



Adult Community  
Services

# Aspect Adult Community Services Fees guide

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Effective July 1, 2024



## a different brilliant®

Understanding,  
engaging and celebrating  
the strengths, interests  
and aspirations of people  
on the autism spectrum.

### **Aspect (Autism Spectrum Australia)**

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Chatswood, NSW 2057

[aspect.org.au](http://aspect.org.au)

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# Aspect is a registered NDIS service provider <sup>\*</sup>

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Aspect Adult Community Services  
belong to the following  
**NDIS Registration Groups:**

**High Intensity  
Daily Personal Activities (104)**

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**Participation In Community,  
Social And Civic Activities (125)**

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**Group And Centre Based  
Activities (136)**

Each *Registration Group* has:

- a support category
- a support purpose (**Core**)
- a number of support items with price limits set by the NDIS.

All our fees are set in accordance with the **NDIS Pricing Arrangements and Pricing Limits**.

*Please note:* When a support item is delivered in a group setting, unless otherwise stated in the NDIS Pricing Arrangements and Price Limits, the price limit for each participant is the applicable price in the relevant support table divided by the number of participants in the group.

**NDIS My Provider Number: 405000353**

\* For information on what being a registered provider means, please visit the [NDIS commission website](#).

# Programs of Support fees (NDIS participants)

<b>HIGH INTENSITY DAILY PERSONAL ACTIVITIES</b>		<b>104</b>
Support Category: <b>Assistance with Social and Community Participation</b>		
Support Purpose: <b>Core</b>		
Support items:		Pricing
		Non remote locations (Metro, Regional and National) MMM 1-5
<b>Activity Based Transport</b> 04_592_0104_6_1		<b>\$ 27.50</b> per day
<b>Centre Capital Cost</b> 04_599_0104_6_1		<b>\$ 2.53</b> per hour
<b>Access Community Social And Rec Activities – Weekday Daytime</b> 04_400_0104_1_1		<b>\$ 73.09</b> per hour
<b>Group Activities – High Intensity – Weekday Daytime</b> 04_600_0104_6_1		<b>\$ 73.09</b> per hour

# Programs of Support fees

(NDIS participants)

<b>PARTICIPATION IN COMMUNITY, SOCIAL AND CIVIC ACTIVITIES</b>		<b>125</b>
Support Category: Assistance with Social, Economic and Community Participation		
Support Purpose: Core		
Support items:		Pricing
		Non remote locations (Metro, Regional and National) MMM 1-5
<b>Access Community Social and Rec Activities – Standard – Weekday Daytime</b> 04_104_0125_6_1		<b>\$ 67.56</b> per hour
<b>Community Social and Recreational Activities</b> 04_210_0125_6_1		Levy per activity, based on associated costs

# Programs of Support fees

(NDIS participants)

GROUP AND CENTRE BASED ACTIVITIES <span style="float: right;">136</span>	
Support Category: Assistance with Social and Community Participation	
Support Purpose: Core	
Support items:	Pricing
	Non remote locations (Metro, Regional and National) MMM 1-5
<b>Establishment Fee For Personal Care/Participation</b> 04_049_0136_1_1	<b>\$ 675.60</b>
<b>Centre Capital Cost</b> 04_599_0136_6_1	<b>\$ 2.53</b> per hour
<b>Group Activities – Standard – Weekday Daytime</b> 04_102_0136_6_1	<b>\$ 67.56</b> per hour

# Indirect supports fees

## (NDIS participants) – as per agreed hourly rate

<b>Report writing</b>	Completion of NDIS report.
<b>Individual Support Plan (ISP)</b>	Individual Support planning and completion of Five Point Star profile.
<b>Resource development</b>	Development of resources for the participant.
<b>Progress notes, ISP updates</b>	Progress notes writing and updates to the participant's ISP.
<b>Phone calls</b>	Communication with participant, parents/carers, medical, education, NDIS, other allied health professionals and Aspect staff.
<b>Paperwork, forms, letters, emails</b>	Written communication with other agencies or medical professionals.
<b>Meetings and collaboration</b>	Meetings and collaboration with the participant's family/carers, support network and professional(s) involved in working with the participant (medical professionals, education, NDIS, behaviour support practitioners, other allied health professionals and other Aspect staff).

