



2025/26 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. Please note, each of our supports have a 14-day payment period.

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

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

Individual Capacity Building Supports (1:1s)

NDIS COSTS			
DAY	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
Weekday 1:1 ratio	01_011_0107_1_1	Core Supports	\$70.00/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	\$70.00/hour
	15_037_0117_1_3	Capacity Building – Improved Daily Living	\$70.00/hour
Weekday (Evening) 1:1 ratio <i>*For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.</i>	01_015_0107_1_1	Core Supports	\$77.00/hour
	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	\$77.00/hour
Saturday 1:1 ratio	01_013_0107_1_1	Core Supports	\$98.00/hour
Sunday 1:1 ratio	01_014_0107_1_1	Core Supports	\$127.00/hour
Public Holiday 1:1 ratio	01_012_0107_1_1	Core Supports	\$156.00/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.

Transport that is reasonable and necessary within the local area	04_591_0136_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.

Group Based Social and Community Participation

NDIS COSTS			
DAY	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
4 GUESTS PER GROUP			
Weekday	04_102_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	\$17.50/hour
Weekday (Evening) <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	Core Supports Capacity Building – Increased Social and Community Participation Capacity Building – Improved Daily Living	\$19.25/hour
Saturday	04_104_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	\$24.50/hour
Sunday	04_105_0136_6_1 09_009_0117_6_3	Core Supports Capacity Building – Increased Social and Community Participation	\$31.75/hour

	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Public Holiday	04_106_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	\$39.00/hour
3 GUESTS PER GROUP			
Weekday	04_102_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	\$23.30/hour
Weekday (Evening) <i>*For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.</i>	04_137_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	\$25.65/hour
Saturday	04_138_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	\$32.65/hour

Sunday	04_139_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	\$42.30/hour
Public Holiday	04_140_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	\$52.00/hour
2 GUESTS PER GROUP			
Weekday	04_102_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	\$35.00/hour
Weekday <i>(Evening)</i> *For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.	04_103_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	\$38.50/hour
Saturday	04_104_0136_6_1	Core Supports	\$49.00/hour

	09_009_0117_6_3	Capacity Building – Increased Social and Community Participation	
	15_037_0117_1_3	Capacity Building – Improved Daily Living	
Sunday	04_105_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	\$63.50/hour
Public Holiday	04_106_0136_6_1 09_009_0117_6_3	Core Supports Capacity Building – Increased Social and Community Participation	\$78.00/hour

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	\$2.50/hour
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NON-FACE-TO-FACE SUPPORT COSTS

Non-Face-to-Face supports at Stellar include things such as:

- Support programming;
- Group and individual activity planning surrounding guest support needs;
- Outcome report writing and communication;
- Consultation and reporting to other providers;
- Skill development progress reporting;
- Client risk assessment and mitigation

These supports are calculated six minutes (or 10%) of our weekday rate for Non-Face-to-Face supports will be charged to guests, regardless of the time or day of the support occurring. This means for supports on weekends and Public Holidays, only the Weekday standard support rate will be used for calculating Non-Face-to-Face support costs.

These supports are only applicable to our Group Community and Centre Based activities, meaning they will not apply to Individual (1:1) Capacity Building supports or any of our Overnight Capacity Building experiences.

Group-based supports, all days	04_102_0136_6_1	Core Supports	\$7.00 per hour of support
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OUT OF POCKET

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.

Our midweek capacity building programs each 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 your area 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 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_591_0136_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 1:2 or 1:3 ratio	As above	As above	1:3 – 33 cents/km 1:2 – 50 cents/km 1:1 – 100 cents/km

CANCELLATION POLICY

Stellar Experiences must be notified of any intention to cancel in writing, either through your personalised dashboard, or in an email to info@stellarexperiences.com.au

A short notice cancellation is determined when:

- a guest provides less than five (5) 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 within a reasonable time

In the case of any short notice cancellation, Stellar Experiences will attempt to fill your position on that experience. If we are unable to fill your position, the following charges will apply:

NDIS Charges

100% of the NDIS component will be charged for short notice cancellations. No NDIS charge applies if cancelled with more than five (5) business days' notice.

