

***Genuine Support Services Australia  
Schedule of Rates***

**Genuine Support Services Australia’s Services mapped to NDIS Support Categories**

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| --- | --- | --- |
| **Genuine Support Services Australia Service Type** | **Support Purpose** | **Support Category** |
| 1:1 Individual Support (In Home Support) | Core | Assistance with daily life |
| 1:1 Individual Support (In Community) | Core | Assistance with Social and Community Participation |
| Respite and Short-Term Accommodation | Core | Assistance with daily life |
| Social, Recreational and Learning Groups (In Community) | Core | Assistance with daily life |
| Assistance in Coordinating or Managing Life Stages, Transitions and Supports | Capacity Building | Support Coordination |
| Therapeutic Supports | Capacity Building | Improved daily living skills |
| School Leaver Employment Supports | Finding and keeping a job | Finding and keeping a job |

**1:1 Individual Support (In home support) - Core**

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| --- | --- | --- | --- | --- | --- |
| **Level of Support** | **Ratio (Staff to Clients)** | **Period** | **Unit of Measure** | **NDIS Code** | **Price ($)** |
| House and/or Yard Maintenance | 1:1 | Weekday Daytime | Hourly | 01\_019\_0120\_1\_1 | $53.09 |
| House Cleaning and other Household Activities | 1:1 | Weekday Daytime | Hourly | 01\_020\_0120\_1\_1 | $54.07 |
| Standard | 1:1 | Weekday Daytime | Hourly | 01\_011\_0107\_1\_1 | $65.00 |
| Standard | 1:1 | Weekday Evening | Hourly | 01\_015\_0107\_1\_1 | $72.00 |
| Standard | 1:1 | Weekday Night | Hourly | 01\_002\_0107\_1\_1 | $73.00 |
| Standard (All Levels) | 1:1 | Passive Overnight | Each | 01\_010\_0107\_1\_1 | $276.27 |
| Standard | 1:1 | Saturday | Hourly | 01\_013\_0107\_1\_1 | $92.00 |
| Standard | 1:1 | Sunday | Hourly | 01\_014\_0107\_1\_1 | $118.00 |
| Standard | 1:1 | Public Holiday | Hourly | 01\_012\_0107\_1\_1 | $145.00 |

***Important Information***

* Cancellation fees may apply.
* Genuine Support Services Australia pricing will change annually from the 1st of July.

***Period Calculation***

A Weekday is Monday to Friday, the extra rates paid for Saturday/Sunday/Public holidays are in substitution for, and not cumulative upon, the shift premiums payable for evening and overnight supports, the extra rates for Saturday/Sunday/Public Holidays do not increase further when the support finishes after 8pm.

Daytime starts at 6am and finishes at 8pm. Evening is where the support finishes after 8pm and before 12 midnight. Overnight is where the support finishes after 12 midnight and before 6am.

***Active of Passive Nights***

If passive support is provided and the support turns active due to a customer need, the active support rate will be charged. Passive overnights are charged at an “each” rate per customer. However, passive overnight support can be shared between customers as the staffing ratio (i.e. 1:1) refers to active hours only.

***Staffing Ratios***

Genuine Support Services Australia shall always seek to provide service using a staffing ratio specific to the customer’s needs, however where this is not possible the customer will be charged at the staffing ratio applicable to the service that has been provided. Genuine Support Services Australia will notify you where possible in advance if an optimum staffing ratio cannot be achieved.

**1:1 Individual Support (In community) - Core**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of Support** | **Ratio (Staff to Clients)** | **Period** | **Unit of Measure** | **NDIS Code** | **Price ($)** |
| Standard | 1:1 | Weekday Daytime | Hourly | 04\_104\_0125\_6\_1 | $65.00 |
| Standard | 1:1 | Weekday Evening | Hourly | 04\_103\_0125\_6\_1 | $72.00 |
| Standard | 1:1 | Saturday | Hourly | 04\_105\_0125\_6\_1 | $92.00 |
| Standard | 1:1 | Sunday | Hourly | 04\_106\_0125\_6\_1 | $118.00 |
| Standard | 1:1 | Public Holiday | Hourly | 04\_102\_0125\_6\_1 | $145.00 |

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* Genuine Support Services Australia pricing will change annually from the 1st of July.
* Travel during Social and Community Participation will be charged at a rate of $1.00 per KM.

***Period Calculation***

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Daytime starts at 6am and finishes at 8pm. Evening is where the support finishes after 8pm and before 12 midnight. Overnight is where the support finishes after 12 midnight or commences before 6am.

***Staffing Ratios***

Genuine Support Services Australia shall always seek to provide service using a staffing ratio specific to the customer’s needs, however where this is not possible the customer will be charged at the staffing ratio applicable to the service that has been provided. Genuine Support Services Australia will notify you where possible in advance if an optimum staffing ratio cannot be achieved.

