






Lifestyle Day Program

Where flexibility meets
purposeful living

-  *Centre-based in Regents Park*
-  *Practical Skills*
-  *Dedicated Support*

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CHAPTER 1

Welcome to Steps2Life

At Steps2Life, we are committed to walking alongside you on your journey to wellness and independence. We offer a wide range of allied health and disability support services tailored to meet your individual needs.

Our experienced and caring therapists support individuals of all ages in reaching their personal goals through a holistic approach that nurtures physical, emotional, and social well-being.

Our services span multiple registration groups and are delivered in **alignment with current industry pricing arrangements and guidelines.**

We offer flexible service delivery—**whether in-clinic, at home, in the community, or online**—making access to support as convenient and comfortable as possible.



What is S2L Lifestyle Day Program?



We support independence

Whether it's learning to follow a schedule, catch public transport, or prepare a simple meal; we celebrate every step toward independence. Our hands-on approach helps participants gain confidence in everyday life.

We encourage connection

Social growth happens naturally when people feel comfortable. With a warm peer group and consistent team support, participants build friendships, develop communication skills, and feel a real sense of belonging.



We offer flexibility with purpose

No two days need to look the same. With flexible session times and activities tailored to individual needs, participants can engage in the way that works best for them — without pressure, but with plenty of encouragement.



Obligation free trial

If you don't like our program after the first three hours, no disengagement policy applies. This ensures you're not tied into something you're not comfortable with, and maintains your flexibility.



Designed by professional Speech pathologist, behaviour therapist, and occupational therapist

Built with care to empower every step of your journey.



CHAPTER 2

Lifestyle Day Program Scaffold

UNIT 1: IMPROVEMENT OF DAILY LIVING SKILLS



Activities



Cooking and meal prep



Grocery shopping



Cleaning and laundry



Personal hygiene education



Budgeting and using money

Goal: Build independence in daily tasks.

Outcomes: Improved independence, routine development, safer home/life management.

UNIT 2: COMMUNITY PARTICIPATION



Activities



Excursions (library, café, park, museum)



Public transport training



Attending local events



Volunteering opportunities

Goal: Encourage social engagement and real-world experiences.

Outcomes: Increased confidence, reduced isolation, enhanced social networks.

UNIT 3: EMPLOYABILITY & VOCATIONAL SKILLS



Activities



Sorting, admin tasks (e.g., shredding, laminating)



In-centre microbusiness (e.g., café cart, crafts)



Resume writing & mock interviews



Time management & communication

Goal: Build pre-employment and work readiness skills.

Outcomes: Improved employability, workplace behaviour understanding, confidence.

UNIT 4: HEALTH, FITNESS & WELLBEING



Activities



Light exercise/dance/yoga classes



Nutrition education



Relaxation & mindfulness



Gardening and nature walks

Goal: Promote physical and mental health.

Outcomes: Improved regulation, physical health, and mental wellbeing.

UNIT 5: COMMUNICATION & SOCIAL SKILLS



Activities



Conflict resolution and assertiveness training



Conversation role-plays



AAC practice or visuals



Group discussions and games

Goal: Develop expressive/receptive communication and relationships.

Outcomes: Increased confidence, improved expressive and receptive language, reduced social anxiety.

UNIT 6: LIFE PLANNING & GOAL SETTING



Activities



Vision board creation



1:1 check-ins with key workers



Goal setting & progress tracking (monthly)



Volunteering opportunities

Goal: Empower participants to reflect, plan, and track their own goals.

Outcomes: Greater ownership of life decisions, personalised planning, improved self-direction.

CHAPTER 3

Pricing Arrangement

Aspect Adult Community Services offers support under the following registration groups:

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

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

Group And Centre Based Activities (136)

Each registration group includes:

- A support category
- A support purpose (**Core**)
- A set of support items

All support items have pricing guidelines set by the relevant funding framework. Our fees are aligned with current pricing arrangements and limits.

Some of our units may be charged under capacity building. For further details, please contact a member of our team.

Please note: When a support item is delivered in a group setting, unless otherwise specified by the funding body, the cost per participant is calculated by dividing the applicable price limit by the number of participants in the group.

