



2021/22 Support Pricing Guide

This document outlines Stellar Experiences supports, the NDIS line items which can be used for those supports, as well as the rates we charge in providing those supports.

For each support and time of the week, you will find an NDIS line item in bold. This line item is the one we will apply when invoicing for each of our services, unless otherwise notified by the guest or their parent/carer. If there are any other NDIS line item options that can be used for that same support, they have also been listed.

If any of our supports have other applicable costs, such as out of pocket or transport costs, these are also outlined, as well as the cancellation policies for each support.

At the beginning of each financial year, on or around July 1, we will review our NDIS prices.

We understand that price changes can have real life effects on our incredible Stellar community. We aim to be as transparent as possible when it comes to our pricing, which will enable our community to feel well-informed, and be able to budget their NDIS funds appropriately throughout the year, without any hidden or unexpected costs!

Our rates are under the NDIS price guide, which we hope will allow our guest's funding to go further, and better assist them in achieving all of their NDIS goals!

As Stellar Experiences is not an NDIS registered provider, NDIS funding can only be utilised for participants whose plans are plan-managed or self-managed.

If you have any questions at all about our supports or the information in this document, then please contact us on the details below:

Phone: 0480 104 954

Email: info@stellarexperiences.com.au



Single Day Experience



NDIS COSTS			
DAY	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
Weekday	04_136_0136_6_1	Core Supports	\$18/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
Saturday	04_138_0136_6_1	Core Supports	\$25/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
Sunday	04_139_0136_6_1	Core Supports	\$32.50/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
Public Holiday	04_140_0136_6_1	Core Supports	\$40/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
OUT OF POCKET COSTS			
<p>Majority of our single day social outing experiences incur an additional out of pocket cost. This amount covers the cost of any activity fees or transport that is provided.</p> <p>You will find the details surrounding the out of pocket cost for each individual experience on the website.</p>			
CANCELLATION POLICY			
<p>Stellar Experiences must be notified of any intention to cancel in writing.</p> <p>In the case of any short notice cancellations, 100% of the experience cost will apply. This includes both the out of pocket and NDIS components of the cost.</p>			



A short notice cancellation is determined when:

- a guest provides less than two (2) full business days notice of cancellation
- a guest does not show up for a scheduled experience within a reasonable time, or is not present at the agreed meeting point and within a reasonable time

In the case of any short notice cancellation, Stellar Experiences will attempt to fill your position on that experience. If this is possible, no NDIS or out of pocket charges will apply. If we are unable to fill your position on the experience, 100% of the experience cost will apply.

In the event of a no-show Stellar Experiences will attempt to contact the guest or their parent/carer to ensure their safety and well-being.

Charges may be waived if the guest has experienced a catastrophe, e.g. death in the family. The decision to waive the charge will be made by the Director/s of Stellar Experiences. The discretion not to charge does not apply in any other circumstances and cannot be exercised by other levels of staff. If Stellar Experiences cancels the scheduled experience or staff fail to show, then there is no charge to the guest.

CANCELLATIONS AND ENQUIRIES

In the event you need to cancel a support with Stellar Experiences, or for general enquiries about our short and extended independent living skill breaks please contact us on:

Phone – 0480 104 954

Email – info@stellartexperiences.com.au

Alternatively, you can contact our Day Trip Experiences Coordinator – Bronte Hendricks

Phone: 0417 716 886

Email: bronte@stellarexperiences.com.au



Short and Extended Break Experiences



NDIS COSTS			
DAY	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
Weekday	04_136_0136_6_1	Core Supports	\$18/hour
	01_045_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	
Saturday	04_138_0136_6_1	Core Supports	\$25/hour
	01_051_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	
Sunday	04_139_0136_6_1	Core Supports	\$32.50/hour
	01_052_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	
Public Holiday	04_140_0136_6_1	Core Supports	\$40/hour
	01_053_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	
OUT OF POCKET COSTS			
<p>Each of our short and extended independent living skill breaks have an out of pocket component to the cost. This cost covers any accommodation, transport, meals and activities that are included in that experience.</p> <p>You will find the details surrounding the out of pocket cost for each of these experiences on the website. If the itinerary is still being developed please get in touch and we will let you know when these costs will be released.</p> <p>For those guests who access Short Term Accommodation (STA) to fund these supports, the out of pocket component of the cost will be covered within that line item. This will result in there being no out of pocket cost.</p>			
CANCELLATION POLICY			
Stellar Experiences must be notified of any intention to cancel in writing.			



