



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

## Genuine Support Services Australia's Services mapped to NDIS Support Categories

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

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

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	\$56.98
House Cleaning and other Household Activities	1:1	Weekday Daytime	Hourly	01_020_0120_1_1	\$58.03
Standard	1:1	Weekday Daytime	Hourly	01_011_0107_1_1	\$70.00
Standard	1:1	Weekday Evening	Hourly	01_015_0107_1_1	\$77.00
Standard	1:1	Weekday Night	Hourly	01_002_0107_1_1	\$78.00
Standard (All Levels)	1:1	Passive Overnight	Each	01_010_0107_1_1	\$297.60
Standard	1:1	Saturday	Hourly	01_013_0107_1_1	\$98.00
Standard	1:1	Sunday	Hourly	01_014_0107_1_1	\$127.00
Standard	1:1	Public Holiday	Hourly	01_012_0107_1_1	\$156.00

***Important Information***

- Cancellation fees may apply.
- Genuine Support Services Australia pricing will change annually from the 1<sup>st</sup> 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	\$70.00
Standard	1:1	Weekday Evening	Hourly	04_103_0125_6_1	\$77.00
Standard	1:1	Saturday	Hourly	04_105_0125_6_1	\$98.00
Standard	1:1	Sunday	Hourly	04_106_0125_6_1	\$127.00
Standard	1:1	Public Holiday	Hourly	04_102_0125_6_1	\$156.00

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- Travel during Social and Community Participation will be charged at a rate of \$1.00 per KM.

### 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 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	\$2178.57	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	\$2785.13	
Standard	1:1	Sunday (24 hours)	Day	01_060_0115_1_1	\$3527.69	
Standard	1:1	Public Holiday (24 hours)	Day	01_061_0115_1_1	\$4270.25	
Standard	1:2	Weekday	Day	01_054_0115_1_1	\$1198.69	
Standard	1:2	Saturday	Day	01_055_0115_1_1	\$1501.97	
Standard	1:2	Sunday	Day	01_056_0115_1_1	\$1873.25	
Standard	1:2	Public Holiday	Day	01_057_0115_1_1	\$2244.53	
Standard	1:3	Weekday	Day	01_062_0115_1_1	\$872.06	
Standard	1:3	Saturday	Day	01_063_0115_1_1	\$1074.25	
Standard	1:3	Sunday	Day	01_064_0115_1_1	\$1221.77	
Standard	1:3	Public Holiday	Day	01_065_0115_1_1	\$1569.29	

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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**

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.

### **Service Inclusions/Exclusions**

Item Description	Included	Excluded
Staffing Costs	ü	
Food and Drink	ü	
Accommodation	ü	
Ticket/Admission Costs on Excursions		ü (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	\$70.00
Standard	1:2	Weekday Daytime	Hourly	04_111_0136_6_1	\$35.00
Standard	1:3	Weekday Daytime	Hourly	04_120_0136_6_1	\$25.00
Standard	1:4	Weekday Daytime	Hourly	04_136_0136_6_1	\$17.50
Standard	1:1	Weekday Evening	Hourly	04_103_0125_6_1	\$77.00
Standard	1:2	Weekday Evening	Hourly	04_114_0136_6_1	\$38.50
Standard	1:3	Weekday Evening	Hourly	04_123_0136_6_1	\$25.66
Standard	1:4	Weekday Evening	Hourly	04_137_0136_6_1	\$19.25
Standard	1:1	Saturday	Hourly	04_105_0125_6_1	\$98.00
Standard	1:2	Saturday	Hourly	04_112_0136_6_1	\$49.00
Standard	1:3	Saturday	Hourly	04_121_0136_6_1	\$32.66
Standard	1:4	Saturday	Hourly	04_138_0136_6_1	\$24.50

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***Period of Support Calculation***

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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 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	\$232.99
Therapy Assistant – Level 2	Hourly	15_008_0118_1_3	\$86.79

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