**Respite and Short-Term Accommodation - Core**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Level of Support** | **Ratio (Staff to Clients)** | **Period** | **Unit of Measure** | **NDIS Code** | **Price ($)** | **Notes** |
| Standard | 1:1 | Weekday (24 hours) | Day | 01\_058\_0115\_1\_1 | $2033.53 | 24 hour rates include all expenses in a 24 hour period including assistance with daily personal activities, accommodation, food and venue based activities |
| Standard | 1:1 | Saturday (24 hours) | Day | 01\_059\_0115\_1\_1 | $2598.81 |
| Standard | 1:1 | Sunday (24 hours) | Day | 01\_060\_0115\_1\_1 | $3291.21 |
| Standard | 1:1 | Public Holiday (24 hours) | Day | 01\_061\_0115\_1\_1 | $3983.61 |  |
| Standard | 1:2 | Weekday | Day | 01\_054\_0115\_1\_1 | $1119.89 |  |
| Standard | 1:2 | Saturday | Day | 01\_055\_0115\_1\_1 | $1402.53 |  |
| Standard | 1:2 | Sunday | Day | 01\_056\_0115\_1\_1 | $1748.73 |  |
| Standard | 1:2 | Public Holiday | Day | 01\_057\_0115\_1\_1 | $2094.93 |  |
| Standard | 1:3 | Weekday | Day | 01\_062\_0115\_1\_1 | $815.34 |  |
| Standard | 1:3 | Saturday | Day | 01\_063\_0115\_1\_1 | $1003.77 |  |
| Standard | 1:3 | Sunday | Day | 01\_064\_0115\_1\_1 | $1234.57 |  |
| Standard | 1:3 | Public Holiday | Day | 01\_065\_0115\_1\_1 | $1465.37 |  |

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***How will support be calculated if it is over or under the 24-hour time frame?***

Support shall be charged at a discounted rate up to and including 20 hours, once 20 hours is exceeded the full 24-hour day rate applies.

***Period of Support Calculation***

Support will be calculated from the time of admission into the service and calculated every 24 hours thereafter. The day of the week that is charged will be based on where the majority of hours fall; if this is equal it will be at Genuine Support Services Australia’s discretion.

Staffing Ratios

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**Service Inclusions/Exclusions**

|  |  |  |
| --- | --- | --- |
| **Item Description** | **Included** | **Excluded** |
| Staffing Costs |  |  |
| Food and Drink |  |  |
| Accommodation |  |  |
| Ticket/Admission Costs on Excursions |  | (Paid separately by customer) |

**Social Recreation and Learning Groups - Core**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level of Support** | **Ratio (Staff to Clients)** | **Period** | **Unit of Measure** | **NDIS Code** | **Price ($)** |
| Standard | 1:1 | Weekday Daytime | Hourly | 04\_104\_0125\_6\_1 | $65.00 |
| Standard | 1:2 | Weekday Daytime | Hourly | 04\_111\_0136\_6\_1 | $33.00 |
| Standard | 1:3 | Weekday Daytime | Hourly | 04\_120\_0136\_6\_1 | $26.00 |
| Standard | 1:4 | Weekday Daytime | Hourly | 04\_136\_0136\_6\_1 | $22.00 |
| Standard | 1:1 | Weekday Evening | Hourly | 04\_103\_0125\_6\_1 | $72.00 |
| Standard | 1:2 | Weekday Evening | Hourly | 04\_114\_0136\_6\_1 | $40.00 |
| Standard | 1:3 | Weekday Evening | Hourly | 04\_123\_0136\_6\_1 | $28.00 |
| Standard | 1:4 | Weekday Evening | Hourly | 04\_137\_0136\_6\_1 | $24.00 |
| Standard | 1:1 | Saturday | Hourly | 04\_105\_0125\_6\_1 | $92.00 |
| Standard | 1:2 | Saturday | Hourly | 04\_112\_0136\_6\_1 | $48.00 |
| Standard | 1:3 | Saturday | Hourly | 04\_121\_0136\_6\_1 | $38.00 |
| Standard | 1:4 | Saturday | Hourly | 04\_138\_0136\_6\_1 | $31.00 |

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***Staffing Ratios***

Genuine Support Services Australia shall always seek to provide service using a staffing ratio specific to the customer’s needs, however where this is not possible the customer will be charged at the staffing ratio applicable to the service that has been provided. Genuine Support Services Australia will notify you where possible in advance, if an optimum staffing ratio cannot be achieved.

**Assistance in Coordinating or Managing Life Stages, Transitions and Supports – Capacity Building**

|  |  |  |  |
| --- | --- | --- | --- |
| **Level of Support** | **Unit of Measure** | **NDIS Code** | **Price ($)** |
| Level 1: Support Connection | Hourly | 07\_001\_0106\_8\_3 | $74.65 |
| Level 2: Coordination of Supports | Hourly | 07\_002\_0106\_8\_3 | $100.14 |

***Support Connection includes but is not limited to:***

* Understanding the plan.
* Connecting with supports and services.
* Establishing supports.
* Coaching, refining and reflecting.
* Reporting to the NDIS

***Coordination of supports includes but is not limited to:***

* Understanding the plan.
* Connecting with supports and services.
* Establishing supports.
* Coaching, refining and reflecting.
* Targeted support coordination.
* Crisis planning, prevention, mitigation and action.
* Building capacity and resilience.
* Reporting to the NDIA.

**Therapeutic Supports – Capacity Building**

|  |  |  |  |
| --- | --- | --- | --- |
| **Level of Support** | **Unit of Measure** | **NDIS Code** | **Price ($)** |
| Counselling | Hourly | 15\_043\_0128\_1\_3 | $156.16 |
| Assessment Recommendation Therapy and/or Training (Incl. AT) - Psychology | Hourly | 15\_054\_0128\_1\_3 | $234.83 |
| Therapy Assistant – Level 1 | Hourly | 15\_052\_0128\_1\_3 | $56.16 |
| Therapy Assistant – Level 2 | Hourly | 15\_008\_0118\_1\_3 | $85.00 |

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**School Leaver Employment Supports – Finding and Keeping a Job**

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| --- | --- | --- | --- |
| **Level of Support** | **Unit of Measure** | **NDIS Code** | **Price ($)** |
| School leaver employment supports | Hourly | 10\_021\_0102\_5\_3 | $80.00 |

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