For our short and extended break experiences, the following cancellation charges will apply:

- 1 to 21 days from departure date – 100% of experience cost. This includes both the out of pocket and NDIS components of the cost
- More than 21 days from departure date – any non-refundable, non-transferrable expenses incurred by Stellar Experiences in the planning of the trip. This may include costs such as flights, activities fees, accommodation etc.

In the case of any cancellation, Stellar Experiences will attempt to fill your position on that experience. If this is possible, no NDIS or out of pocket charges will apply. If we are unable to fill your position on the experience, the above cancellation fees will apply.

Charges may be waived if the guest has experienced a catastrophe, e.g. death in the family. The decision to waive the charge will be made by the Director/s of Stellar Experiences. The discretion not to charge does not apply in any other circumstances and cannot be exercised by other levels of staff. If Stellar Experiences cancels the scheduled experience or staff fail to show, then there is no charge to the guest.

CANCELLATIONS AND ENQUIRIES

In the event you need to cancel a support with Stellar Experiences, or for general enquiries about our short and extended independent living skill breaks please contact us on:

Phone – 0480 104 954

Email – info@stellartexperiences.com.au

Alternatively, you can contact our Short and Extended Break Experience Coordinator – Luke Muttdon

Phone: 0456 112 281

Email: luke@stellarexperiences.com.au



Individual Capacity Building Supports (1:1s)



NDIS COSTS			
DAY	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
Weekday	01_011_0107_1_1	Core Supports	\$52.50/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	\$52.50/hour
	15_037_0117_1_3	Capacity Building – Improved Daily Living	\$52.50/hour
Saturday	01_013_0107_1_1	Core Supports	\$67.50/hour
Sunday	01_014_0107_1_1	Core Supports	\$87.50/hour
Public Holiday	01_012_0107_1_1	Core Supports	\$110/hour
TRANSPORT FEES			
<p>Transport can be provided by support staff in their private vehicles. This service will incur a cost. This cost will cover any transport within the local area that is reasonable and necessary.</p> <p>If a guest would like to travel, or requires to be transported to areas outside of the local area then additional transport fees may apply. Any such transport will need to be discussed with the support staff and Individual Supports Coordinator prior to the shift.</p> <p>Any applicable parking fees would also need to be covered by the guest.</p> <p>We encourage the use of public transport whenever possible. This is a great way to develop skills and confidence associated with traveling independently in the community.</p>			
Transport that is reasonable and necessary within the local area	04_590_0125_6_1	Core Supports	\$10/support
	09_591_0117_6_3	Capacity Building	



Transport provided at a 1:2 or 1:3 ratio	04_590_0125_6_1 09_591_0117_6_3	Core Supports Capacity Building	\$5/shift
Transport outside of the local area, and what it is considered to be reasonable and necessary	04_590_0125_6_1 09_591_0117_6_3	Core Supports Capacity Building	To be discussed and agreed upon with Individual Supports Coordinator and support staff

ACTIVITY FEES

Activities will be developed surrounding the capacity building that will be taking place on each support shift to ensure there is a focus on the skills being developed. There is no limit as such to the activities that can be carried out, and will be developed in consultation with each guest and their family.

Any activities that incur a cost will need to be covered by the guest. This is for both the guest themselves and their support staff. This may include such costs as court hire, equipment hire, entry fees etc. Many activities accept Companion Cards, which would allow support staff to gain entry or participate free of charge, so if you hold one of these cards please let us know.

CANCELLATION POLICY

Stellar Experiences must be notified of any intention to cancel in writing.

Stellar Experiences may charge for any short notice cancellations, subject to the terms of the NDIS price guide.

A short notice cancellation is determined when:

- a guest provides less than two (2) full business day's notice of cancellation
- a guest does not show up for a scheduled support within a reasonable time, or is not present at the agreed meeting point and within a reasonable time when the support staff is travelling to deliver the support

When Stellar Experiences receives a Short Notice Cancellation (or no show), we will recover up to 100% of the agreed fee associated with the support.