# Fees for services (outside of NDIS)

Item	Notes	Pricing
<b>Travel</b>	Travel charges may be invoiced separately if you wish to pay daily travel outside of your NDIS plan	<b>\$ 27.50</b> per day
<b>Activity levies</b>	Activity levies contribute to the costs associated with specific activities	Based on each activity's associated costs



# About Programs of Support fees

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## Activity levies

Activity levies cover costs associated with specific activities. Some activity levies may be funded through your NDIS Plan to recover attending community social and participation activities (see page 5).

Activity levies that can not be paid for out of your NDIS plan are *fees for service*. These are invoiced before the start of a program of support.

Activity levies are outlined for each program in Aspect's centres' respective weekly schedules, in Programs of Support overview descriptions, and in individual participants' timetables.

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## Indirect supports fees

Indirect supports include non-face-to-face services, such as report writing, individual support planning and daily progress notes writing.

For participants attending full-day service hours, Aspect charges a 6.5 hours total daily fee, including indirect supports of 5 minutes per hour with a maximum of 30 minutes per day.

## Shadow fees

Shadow fees (for complex individual support needs) are not included in this guide. They will be discussed and outlined in your Service Agreement.

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## Establishment fees

Aspect's one-off establishment is \$675.60 (see page 6).

This fee applies to new participants when they agree to access Aspect's services for a minimum of 20 hours per month for 3 or more consecutive months, to assist with the implementation of their NDIS Plan.

This establishment fee is charged at the start of service and is not charged again for future NDIS plans.

# About Programs of Support fees

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## Travel charges

Charges for transport to access community and recreation activities are charged in line with the NDIS guidelines at a rate of \$27.50 per day.

All travel is negotiated as part of your Service Agreement.

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## Centre Capital Costs (CCC)

CCC apply when an activity is delivered in an Aspect Centre, to contribute to the costs of running and maintaining the facility.

These also apply when an activity is partially run in the Centre, provided the Centre remains available throughout the time period of the activity.

CCC apply to *High Intensity Daily Personal Activities (Group 104)* and *Group And Centre Based Activities (Group 136)*.

## Property liability

Participants may be liable for any damage to property caused by them while attending an Aspect's Adult Community Services Centre.

Decisions around liability and covering costs to property damage will occur after individual incident investigations, and determining if risk mitigation processes were followed by Aspect and the participant.

If a participant is held liable, Aspect will send an invoice with a detailed list of damages and associated costs.

# User guidelines

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## Cancellations

**Participants can exit a program of support without cost, subject to a minimum notice period of 2 weeks.** If a participant chooses to exit a program of support on a specific day, but wishes to continue with a different Aspect program, Aspect will still claim against the participant's plan for the following 2 weeks in relation to the program they have stopped.

Where a participant stops attending an agreed program of support but does not provide a notice, a provider may only continue claiming for a total of four (4) consecutive weeks from when the participant stopped attending. This is considered an unplanned exit.

If you are receiving supports within a group (1:2 or 1:3) and one of the group members exits the group, an increased support ratio may be charged until such time that a new member of the group re-enters. If this occurs, we will communicate this change to you in advance so that you are aware of any changes occurring.

**Supports delivered as part of a program of support are not subject to the short notice cancellation rules:** Aspect claims 100% of the agreed fee as per the participant's plan whether or not the participant attends instances of a program of support.

**Individualised supports at a 1:1 or 2:1 support ratio under Group and Centre Based Activities are subject to short notice cancellation rules.** In the case of a short notice cancellation or exit from service agreement, Aspect claims 100% of the agreed fee associated with the activity from the participant's plan, subject to the *NDIS Pricing Arrangements and Price Limits* and the terms of their Service Agreement.

