



## 2023/24 Pricing Guide

This document outlines each of our supports, the NDIS line items that 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 use 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.

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!

Each of our prices are developed within the NDIS pricing tools. Our rates are priced lower than 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. Please note that each of our supports have a 14-day payment period.

If you have any questions at all about our supports or the information in this document then please let us know!

## Group Based Single Day Experiences

NDIS COSTS			
DAY	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
<b>4 GUESTS PER GROUP</b>			
Weekday	<b>04_102_0136_6_1</b>  09_009_0117_6_3  15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$16.35/hour
Weekday <b>(Evening)</b>  <i>*For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.</i>	<b>04_103_0136_6_1</b>  09_009_0117_6_3  15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$18/hour
Saturday	<b>04_104_0136_6_1</b>  09_009_0117_6_3  15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$23/hour
Sunday	<b>04_105_0136_6_1</b>  09_009_0117_6_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation	\$29.65/hour

	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Public Holiday	<b>04_106_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$36.35/hour
<b>3 GUESTS PER GROUP</b>			
Weekday	<b>04_102_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$21.80/hour
Weekday ( <b>Evening</b> ) <i>*For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.</i>	<b>04_137_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$24/hour
Saturday	<b>04_138_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$30.70/hour

Sunday	04_139_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$39.55/hour
Public Holiday	04_140_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$48.45/hour
<b>2 GUESTS PER GROUP</b>			
Weekday	04_102_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$32.70/hour
Weekday <b>(Evening)</b>  <i>*For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.</i>	04_103_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$36/hour
Saturday	04_104_0136_6_1	<b>Core Supports</b>	\$46/hour

	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Sunday	<b>04_105_0136_6_1</b>	<b>Core Supports</b>	\$59.35/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	<b>04_106_0136_6_1</b>	<b>Core Supports</b>	\$72.70/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_037_0117_1_3	Capacity Building – Improved Daily Living	

### CENTRE CAPITAL COSTS

Centre Capital costs will apply to each of our group centre-based and community-based supports and is associated with the availability of a centre or facility at all times during that program or experience. This centre or facility would be used to facilitate the program or support if it was impacted by factors such as unpredictable or unscheduled changes of plan, adverse weather conditions etc.

Group-based supports, all days, (only for applicable regions with a centre or facility)	04_599_0136_6_1	Core Supports	\$2.40/hour
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## OUT OF POCKET COSTS

Majority of our single day social outing experiences incur an additional out of pocket cost. This amount covers the cost of any activity fees that are provided.

You will find the details surrounding the out of pocket cost for each individual experience on the website, where these experiences can be booked directly.

## TRANSPORT FEES

Transport fees will be charged on each experience, and are claimed against each guest's plan on a per km basis. The cost for activity-related transport will depend on the ratio of support being provided. The line item used will also be in alignment with the support and funding category that has been claimed against for that particular support. For example, support provided against support and funding categories 04 - Core Supports, will access the 04 – Activity-based transport line item.

The line items and transport fees for each support ratio are below:

Transport provided at a 1:4 support ratio	04_799_0135_6_1	Core Supports	25 cents/km \$0.25/km
	09_799_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_799_0117_1_3	Capacity Building – Improved Daily Living	
Transport provided at a 1:3 support ratio	04_799_0135_6_1	Core Supports	33 cents/km \$0.33/km
	09_799_0117_6_3	Capacity Building – Increased Social and Community Participation	

	15_799_0117_1_3	Capacity Building – Improved Daily Living	
Transport provided at a 1:2 support ratio	04_799_0135_6_1  09_799_0117_6_3  15_799_0117_1_3	Core Supports  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	50 cents/km \$0.50/km
Transport provided at a 1:1 support ratio	04_799_0135_6_1  09_799_0117_6_3  15_799_0117_1_3	Core Supports  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	100 cents/km \$1.00/km

### CANCELLATION POLICY

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

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. Please note, this also applies to any COVID-19 related cancellations.