Out of Pocket Charges

For any ticketed events, if we can fill your spot, we will refund you the out-of-pocket cost. If we cannot fill your spot, we cannot refund the out-of-pocket cost regardless of how much notice is given. For non-ticketed events, we will refund out-of-pocket costs each time. Ticketed events include any experience where Stellar Experiences has pre-purchased a ticket (e.g. concerts, sporting events, conventions etc)

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.

Overnight Independent Living Skill Supports including Respite

NDIS COSTS			
DAY	NDIS LINE ITEM	FUNDING CATEGORY	OUR COST
DOMESTIC BREAKS			
Weekday 1:4 ratio	01_045_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	\$708 per day <i>(maximum)</i>
Saturday 1:4 ratio	01_051_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	\$860 per day <i>(maximum)</i>
Sunday 1:4 ratio	01_052_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	\$1,046 per day <i>(maximum)</i>
Public Holiday 1:4 ratio	01_053_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	\$1,231 per day <i>(maximum)</i>
Weekday 1:3 ratio	01_062_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	\$872 per day <i>(maximum)</i>
Saturday 1:3 ratio	01_063_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	\$1074 per day <i>(maximum)</i>
Sunday 1:3 ratio	01_064_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	\$1321 per day <i>(maximum)</i>

Public Holiday 1:3 ratio	01_065_0115_1_1	Core Supports - STA and Assistance (Inc. Respite)	\$1569 per day (<i>maximum</i>)
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***Note:** 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.

Our experiences 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.

OVERSEAS BREAKS

Weekday	04_102_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	\$23.30/hour
Weekday (<i>Evening</i>) <i>*For shifts ending after 08:00 PM, the entire shift will be charged at the evening rate.</i>	04_137_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	\$25.65/hour
Saturday	04_138_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	\$32.65/hour

Sunday	04_139_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	\$42.30/hour
Public Holiday	04_140_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	\$52.00/hour
Sleepover Allowance	01_010_0107_1_1	Core Supports	\$60.00/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.

Gather – Mental Health Supports

GATHER ONLINE			
Online	04_210_0125_6_1	Core Supports	\$50.00/week, subscription- based
GATHER YOURSELF			
Weekday	15_621_0128_1_3	Capacity Building	\$100.00/hour
GATHER AROUND			
Weekday	04_102_0136_6_1	Core Supports	\$35.00/hour
CENTRE CAPITAL COST			
Gather Around only	04_599_0136_6_1	Core Supports	\$2.50/hour
NON-FACE-TO-FACE			
Gather Around only	04_102_0136_6_1	Core Supports	\$14.00/hour of support
ENQUIRIES			
<p>For more information or general enquiries on these services please contact our NDIS Specialist on:</p> <p>Phone – 02 7506 8383 Email – gather@stellarexperiences.com.au</p>			

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>01_011_0107_1_1</p>	<p>Core Supports</p>	<p>\$70.00/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>01_011_0107_1_1</p>	<p>Core Supports</p>	<p>\$70.00/hour (generally 3-4 hours required)</p>
COORDINATION OF CARE ONBOARDING AND REVIEW MEETINGS			
<p>Each guest who is onboarded to Stellar Experiences undertakes an onboarding meeting, where supports are discussed and coordinated. Each 12 months these documents are then reviewed.</p>	<p>01_011_0107_1_1</p>	<p>Core Supports</p>	<p>\$70.00/hour (generally 4 hours required)</p>
ENQUIRIES			
<p>For more information or general enquiries on these services please contact our NDIS Specialist on:</p> <p>Phone – 02 7506 8383 Email – ndis@stellarexperiences.com.au</p>			

SUPPORT ENQUIRIES

In the event you need to cancel a support with Stellar Experiences, or for general enquiries about any of supports please contact us on:

Phone – 02 7506 8383

Email – info@stellarexperiences.com.au

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

Sydney

Email – sydney@stellarexperiences.com.au

Illawarra

Email – illawarra@stellarexperiences.com.au

Canberra

Email – canberra@stellarexperiences.com.au