### Short notice cancellation rules

A cancellation or service agreement exit is considered of short notice if the participant:

- does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when a staff member is travelling to deliver the support; or
- has given less than seven (7) days' notice for a support that meets both of the following conditions: the support is less than 8 hours continuous duration; AND the agreed total price for the support is less than \$1000; or
- has given less than five (5) business days' notice for any other support.

# User guidelines

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## Emergency planning

In the event of an emergency or disaster, we will agree to a plan with you. The plan will focus on how to keep providing you with supports while keeping you safe and healthy while meeting any government guidelines.

## Payment terms

**All payments are due within 7 days of receiving an invoice.**



If payment is not received after 21 days from the invoice date, services provided to you may be suspended. \*

\* If your account remains unresolved for more than 28 days, we reserve the right to refer the matter to a collection agency. Please note this may impact your credit rating and incur additional costs.

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### **Goods and Services Tax (GST):**

For the purposes of GST legislation, the Parties confirm that: *"A supply of supports under a service agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's NDIS plan currently in effect under section 37 of the NDIS Act."*

# About our Programs of Support

We offer a wide range of supported activities for adults on the autism spectrum, over 24 weeks periods.

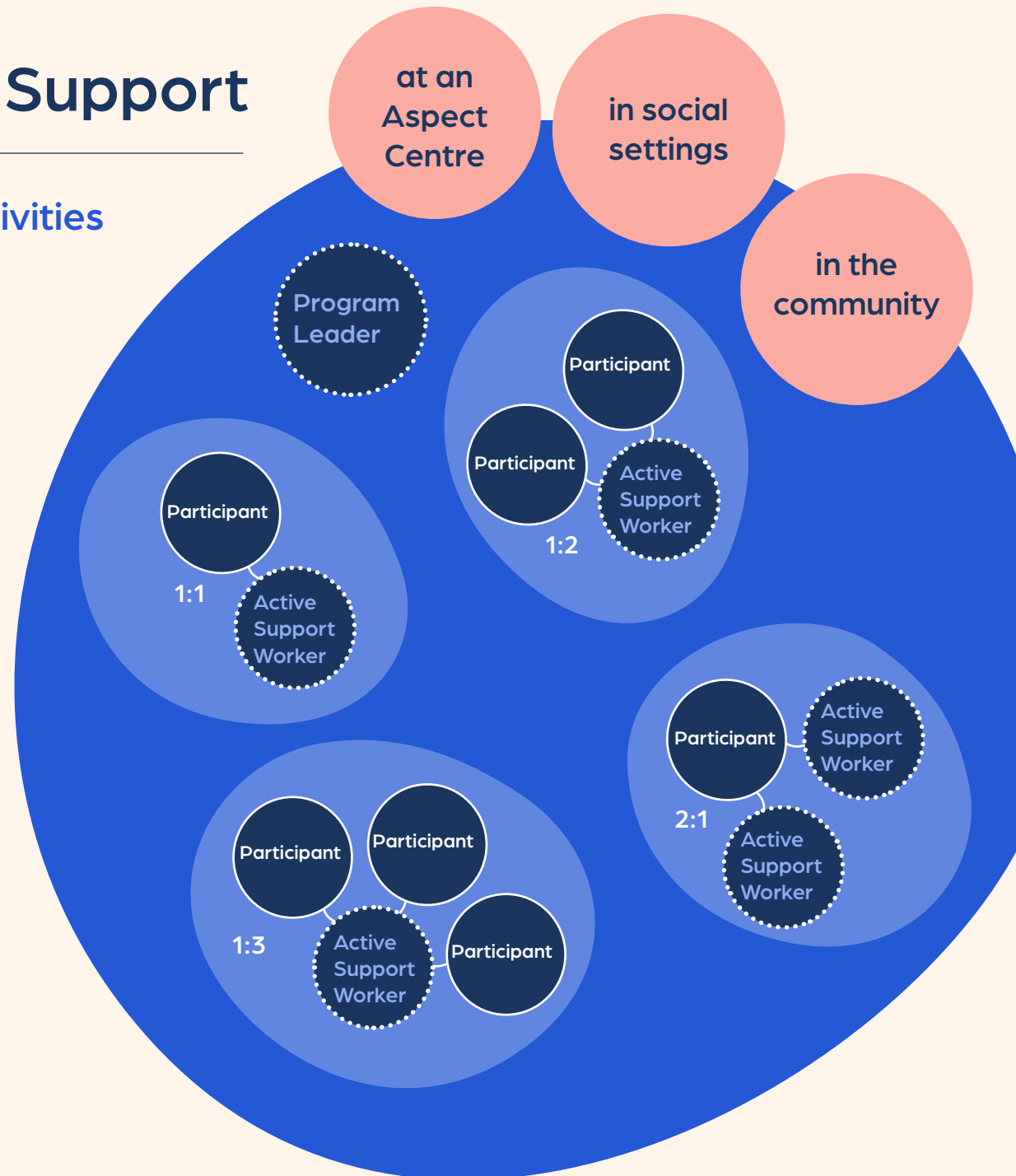
Our daily programs are focused around centre-based and community-based, group activities that encourage individual participation and choice.