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 at the discretion of the Director/s of Stellar Experiences. Discretion in these matters 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 please contact us on:

Phone – 0480 104 954

Email – [info@stellartexperiences.com.au](mailto:info@stellartexperiences.com.au)

For more specific enquiries or cancellations for our different service areas, please contact us on:

### **Sydney**

Phone – 0456 112 270

Email – [sydney@stellarexperiences.com.au](mailto:sydney@stellarexperiences.com.au)

### **Illawarra**

Phone – 0439 014 858

Email – [illawarra@stellarexperiences.com.au](mailto:illawarra@stellarexperiences.com.au)

### **Canberra**

Phone – 0400 804 986

Email – [canberra@stellarexperiences.com.au](mailto:canberra@stellarexperiences.com.au)

### **Queensland**

Phone – 0477 772 990

Email – [queensland@stellarexperiences.com.au](mailto:queensland@stellarexperiences.com.au)



## Short and Extended Break Experiences

NDIS COSTS			
DAY	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
<b>DOMESTIC BREAKS</b>			
Weekday 1:4 ratio	<b>01_045_0115_1_1</b>	<b>Core Supports</b> - STA and Assistance (Inc. Respite)	\$626 per day <i>(maximum)</i>
Saturday 1:4 ratio	<b>01_051_0115_1_1</b>	<b>Core Supports</b> - STA and Assistance (Inc. Respite)	\$761 per day <i>(maximum)</i>
Sunday 1:4 ratio	<b>01_052_0115_1_1</b>	<b>Core Supports</b> - STA and Assistance (Inc. Respite)	\$925 per day <i>(maximum)</i>
Public Holiday 1:4 ratio	<b>01_053_0115_1_1</b>	<b>Core Supports</b> - STA and Assistance (Inc. Respite)	\$1090 per day <i>(maximum)</i>
Weekday 1:3 ratio	<b>01_062_0115_1_1</b>	<b>Core Supports</b> - STA and Assistance (Inc. Respite)	\$815 per day <i>(maximum)</i>
Saturday 1:3 ratio	<b>01_063_0115_1_1</b>	<b>Core Supports</b> - STA and Assistance (Inc. Respite)	\$1000 per day <i>(maximum)</i>
Sunday 1:3 ratio	<b>01_064_0115_1_1</b>	<b>Core Supports</b> - STA and Assistance (Inc. Respite)	\$1230 per day <i>(maximum)</i>

Public Holiday 1:3 ratio	<b>01_065_0115_1_1</b>	<b>Core Supports</b> - STA and Assistance (Inc. Respite)	\$1465 per day <i>(maximum)</i>
<p><b>*Note:</b> The 'maximum price' outlined is the maximum allowable within the NDIS Price Guide. Our trips will generally be less than the maximum, wherein we will reduce this overall cost. Pricing for each break will vary and will be confirmed by our team ahead of these services taking place.</p> <p>Our experience are generally provided at a 1:3 or 1:4 support ratio, as per the prices above. Should you require support at a smaller ratio, the price of services will vary to reflect the level of support.</p>			
<b>OVERSEAS BREAKS</b>			
Weekday	<b>04_102_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$21.80/hour
Weekday <b>(Evening)</b>  <i>*For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.</i>	<b>04_137_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$24/hour
Saturday	<b>04_138_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$30.70/hour

Sunday	04_139_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$39.55/hour
Public Holiday	04_140_0136_6_1 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$48.45/hour
Sleepover Allowance	01_010_0107_1_1	<b>Core Supports</b>	\$20/night

**Please note:** each of our overseas breaks will be staffed at a 1:3 support ratio. If for any reason this changes, we will provide notice to all guests who have expressed interest in that experience.

## OUT OF POCKET COSTS

### **Domestic Breaks**

Each of our short and extended independent living skill breaks may have an out of pocket component to the cost. As the STA cost can cover expenses such as accommodation, meals and activities, the out of pocket costs that may apply within that experience will be associated with costs that cannot be covered under STA, such as flights.

Out of pocket costs, as well as any other associated costs or fees, will be clearly communicated when correspondence regarding our short and extended break experiences are circulated.

### **Overseas Breaks**

Each of our overseas breaks include an out of pocket cost. For these experiences, only the cost of support provided is able to be covered under the above support line items. This means that out of pocket costs associated with the experience, including flights, transport, accommodation, meals, activities as well as any other applicable costs will be payable as out of pocket costs.

Again, any out of pocket costs, as well as any other associated costs or fees, will be clearly communicated when correspondence regarding our short and extended break experiences are circulated.

