

Services Price List

As a provider, it's our job to support you in achieving your goals and strengthening your capacity to live independently in your community. We look forward to helping you achieve your goals through your NDIS plan. Have a question? We are available to take your call 24 hours a day, seven days a week. Call us on 03 8899 9168 or email us at info@empress.org.au

Structure of Fees and Charges – Empress Support Services:

Services available:	24hours, 7days a Week, 365 days a Year.		
Office hour services:	9.00pm to 5.00am Monday to Friday and 9.00pm to 1.00pm Saturday		
Public holidays:	New Years Day	Easter Monday	Christmas Day
	Australia Day	Anzac Day	Boxing Day
	Good Friday	Queens Birthday	
	Easter Saturday	October Labour Day	*Any applicable local public holiday.
Service Duration:	Minimum of a 3-hour service. After 3 hours, services are billed in 15-minute increments.		
Transport:	A per kilometre rate is charged when using Empress Support Services or Support Worker motor vehicles within the duration of client services for participant purposes.		
Travel Time Charges:	The time and per kilometre distance travelled by an Empress support worker to a participant's service will be charged up to a maximum of 30 minutes per service. This will be calculated at the rate of the support at 0.97 cents.		
Cancellations:	Where the service is cancelled without five (5) clear business days' notice prior to the scheduled service, a fee of 100% of the requested support will apply.		
Higher Intensity Supports:	A Higher Intensity Support rate is charged when Empress workers are required to provide these supports to participants. The rate is outlined below.		

Services Price List

Review:	Fees and Charges are reviewed quarterly and are in line or better than NDIS pricing arrangements
Please call for a quote:	Capacity building, group & centre activities, social event and 10+ hour support.
Establishment Fee:	An Establishment fee may be deducted from your plan in line with NDIS rules. See information below

Fees and Charges:

(Per the NDIS Pricing Arrangements and Price Limits 2022/2023)

Support Item	Hourly Rate	With TTP	Time frame	Support Item Reference Number
ASSISTANCE WITH SELF CARE ACTIVITIES				
Assistance with Self Care Activities – Standard – Weekday - Daytime	\$62.17	\$64.04	Hourly	01_011_0107_1_1
Assistance with Self Care Activities – Standard – Weekday - Evening	\$68.50	\$70.56	Hourly	01_015_0107_1_1
Assistance with Self Care Activities – Standard – Saturday	\$87.51	\$90.14	Hourly	01_013_0107_1_1
Assistance with Self Care Activities – Standard – Sunday	\$112.85	\$116.24	Hourly	01_014_0107_1_1
Assistance with Self Care Activities – Standard – Public Holiday	\$138.20	\$142.35	Hourly	01_012_0107_1_1

Services Price List

Assistance with Self Care – Standard – Weekday Night	\$69.77	\$71.86	Hourly	01_002_0107_1_1
Assistance with Self Care – Night Time - Sleepover	\$262.16	\$262.16(TTP not applicable)	Entire period of 10pm-6am - Weekdays	01_010_0107_1_1

ASSISTANCE WITH SELF CARE ACTIVITIES – HIGHER INTENSITY SUPPORT

Assistance with Self-Care Activities – High Intensity – Weekday Daytime	\$67.28	\$69.15	Hourly	01_400_0104_1_1
Assistance with Self-Care Activities – High Intensity – Weekday Evening	\$74.14	\$76.20	Hourly	01_401_0104_1_1
Assistance with Self-Care Activities – High Intensity – Weekday Night	\$75.51	\$77.60	Hourly	01_405_0104_1_1
Assistance with Self-Care Activities – High Intensity – Saturday	\$94.71	\$97.34	Hourly	01_402_0104_1_1
Assistance with Self-Care Activities – High Intensity – Sunday	\$122.14	\$125.53	Hourly	01_403_0104_1_1
Assistance with Self-Care Activities – High Intensity – Public Holiday	\$149.57	\$153.72	Hourly	01_404_0104_1_1

ACCESS COMMUNITY, SOCIAL AND RECREATIONAL ACTIVITIES

Services Price List

Access Community, Social And Rec Activities – Standard – Weekday Daytime	\$62.17	\$64.04	Hourly	04_104_0125_6_1
Access Community, Social And Rec Activities – Standard – Weekday Evening	\$68.50	\$70.56	Hourly	04_103_0125_6_1
Access Community, Social And Rec Activities – Standard – Saturday	\$87.51	\$90.14	Hourly	04_105_0125_6_1
Access Community, Social And Rec Activities – Standard – Sunday	\$112.85	\$116.24	Hourly	04_106_0125_6_1
Access Community, Social And Rec Activities – Standard – Public Holiday	\$138.20	\$142.35	Hourly	04_102_0125_6_1

ASSISTANCE WITH PERSONAL DOMESTIC ACTIVITIES / HOUSE CLEANING AND OTHER ACTIVITIES

Assistance With Personal Domestic Activities	\$52.73	\$52.73 (TTP not applicable)	Hourly	01_004_0107_1_1
House Cleaning and Other Household Activities	\$51.81	\$51.81(TTP not applicable)	Hourly	01_020_0120_1_1

In the case of sleepovers and rostered overnight care, for the worker to sleep or live in the designated place of work, we must include the provision of:

- *Suitable healthy accommodation and bedding*
- *Access to an acceptable bathroom and toilet facilities*
- *Cutlery and crockery for the workers to use on the premises*
- *Access to laundry facilities if required.*

Services Price List

Establishment fee for personal care/community access

This fee applies to all NDIS participants on the commencement of the first service agreement with a service provider, where they receive at least 20 hours of personal care/community access support per month.

This payment is to cover non-ongoing costs for providers establishing arrangements and assisting participants in implementing their plans.

The establishment fee is claimable by the provider who assists the participant with implementing their NDIS Plan, delivers a minimum of 20 hours per month of personal care/community access support and has agreed with the participant to supply these services.

The establishment fee will operate as follows:

Providers can charge \$621.70 against a plan if assisting a participant new to the provider.

To contact us for further information, please phone the office on 03 8899 9168 or alternatively, email: info@empress.org.au