

Schedule of Rates

Effective from 1 July 2024

Establishment Fees (new customers*)

*Applies to new customers (including self-directed) where there is an agreement to provide at least 20 hours per month of personal care or participation supports on an ongoing basis.

Does not apply to Support Coordination, Specialist Support Coordination or Psychosocial Recovery Coaching.

	NDIS Price Guide Rate	EL Rate
Assistance with Self-care Activities 01_049_0104_1_1	\$675.60	\$675.60
Assistance with Social, Economic and Community Participation 01_049_0107_1_1	\$675.60	\$675.60
High Intensity Daily Personal Activities 01_049_0107_1_1	\$675.60	\$675.60

Assistance with Self-Care Activities

This category applies for services delivered in the customer's home, and not for services delivered in the community or elsewhere.

Service	NDIS Line Item	NDIS Price Guide Rate	EL Rate
Weekday daytime	01_011_0107_1_1	\$67.56	\$67.56
Weekday evening	01_015_0107_1_1	\$74.44	\$74.44
Weekday night	01_002_0107_1_1	\$75.82	\$75.82
Saturday	01_013_0107_1_1	\$95.07	\$95.07
Sunday	01_014_0107_1_1	\$122.59	\$122.59
Public holiday	01_012_0107_1_1	\$150.10	\$150.10
Night-time sleepover	01_010_0107_1_1	\$286.56	\$286.56

Assistance with Self-Care Activities – High Intensity

The rates below apply for more complex / health-related supports in the home (e.g. complex bowel care, PEG feeding, catheter care, etc).

Service	NDIS Line Item	NDIS Price Guide Rate	EL Rate
Weekday daytime	01_400_0104_1_1	\$73.09	\$73.09
Weekday evening	01_401_0104_1_1	\$80.53	\$80.53
Weekday night	01_405_0104_1_1	\$82.02	\$82.02
Saturday	01_402_0104_1_1	\$102.86	\$102.86
Sunday	01_403_0104_1_1	\$132.62	\$132.62
Public holiday	01_404_0104_1_1	\$162.38	\$162.38
Night-time sleepover	01_010_0107_1_1	\$286.56	\$286.56

Assistance with Social, Economic and Community Participation

This category applies for supports outside the customer's home.

Service	NDIS Line Item	NDIS Price Guide Rate	EL Rate
Weekday daytime	04_104_0125_6_1	\$67.56	\$67.56
Weekday evening	04_103_0125_6_1	\$74.44	\$74.44
Saturday	04_105_0125_6_1	\$95.07	\$95.07
Sunday	04_106_0125_6_1	\$122.59	\$122.59
Public holiday	04_102_0125_6_1	\$150.10	\$150.10
Activity Based Transport costs	04_590_0125_6_1	\$1.00	\$1.00

Supported Independent Living (SIL) – Standard

We work with individual SIL customers to develop a plan and roster of care based on the NDIS Plan and supports required. Services are charged on a weekly basis based on the agreed roster of care based on rates set out in the NDIS Price Guide.

Service	NDIS Line Item	NDIS Price Guide Rate	EL Rate
Weekday daytime	01_801_0115_1_1	\$67.56	\$67.56
Weekday evening	01_802_0115_1_1	\$74.44	\$74.44
Weekday night	01_803_0115_1_1	\$75.82	\$75.82
Saturday	01_804_0115_1_1	\$95.07	\$95.07
Sunday	01_805_0115_1_1	\$122.59	\$122.59
Public holiday	01_806_0115_1_1	\$150.10	\$150.10

Supported Independent Living (SIL) – High Intensity

Service	NDIS Line Item	NDIS Price Guide Rate	EL Rate
Weekday daytime	01_811_0115_1_1	\$73.09	\$73.09
Weekday evening	01_812_0115_1_1	\$80.53	\$80.53
Weekday night	01_813_0115_1_1	\$82.02	\$82.02
Saturday	01_814_0115_1_1	\$102.86	\$102.86
Sunday	01_815_0115_1_1	\$132.62	\$132.62
Public holiday	01_816_0115_1_1	\$162.38	\$162.38
Night-time sleepover	01_832_0115_1_1	\$286.56	\$286.56
Sunday	01_815_0115_1_1	\$132.62	\$132.62
Public Holiday	01_816_0115_1_1	\$162.38	\$162.38