Stellar Experiences will only charge for a Short Notice Cancellation (or no show) if we have not found alternate billable work for the relevant support staff and are required to pay the support staff for the time that would have been spent providing the support.

In the event of a no-show Stellar Experiences will attempt to contact the guest or their parent/carer to ensure their safety and well-being.



Charges may be waived if the guest has experienced a catastrophe, e.g. death in the family. The decision to waive the charge will be made by the Director/s of Stellar Experiences. The discretion not to charge does not apply in any other circumstances and cannot be exercised by other levels of staff. If Stellar Experiences cancels the scheduled experience or staff fail to show, then there is no charge to the guest.

CANCELLATIONS AND ENQUIRIES

In the event you need to cancel a support with Stellar Experiences, or for general enquiries about our midweek capacity building programs please contact us on:

Phone – 0480 104 954

Email – info@stellartexperiences.com.au

Alternatively, you can contact our Individual Supports Coordinator

Phone – 0439 014 858

Email – supports@stellartexperiences.com.au



Midweek Capacity Building Programs



NDIS COSTS			
DAY/RATIO	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
Weekday 1:4 support ratio	04_136_0136_6_1	Core Supports	\$18/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Saturday 1:4 support ratio	04_138_0136_6_1	Core Supports	\$25/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Sunday 1:4 support ratio	04_139_0136_6_1	Core Supports	\$32.50/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Public Holiday 1:4 support ratio	04_140_0136_6_1	Core Supports	\$40/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Weekday 1:3 support ratio	04_120_0136_6_1	Core Supports	\$22.50/hour



	09_009_0117_6_3 15_037_0117_1_3	Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	
Saturday 1:3 support ratio	04_121_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	Core Supports Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$30/hour
Sunday 1:3 support ratio	04_122_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	Core Supports Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$40/hour
Public Holiday 1:3 support ratio	04_129_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	Core Supports Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$50/hour
Weekday 1:2 support ratio	04_111_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	Core Supports Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$30/hour
Saturday 1:2 support ratio	04_112_0136_6_1 09_009_0117_6_3	Core Supports Capacity Building – Increased Social and Community Participation	\$42.50/hour



	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Sunday 1:2 support ratio	04_113_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	Core Supports Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$52.50/hour
Public Holiday 1:2 support ratio	04_128_0136_6_1	Core Supports	\$65/hour

OUT OF POCKET COSTS

Majority of our midweek capacity building programs incur an additional out of pocket cost. This covers the cost of any program fees, program facilitators or transport that is provided during the program.

For many of our programs, will utilise the experience and expertise of professionals within the area of each specific program. This may be personal trainers, dietitians and nutritionists, dance teachers/choreographers, or other professionals in the area of one of our programs. The out of pocket component generally covers the cost for these professionals to develop and deliver their programs specifically catering for our guests and their support needs.

All of this information will be communicated with you by our Midweek Programs Coordinator before the commencement of any program.

This out of pocket component of the cost for reach of our midweek capacity building programs is billed in full at the beginning of each program block. If a guest is to miss any given week within that block, there is no reimbursement for that week's cost.

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- a guest provides less than two (2) full business days notice of cancellation
- a guest does not show up for a scheduled program within a reasonable time, or is not present at the agreed meeting point and within a reasonable time



When Stellar Experiences receives a Short Notice Cancellation (or no show), we will recover up to 100% of the fee associated with that program.

In the event of a no-show Stellar Experiences will attempt to contact the guest or their parent/carer to ensure their safety and well-being.

Charges may be waived if the guest has experienced a catastrophe, e.g. death in the family. The decision to waive the charge will be made by the Director/s of Stellar Experiences. The discretion not to charge does not apply in any other circumstances and cannot be exercised by other levels of staff. If Stellar Experiences cancels the scheduled experience or staff fail to show, then there is no charge to the guest.

CANCELLATIONS AND ENQUIRIES

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Phone – 0480 104 954

Email – info@stellartexperiences.com.au

Alternatively, you can contact our Midweek Programs Coordinator

Phone – 0456 112 270

Email – programs@stellartexperiences.com.au

