

Empress Support Services (Services Pricelist).

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? 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	Kings 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 transport the participants during their support will be per service. This will be calculated at the rate of the support at 0.97 cents.		
Cancellations:	Where the service is cancelled without three (2) 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.		

Empress Support Services (Services Pricelist).

Review:	Fees and Charges are reviewed quarterly and are in line or better than NDIS pricing arrangements
Please call for a quote:	For SDA rate and other services not below.
Establishment Fee:	An Establishment fee may be deducted from your plan in line with NDIS rules. See information below
<p>Fees and Charges:</p> <p><i>(Per the NDIS Pricing Arrangements and Price Limits 2024/2025)</i></p>	

Assistance in Supported Independent Living				
Support Item Number	Support Item Name	Support Category Name	Rate	Unit
01_049_0107_1_1	Establishment Fee For Personal Care/Participation	Assistance with Daily Life (Includes SIL)	\$676.60	E
01_799_0115_1_1	Provider travel - non-labour costs	Assistance with Daily Life (Includes SIL)	\$1.00	E
01_801_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Daytime	Assistance with Daily Life (Includes SIL)	\$67.56	H
01_802_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Evening	Assistance with Daily Life (Includes SIL)	\$74.44	H
01_803_0115_1_1	Assistance in Supported Independent Living - Standard - Weekday Night	Assistance with Daily Life (Includes SIL)	\$75.82	H
01_804_0115_1_1	Assistance in Supported Independent Living - Standard - Saturday	Assistance with Daily Life (Includes SIL)	\$95.07	H
01_805_0115_1_1	Assistance in Supported Independent Living - Standard - Sunday	Assistance with Daily Life (Includes SIL)	\$122.59	H
01_806_0115_1_1	Assistance in Supported Independent Living - Standard - Public Holiday	Assistance with Daily Life (Includes SIL)	\$150.01	H
01_049_0104_1_1	Establishment Fee For Personal Care/Participation - High Intensity	Assistance with Daily Life (Includes SIL)	\$676.60	E
01_799_0104_1_1	Provider travel - non-labour costs	Assistance with Daily Life (Includes SIL)	\$1.00	E
01_811_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Daytime	Assistance with Daily Life (Includes SIL)	\$73.09	H

Empress Support Services (Services Pricelist).

01_812_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Evening	Assistance with Daily Life (Includes SIL)	\$80.53	H
01_813_0115_1_1	Assistance in Supported Independent Living - High Intensity - Weekday Night	Assistance with Daily Life (Includes SIL)	\$82.02	H
01_814_0115_1_1	Assistance in Supported Independent Living - High Intensity - Saturday	Assistance with Daily Life (Includes SIL)	\$102.86	H
01_815_0115_1_1	Assistance in Supported Independent Living - High Intensity - Sunday	Assistance with Daily Life (Includes SIL)	\$132.62	H
01_816_0115_1_1	Assistance in Supported Independent Living - High Intensity - Public Holiday	Assistance with Daily Life (Includes SIL)	\$162.38	H

Assistance In Supported Independent Living Time Sleepover

Support Item Number	Support Item Name	Support Category Name	Rate	Unit
01_832_0115_1_1	Weekdays - Mon Tue Wed Thu Fri - Sleepover	Assistance with Daily Life (Includes SIL)	\$286.56	E
01_832_0115_1_1	Saturday - Sleepover	Assistance with Daily Life (Includes SIL)	\$286.56	E
01_832_0115_1_1	Sunday - Sleepover	Assistance with Daily Life (Includes SIL)	\$286.56	E
01_832_0115_1_1	Public Holidays - Sleepover	Assistance with Daily Life (Includes SIL)	\$286.56	E

Assistance with social and community participation

Support Item Number	Support Item Name	Support Category Name	Rate	Unit
04_049_0125_1_1	Establishment Fee For Personal Care/Participation	Assistance with Social, Economic and Community Participation	\$675.06	E
04_799_0125_6_1	Provider travel - non-labour costs	Assistance with Social, Economic and Community Participation	\$1.00	E
04_590_0125_6_1	Activity Based Transport	Assistance with Social, Economic and Community Participation	\$1.00	E

Empress Support Services (Services Pricelist).

