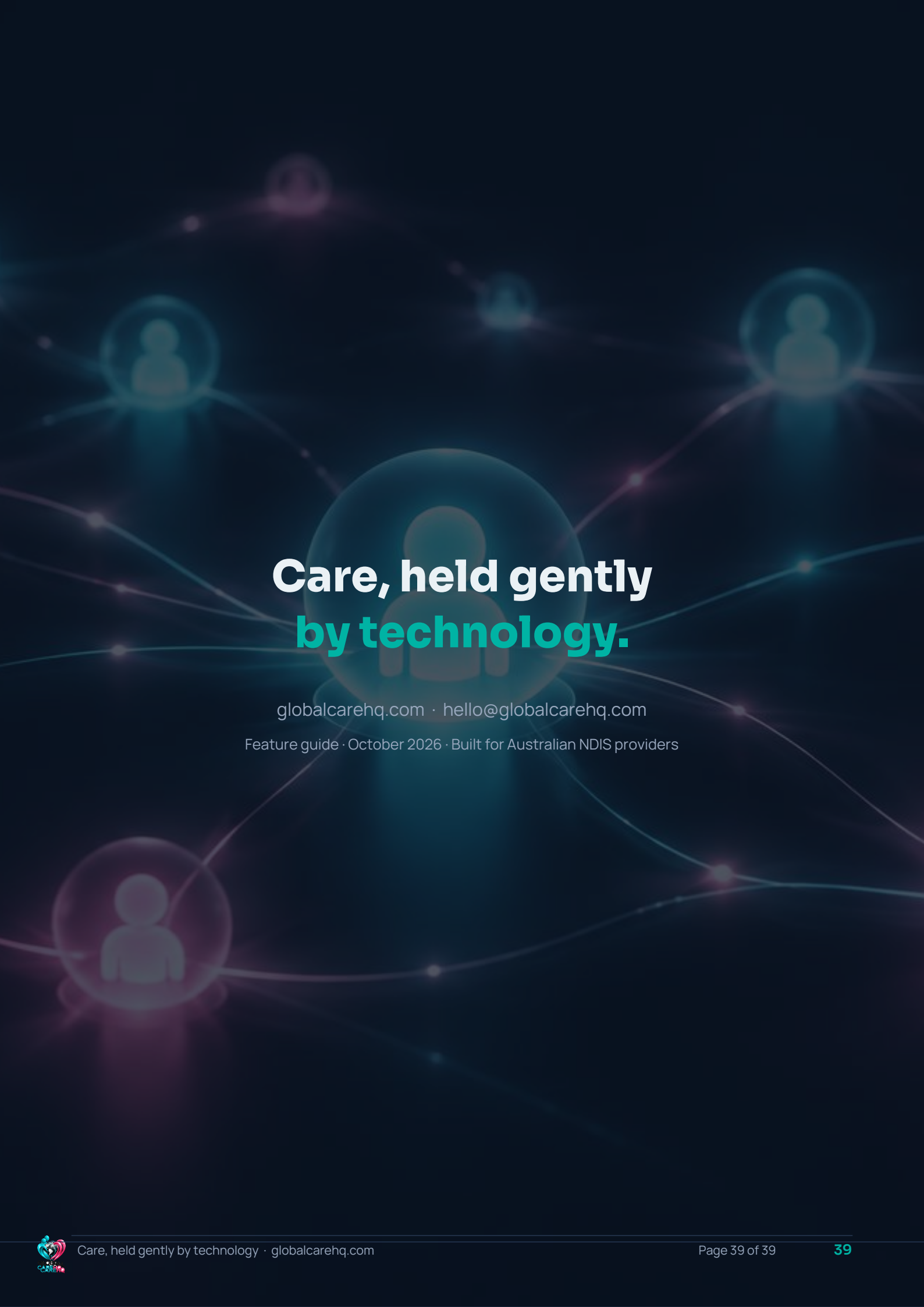
Save new rates

Updated rates apply to new pay calculations

27 pay points loaded from the official pay guide

Rates shown apply from the first full pay period on or after 1 Dec 2026

Check the Fair Work pay guide each year before updating.



Care, held gently by technology.

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Feature guide · October 2026 · Built for Australian NDIS providers