We build on the strengths and interests of people on the autism spectrum by focusing on evidence-informed autism-specific practices. Our flexible, highly skilled staff ensure participants needs for social interaction, safety, personal care and overall enjoyment are fully met.

Weekly schedules for each centre in Victoria (Hawthorn, Heatherton, Northcote and St Albans) and New South Wales (Ryde and Marrickville) can be found on [Aspect's website](#).

Programs run between 9am and 3pm, Monday to Friday, in groups of 2 to 10 participants, with support ratios of 1:1 (1 staff to 1 participant\*), 2:1, 1:2 and 1:3.

\* Please note: 1:1 supports are only provided within group-based programs. Aspect Adult Community Services does not provide 1:1 supports outside of group-based programs.



# About our Programs of Support

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## Key skills development areas

### Social and Communication

Activities focused on developing social and communication skills engage participants in a range of social platforms within the local community.

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### Independent living

Activities that assist with building independent living skills include cooking, self-care, cleaning, gardening, travel and other personalised support programs.

### Health and Wellbeing

We offer activities that enhance participants' physical fitness levels, health and sense of wellbeing. These include low impact indoor and outdoor exercise programs, yoga, meditation and other sporting programs, such as swimming, bike riding and ten-pin bowling.

As part of Health and Wellbeing, Sport and recreational activities focus on developing and improving physical fitness, fine motor skills and coordination. Our programs provide sensory stimulation while encouraging creativity, developing self-esteem and building confidence.

# About our Programs of Support

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## Additional care and behaviour support

Where there may be behaviours of concern, we offer additional care and support to ensure all our participants are able to access our services safely.

Aspect's Positive Behaviour Support Supervisors and Active Support Practice Leaders deliver these services under the NDIS funding item: '*Access Community Social And Rec. Activities*' (see page 5).

### Package level 1

(2 hours per day of attendance)

Support and engagement involving collaboration and support to access professionals, attending care team meetings and resource development.

### Package level 2

(4 hours per day of attendance)

Support and engagement involving collaboration with behaviour support practitioners and other professionals in the form of attendance at care team meetings, resource development and BSP implementation .

### Package level 3

(7 hours per day of attendance)

Support, engagement and safety planning involving close collaboration with behaviour support practitioners and other professionals in the form of support plan development, attendance at care team meetings, resource development and BSP implementation.

# Frequently Asked Questions

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**Which activity levies are funded through NDIS and which are not?**

**NDIS funded:** Activity levies such as entrance to aquatics centres, gyms or bowling centres, as well as access to facilitator-run programs, such as art therapy and music therapy may be funded by your NDIS plan (see page 5).