04_102_0125_6_1	Access Community Social and Rec Activ - Standard - Public Holiday	Assistance with Social, Economic and Community Participation	\$150.01	H
04_103_0125_6_1	Access Community Social and Rec Activ - Standard - Weekday Evening	Assistance with Social, Economic and Community Participation	\$74.44	H
04_104_0125_6_1	Access Community Social and Rec Activ - Standard - Weekday Daytime	Assistance with Social, Economic and Community Participation	\$67.56	H
04_105_0125_6_1	Access Community Social and Rec Activ - Standard - Saturday	Assistance with Social, Economic and Community Participation	\$95.07	H
04_106_0125_6_1	Access Community Social and Rec Activ - Standard - Sunday	Assistance with Social, Economic and Community Participation	\$122.59	H
04_049_0104_1_1	Establishment Fee For Personal Care/Participation - High Intensity	Assistance with Social, Economic and Community Participation	\$675.06	E
04_592_0104_6_1	Activity Based Transport - High Intensity	Assistance with Social, Economic and Community Participation	\$1.00	E
04_799_0104_6_1	Provider travel - non-labour costs - High Intensity	Assistance with Social, Economic and Community Participation	\$1.00	E
04_400_0104_1_1	Access Community Social and Rec Activ - High Intensity - Weekday Daytime	Assistance with Social, Economic and Community Participation	\$73.09	H
04_401_0104_1_1	Access Community Social and Rec Activ - High Intensity - Weekday Evening	Assistance with Social, Economic and Community Participation	\$80.53	H
04_402_0104_1_1	Access Community Social and Rec Activ - High Intensity - Saturday	Assistance with Social, Economic and Community Participation	\$102.86	H
04_403_0104_1_1	Access Community Social and Rec Activ - High Intensity - Sunday	Assistance with Social, Economic and Community Participation	\$132.62	H
04_404_0104_1_1	Access Community Social and Rec Activ - High Intensity - Public Holiday	Assistance with Social, Economic and Community Participation	\$162.38	H

Empress Support Services (Services Pricelist).

Daily Personal Activities				
Support Item Number	Support Item Name	Support Category Name	Rate	Unit
01_049_0107_1_1	Establishment Fee For Personal Care/Participation	Assistance with Daily Life (Includes SIL)	\$675.06	E
04_590_0125_6_1	Activity Based Transport	Assistance with Social, Economic and Community Participation	\$1.00	E
01_799_0107_1_1	Provider travel - non-labour costs	Assistance with Daily Life	\$1.00	E
01_002_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Night	Assistance with Daily Life (Includes SIL)	\$75.82	H
01_011_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Daytime	Assistance with Daily Life (Includes SIL)	\$67.56	H
01_012_0107_1_1	Assistance With Self-Care Activities - Standard - Public Holiday	Assistance with Daily Life (Includes SIL)	\$150.01	H
01_013_0107_1_1	Assistance With Self-Care Activities - Standard - Saturday	Assistance with Daily Life (Includes SIL)	\$95.07	H
01_014_0107_1_1	Assistance With Self-Care Activities - Standard - Sunday	Assistance with Daily Life (Includes SIL)	\$122.59	H
01_015_0107_1_1	Assistance With Self-Care Activities - Standard - Weekday Evening	Assistance with Daily Life (Includes SIL)	\$74.44	H
04_049_0104_1_1	Establishment Fee For Personal Care/Participation - High Intensity	Assistance with Social, Economic and Community Participation	\$675.06	E
04_592_0104_6_1	Activity Based Transport - High Intensity	Assistance with Social, Economic and Community Participation	\$1.00	E
04_799_0104_6_1	Provider travel - non-labour costs - High Intensity	Assistance with Social, Economic and Community Participation	\$1.00	E
01_400_0104_1_1	Assistance With Self-Care Activities - High Intensity - Weekday Daytime	Assistance with Daily Life (Includes SIL)	\$73.09	H
01_401_0104_1_1	Assistance With Self-Care Activities - High Intensity - Weekday Evening	Assistance with Daily Life (Includes SIL)	\$80.53	H
01_402_0104_1_1	Assistance With Self-Care Activities - High Intensity - Saturday	Assistance with Daily Life (Includes SIL)	\$102.86	H
01_403_0104_1_1	Assistance With Self-Care Activities - High Intensity - Sunday	Assistance with Daily Life (Includes SIL)	\$132.62	H
01_404_0104_1_1	Assistance With Self-Care Activities - High Intensity - Public Holiday	Assistance with Daily Life (Includes SIL)	\$162.38	H
01_405_0104_1_1	Assistance With Self-Care Activities - High Intensity - Weekday Night	Assistance with Daily Life (Includes SIL)	\$82.02	H

Empress Support Services (Services Pricelist).

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 \$675.60 against a plan if assisting a participant new to the provider.