Support Coordination

Service	NDIS Line Item	NDIS Price Guide Rate	EL Rate
Level 1: Support Connection	07_001_0106_8_3	\$77.00	\$77.00
Level 2: Coordination of Supports	07_002_0106_8_3	\$100.14	\$100.14
Level 3: Specialist Support Coordination	07_004_0132_8_3	\$190.54	\$190.54
Psychosocial Recovery Coaching (weekday daytime)	07_101_0106_6_3	\$101.42	\$101.42

Transport

Provider travel – Non-labour costs and Activity Based Transport

Service	NDIS Line Item	NDIS Price Guide Rate	EL Rate
Non-modified vehicle	01_799_0107_1_1 (Assistance with Self-Care Activities)	\$1.00	\$1.00
	04_799_0125_6_1 (Assistance to Access Community, Social and Recreational Activities)	\$1.00	\$1.00
	01_799_0115_1_1 (Supported Independent Living)	\$1.00	\$1.00
	07_799_0106_6_3 or 01_799_0106_1_1 (Support Coordination: 07_799 used when the budget is <i>not</i> stated and 01_799 is used when the budget is stated)	\$1.00	\$1.00
	07_799_0106_6_3 (Psychosocial Recovery Coaching)	\$1.00	\$1.00

Service	NDIS Line Item	NDIS Price Guide Rate	EL Rate
Vehicle modified for accessibility (EL accessible van)	01_799_0107_1_1 (Assistance with Self-Care Activities)	\$1.00	\$1.00
	04_799_0125_6_1 (Assistance to Access Community, Social and Recreational Activities)	\$1.00	\$1.00
	01_799_0115_1_1 (Supported Independent Living)	\$1.00	\$1.00

Fee For Service

We apply the same rates as per NDIS price guide to fee for service customers as for Assistance with Self Care Activities.

Lifetime Support Authority

Enhanced Lifestyles (EL) provide support under the Lifetime Support Authority at rates set out by the LSA.

Disability Support for Older Australians (DSOA) Program

EL provide support under the DSOA at rates set out by the Department of Health.

Notes

1. Rates and delivery of services are subject to the NDIS Pricing Arrangements and Price Limits 2024/2025
2. Rates quoted are GST exclusive. GST does not apply to NDIS rates but may apply to other rates. Services purchased by another organisation will generally attract GST.
3. Prices will be reviewed 1 July 2025, or earlier if changes are made to the NDIS Price Guide.
4. Rates are based on services delivered in Adelaide Metro, Riverland or Limestone Coast. Services delivered outside these areas may be charged at different rates – subject to the maximum set by the NDIS Pricing Arrangements and Price Limits.

Cancellation policy

Where services are no longer required you must provide the notice as stated in the Service Agreement to cancel services.

To cancel a scheduled shift or support as much notice as possible is appreciated. The schedule below outlines the charges which may be applied in the event of any cancellation.

The NDIA Pricing Arrangements and Price Limits allow for providers to claim Short Notice Cancellations which is where you give us less than two (2) days' notice of a cancellation.

We will charge for shifts cancelled with less than two 2 days' notice if we were not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

If you turn a Lifestyle Attendant away when they arrive for a shift, this counts as a Short Notice Cancellation and we will charge the total value of the shift.

It is understood that emergencies may arise where a customer may not be able to notify Enhanced Lifestyles within the required period and an exemption from cancellation payments may be approved. This will be determined on a case-by-case basis by the organisation. Please see the organisation's cancellation policy for further clarification if required.

Notice given	Hours charged
More than 2 days	Nil
Less than 2 days	Total number of hours of the shift – <i>if</i> EL is required to pay the employee for that work and is unable to find alternate work for them