## 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:

### **Domestic Breaks**

- 1 to 15 business days from departure date – 100% of experience cost. This includes both the out of pocket and NDIS components of the cost
- More than 15 business 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.

### **Overseas Breaks**

- 1 to 30 business days from departure date – 100% of experience cost. This includes both the out of pocket and NDIS components of the cost
- More than 30 business 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](mailto:info@stellartexperiences.com.au)

For more specific enquiries or cancellations for our different service areas, please contact us on:

### **Sydney**

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### **Queensland**

Phone – 0477 772 990

Email – [queensland@stellarexperiences.com.au](mailto:queensland@stellarexperiences.com.au)

## Individual Capacity Building Supports (1:1s)

NDIS COSTS			
DAY	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
Weekday  1:1 ratio	<b>01_011_0107_1_1</b>	<b>Core Supports</b>	\$65/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	\$65/hour
	15_037_0117_1_3	Capacity Building – Improved Daily Living	\$65/hour
Weekday <b>(Evening)</b>  1:1 ratio  <i>*For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.</i>	<b>01_015_0107_1_1</b>	<b>Core Supports</b>	\$72/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	\$72/hour
	15_037_0117_1_3	Capacity Building – Improved Daily Living	\$72/hour
Saturday  1:1 ratio	<b>01_013_0107_1_1</b>	<b>Core Supports</b>	\$92/hour
Sunday  1:1 ratio	<b>01_014_0107_1_1</b>	<b>Core Supports</b>	\$118/hour
Public Holiday  1:1 ratio	<b>01_012_0107_1_1</b>	<b>Core Supports</b>	\$145/hour

## TRANSPORT FEES

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.

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.

Any applicable parking fees would also need to be covered by the guest.

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.

Transport that is reasonable and necessary within the local area	04_799_0135_6_1	Core Supports	100 cents/km
	09_799_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_799_0117_1_3	Capacity Building – Improved Daily Living	
Transport provided at a 1:2 or 1:3 ratio	As Above	As Above	1:3 – 33 cents/km  1:2 – 50 cents/km

## 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 those skills being developed. There is no limit as such to the activities that can be carried out, and again will be done in consultation with each guest and their family.

Any activities that incur a cost will need to be covered by the guest. 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 days' 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 individual capacity building supports please contact us on:

Phone – 0480 104 954

Email – [info@stellartexperiences.com.au](mailto:info@stellartexperiences.com.au)

For more specific enquiries or cancellations for our different service areas, please contact us on:

### **Sydney**

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## Group Based Capacity Building Programs

NDIS COSTS			
DAY/RATIO	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
<b>4 GUESTS PER GROUP</b>			
Weekday	<b>04_102_0136_6_1</b>  09_009_0117_6_3  15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$16.35/hour
Weekday <b>(Evening)</b>  <i>*For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.</i>	<b>04_103_0136_6_1</b>  09_009_0117_6_3  15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$18/hour
Saturday	<b>04_104_0136_6_1</b>  09_009_0117_6_3  15_037_0117_1_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$23/hour
Sunday	<b>04_105_0136_6_1</b>  09_009_0117_6_3	<b>Core Supports</b>  Capacity Building – Increased Social and Community Participation	\$29.65/hour

	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Public Holiday	<b>04_106_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$36.35/hour
<b>3 GUESTS PER GROUP</b>			
Weekday	<b>04_102_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$21.80/hour
Weekday ( <i>Evening</i> )  <i>*For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.</i>	<b>04_103_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$24/hour
Saturday	<b>04_104_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$30.70/hour

Sunday	<b>04_105_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$39.55/hour
Public Holiday	<b>04_106_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$48.45/hour
<b>2 GUESTS PER GROUP</b>			
Weekday	<b>04_102_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$32.70/hour
Weekday <i>(Evening)</i>  *For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.	<b>04_103_0136_6_1</b> 09_009_0117_6_3 15_037_0117_1_3	<b>Core Supports</b> Capacity Building – Increased Social and Community Participation  Capacity Building – Improved Daily Living	\$36/hour
Saturday	<b>04_104_0136_6_1</b>	<b>Core Supports</b>	\$46/hour

	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Sunday	<b>04_105_0136_6_1</b>	<b>Core Supports</b>	\$59.35/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	<b>04_106_0136_6_1</b>	<b>Core Supports</b>	\$72.70/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_037_0117_1_3	Capacity Building – Improved Daily Living	

### CENTRE CAPITAL COSTS

Centre Capital costs will apply to each of our group centre-based and community-based supports and is associated with the availability of a centre or facility at all times during that program or experience. This centre or facility would be used to facilitate the program or support if it was impacted by factors such as unpredictable or unscheduled changes of plan, adverse weather conditions etc.