**Not NDIS funded:** Activity levies for programs run at an Aspect centre – such as grocery costs for cooking programs, café or restaurant costs, etc. are not funded by NDIS.

**How can I be sure the Adult Community Services' programs are right for me?**

Our programs of support are informed by research and best practice and are specifically designed for people on the autism spectrum. We work with you to tailor programs and support that are based on your interests and help you achieve specific goals.

**What information will I receive at the end of the service? How will I know if the service has been successful?**

We keep track of progress and check in with you throughout the 24 week period of our programs of support. At the end of each period, we will formally meet with you to review the outcomes and help you plan the next steps. If you need evidence for further funding or additional support, we can provide a letter documenting the outcomes that have been met.

**What happens to my funds if I decide to change service providers?**

We send an invoice once we have completed a session with you. If you choose to stop working with us at any time, in line with our cancellation policy, we would release the remaining funds from the NDIS portal and the funds are then available for you to use with any another provider.

**Can Aspect exit me?**

As per the NDIS guidelines and outlined in your Service Agreement, either party may choose to end the service relationship. One month notice is preferred when transitioning to another service. However, if either party seriously breaches the Service Agreement, the requirement of notice is waived.



# Frequently Asked Questions

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**NDIS says there is no need to share my plan... Do I need to show it to you? What if I get a new NDIS plan?**

While you are not required to show us your NDIS plan or to tell us when you get a new plan, it is generally useful for us to know what is in your plan and if there are any changes. This helps us to make sure we deliver the most appropriate services to you and to help you reach your NDIS goals.

**What if I am not sure about whether Aspect is able to meet my needs?**

When you first contact us, an Aspect Customer Experience team member will discuss your needs to determine if Aspect Adult Community Services is the best fit for you. Aspect provides a range of services to people on the autism spectrum, and we will have conversations with you about these services.

**I can get the same service 'around the corner' for less... so why choose you?**

There are many providers with different skills and experience. Aspect's services are autism-specific, evidence-informed, and based on knowledge, worldwide research and best practice of over 50 years. Our Active Support Workers work alongside experienced Aspect practitioners to support and guide our supports.

**Who can I contact about my service?**

For general enquiries regarding our services you can contact our information line on 1800 227 328. If you require any additional information, you may contact the Area Manager assigned to you.

**Will I always have the same Active Support Worker?  
Can I be involved in selecting my Active Support Worker?**

As part of our onboarding process, we do our best to match you with the right staff. However, if the match does not work for you or if you wish to change, we recommend contacting your assigned Area Manager to discuss options.

# Frequently Asked Questions

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**Why do I have to pay for reports or administration with my NDIS funding?**

We believe a team-oriented, holistic approach has the greatest benefits for you now and in the longer term. This is a core part of our philosophy and one we are committed to.

There are many things we do 'behind the scenes' to maintain our person-centred, family-focused approach, and to keep delivering best practice and meeting NDIS requirements. Some of these requirements include completing reports on behalf of our participants.

**If we give you all of our funding package, can we have a discount?**

Unfortunately, we cannot offer a discount as we are not paid in advance by the NDIA: we only claim funding after an appointment has been delivered. Aspect does not earn any additional income or manage your funds in a way that could be returned to you as a discount.

**How do I pay?  
Will I be able to keep track of the use of my funding?**

All information related to your NDIS funding can be accessed through the NDIS portal. This includes statements for services provided.

Further information on the NDIS portal is outlined in your Service Agreement.

**Can I pay for the Active Support Worker to pick me up?**

Aspect does not offer picking up or dropping off of participants.

**Do I still have to pay for additional expenses, such as lunch?**

Personal expenses, such as lunch, are the responsibility of the individual or their representative, and are not included in the cost of supports. This is highlighted in your Service Agreement.

