

Aspect Support Coordination Fees guide

Effective July 1, 2024



**a different
brilliant®**

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

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Aspect (Autism Spectrum Australia)

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ABN 12 000 637 26

Aspect is a registered NDIS service provider *

Aspect Support Coordination services
belong to the following
NDIS Registration Groups:

**Assistance In Coordinating
Or Managing Life Stages,
Transitions And Supports (106)**

Support Coordination (132)

Each *Registration Group* has:

- a support purpose of **Capacity Building**.
- 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**.

NDIS My Provider Number: 405000353

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

Face-to-face and online supports fees (NDIS participants)

ASSISTANCE IN COORDINATING OR MANAGING LIFE STAGES, TRANSITIONS AND SUPPORTS 106			
Support Category: Support Coordination Support Purpose: Capacity Building			
Support item:	Pricing (per hour)		
	Non remote locations (Metro, Regional and National) MMM 1-5	Remote locations MMM 6	Very remote locations MMM 7
Level 2: Coordination of supports 07_002_0106_8_3	\$ 100.14	\$ 140.19	\$ 150.21

SUPPORT COORDINATION 132			
Support Category: Support Coordination Support Purpose: Capacity Building			
Support item:	Pricing (per hour)		
	Non remote locations (Metro, Regional and National) MMM 1-5	Remote locations MMM 6	Very remote locations MMM 7
Level 3: Specialist Support Coordination 07_004_0132_8_3	\$ 190.54	\$ 266.75	\$ 285.80

Indirect supports fees

(NDIS participants) – as per agreed hourly rate

Report writing	Completion of NDIS report.
Equipment – prescription, research, assessment, devices	Research and preparation of additional assessments, devices and any further research specific to the participant.
Resource development	Development of resources for the participant.
Case notes	Completion of progress notes and updates to Individual Support Plan .
Phone calls	Communication with participant, parents/carers, medical, education, NDIS, other allied health professionals and Aspect staff.
Paperwork, forms, letters, emails	Completion of paperwork and written communication with other agencies or medical professionals.
Meetings and collaboration	Meetings and collaboration with other professional(s) involved in working with the participant (parents/carers, medical, education, NDIS, other allied health professionals and other Aspect staff).

User guidelines

Cancellations

Aspect claims 100% of the agreed fee for any appointment cancelled at short notice.



Short notice cancellation claims will be discussed and noted in your service agreement.

A cancellation is considered short notice when a 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 Aspect is travelling to deliver the support;**
- **has given less than 2 working days' notice prior to the agreed meeting time.**

We will attempt to reschedule or discuss other supports that can be provided to you within the agreed appointment time.

No charges are incurred for appointments cancelled by Aspect.

We are committed to delivering our supports. In the unlikely event we need to reschedule or cancel an appointment, we will notify you as soon as possible, and work with you to find a suitable alternative.

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.

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."

User guidelines

Travel charges

*In line with **NDIS Price Arrangements and Pricing Limits**, Aspect claims the costs associated with travel for each appointment when a staff member travels to a home, school or other community locations.*

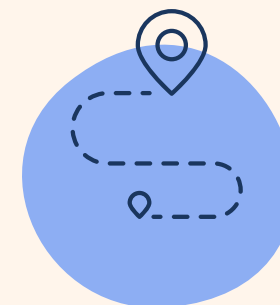
Travel charges are negotiated as part of the Service Agreement.

Travel charges may include travel time and other costs such as kilometric reimbursement, tolls and parking.

- **30 minutes** of travel per session in MMM 1 to 3 areas;
- **60 minutes** of travel per session in MMM 4 to 7 areas.

Where a staff member is traveling less than 30 or 60 minutes, rates are adjusted accordingly. In accordance with the NDIS Pricing Arrangements and Price Limits, there may be times where we charge travel both to and from the last appointment of the day.

The relevant Modified Monash Model (MMM) is the classification of the area in which the participant lives. Check the MMM map at:
doctorconnect.gov.au/internet/otd/publishing.nsf/Content/locator



About Support Coordination

How a support coordinator can help

NDIS Support Coordination is funded in the NDIS Plan and assists with understanding and implementing your supports.

Our Aspect Support Coordination team can assist NDIS funded participants who need to understand different budgets, how to start using their plan, and how the plan is managed.

Level 2 – Specialist support coordination

This support assists with building the skills to understand, implement and use the plan. A support coordinator will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, live more independently and be included in your community.

Level 3 – Specialist support coordination


This higher level of support coordination is for people whose situations are more complex and who need specialist support. A Specialist Support Coordinator will assist participants to manage challenges within the support environment and ensure consistent delivery of service.

Our Support Coordinators assist you with

- Understanding your NDIS plan, budget and funding
- Maximising your plan, so you get the most out of your funded supports
- Connecting you and negotiating with service providers
- Helping you access your local community
- Coordinating your supports
- Ensuring you receive supports as per your service agreement
- Planning ahead

About Support Coordination

How we manage conflicts of interest



We follow a rigorous process to make sure you receive fully transparent advice about all your options.

Our Support Coordinators help you choose and refer you to the best possible service, even when it is not an Aspect service.

Aspect offers Support Coordination as well as a wide range of other supports under the NDIS. Other service providers may offer similar supports to Aspect. There are many other registered support coordinators under the NDIS and they are listed on the NDIS website.

Even if you choose Aspect for Support Coordination, you do not have to use any of Aspect's other supports.

Which provider you decide to work with is always your choice.

In the first meeting, your Support Coordinator will provide information about

- **a range of supports available that can help you to reach your goals,** including relevant supports outside of Aspect;
- **how you can change service provider;** and
- **how you can access Aspect's feedback and complaints process.**



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