Group-based supports, all days, (only for applicable regions with a centre or facility)	04_599_0136_6_1	Core Supports	\$2.40/hour
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### 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, facilitators or transport that is provided during the program.

All of this information will be communicated with you by our Programs Manager 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.

## TRANSPORT FEES

Transport fees may be charged on each program, and are claimed against each guest's plan on a per km basis. The cost for activity-based transport will depend on the ratio of support being provided. The line item used will also be in alignment with the support and funding category that has been claimed against for that particular support. For example, support provided against support and funding categories 04 - Core Supports, will access the 04 – Activity-based transport line item.

The line items and transport fees for each support ratio are below:

Transport provided at a 1:4 support ratio	04_799_0135_6_1	Core Supports	25 cents/km
	09_799_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_799_0117_1_3	Capacity Building – Improved Daily Living	
Transport provided at a 1:3 support ratio	04_799_0135_6_1	Core Supports	33 cents/km
	09_799_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_799_0117_1_3	Capacity Building – Improved Daily Living	
Transport provided at a 1:2 support ratio	04_799_0135_6_1	Core Supports	50 cents/km

	09_799_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_799_0117_1_3	Capacity Building – Improved Daily Living	
Transport provided at a 1:1 support ratio	04_799_0135_6_1	Core Supports	100 cents/km
	09_799_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_799_0117_1_3	Capacity Building – Improved Daily Living	

### CANCELLATION POLICY

If a guest does not attend a scheduled session of a program, the normal NDIS rate will apply. If a guest would like to exit a program, the guest must provide a minimum of two weeks notice. This intention to leave the program must be provided in writing. Charges will cease from the date, 2 weeks the notice to exit the program is received.

In the event of a guest exiting a program, the out of pocket cost for that program will not be refunded.

### 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](mailto:info@stellartexperiences.com.au)

For more specific enquiries or cancellations for our different service areas, please contact us on:

**Sydney**

Phone – 0456 112 270

Email – [sydney@stellarexperiences.com.au](mailto:sydney@stellarexperiences.com.au)

**Illawarra**

Phone – 0439 014 858

Email – [illawarra@stellarexperiences.com.au](mailto:illawarra@stellarexperiences.com.au)

**Canberra**

Phone – 0400 804 986

Email – [canberra@stellarexperiences.com.au](mailto:canberra@stellarexperiences.com.au)

**Gold Coast/Brisbane**

Phone – 0477 772 990

Email – [queensland@stellarexperiences.com.au](mailto:queensland@stellarexperiences.com.au)



## Additional NDIS Administrative Services

NDIS PLAN REVIEW QUOTES			
<p>NDIS quotes to support a guest's scheduled or unscheduled Plan Review. These quotes are only provided at the request of our guests.</p>	<p><b>01_011_0107_1_1</b></p>	<p>Core Supports</p>	<p>\$65/hour  (generally 1-2 hours required)</p>
INDIVIDUALISED PLAN REVIEW PROGRESS REPORTS			
<p>Individualised 'Progress Reports' – to be used as additional evidence for a scheduled or unscheduled plan review. These reports are only provided as per the request of our guests.</p> <p>These reports outline what goals have been achieved/worked towards, areas for improvement, as well as additional funding recommendations.</p>	<p><b>01_011_0107_1_1</b></p>	<p>Core Supports</p>	<p>\$65/hour  (generally 3-4 hours required)</p>
ENQUIRIES			
<p>For more information or general enquiries on these services please contact our NDIS Specialist on:</p> <p>Phone – 0448 881 058                      Email – <a href="mailto:ndis@stellarexperiences.com.au">ndis@stellarexperiences.com.au</a></p>			