Pricing Arrangement

Part 1: Support Fee

HIGH INTENSITY DAILY PERSONAL ACTIVITIES (104)	
PARTICIPATION IN COMMUNITY, SOCIAL AND CIVIC ACTIVITIES (125)	
GROUP AND CENTRE-BASED ACTIVITIES (136)	
Support Item	Pricing
Activity Based Transport	\$27.50 per day
Centre Capital Cost	\$2.53 per hour
Establishment Fee for Personal Care/Participation	\$675.60 one off

Our fees vary in accordance with the current pricing guidelines, which can be viewed on the official provider website at:

<https://www.ndis.gov.au/providers/price-guides-and-information>

Pricing Arrangement

Part 2: Charging Category

Our lifestyle day program can all be charged under the following Core Funding:

HIGH INTENSITY DAILY PERSONAL ACTIVITIES (104)	
PARTICIPATION IN COMMUNITY, SOCIAL AND CIVIC ACTIVITIES (125)	
GROUP AND CENTRE-BASED ACTIVITIES (136)	
Support Item	Pricing
Assistance With Self-Care Activities - Standard - Weekday Daytime 01_011_0107_1_1	\$67.56 per hour
Access Community Social and Rec Activ - Standard - Weekday Daytime 04_104_0125_6_1	
Group Activities - Standard - Weekday Daytime 04_102_0136_6_1	

Pricing Arrangement

HIGH INTENSITY DAILY PERSONAL ACTIVITIES (104)	
PARTICIPATION IN COMMUNITY, SOCIAL AND CIVIC ACTIVITIES (125)	
GROUP AND CENTRE-BASED ACTIVITIES (136)	
Support Item	Pricing
Assistance With Self-Care Activities - High Intensity - Weekday Daytime 01_400_0104_1_1	\$73.09 per hour
Intensive and Complex Behaviour Supports - Weekday Daytime 04_450_0125_1_1	
Access Community Social and Rec Activ - High Intensity - Weekday Daytime 04_400_0104_1_1	
Group Activities - High Intensity - Weekday Daytime 04_600_0104_6_1	

Fees for indirect supports

Indirect supports charged at agreed hourly rate

Report writing

Preparation and completion of reports

Individual Support Plan (ISP)

Development and review of the Individual Support Plan, including the Five Point Star

Resource development

Creation of tailored resources to support the participant's needs

Case notes, ISP updates

Documentation of progress notes and updates to the Individual Support Plan

Phone calls

Ongoing communication with the participant, their family, medical and educational professionals, funding representatives, allied health providers, and Steps2Life staff

Paperwork, forms, letters, emails

Preparation of documentation and written correspondence with external agencies and medical professionals

Case notes, ISP updates

Participation in meetings and collaborative planning with other professionals involved in the participant's care (including family members, educators, medical and allied health professionals, and Steps2Life therapy staff)

CHAPTER 4

User Terms and Guidelines

Programs of Support fees

Shadow fees (for participants requiring complex individual support) and **Establishment fees** (or new participants or those transitioning from another provider) are not included in this guide.

These will be discussed directly with the participant and outlined in the Service Agreement. For reference, Steps2Life's standard one-off establishment fee is \$675.60, applicable when a participant agrees to use services for at least 20 hours per month across three consecutive months. This is a one-off charge and does not apply to subsequent plans

Travel related to accessing community and recreational activities will be charged at \$27.50 per day, in accordance with current NDIS pricing guidelines. Travel arrangements will be detailed in your Service Agreement.

User Terms and Guidelines

Other costs

Where applicable, a **Centre Capital Cost** will be applied to cover facility-related expenses. This includes activities conducted entirely or partially on-site.

These fees apply to:

- **High Intensity Daily Personal Activities** (Group 104)
- **Group and Centre-Based Activities** (Group 136)

Property liability

Participants may be held financially responsible for damage caused to property while attending Steps2Life services. Liability is determined following an incident review. If deemed responsible, an itemized invoice will be provided.

Location pricing models are prices that are adjusted according to the Modified Monash Model (MMM), which classifies areas based on geographic location. Steps2Life locations currently fall within MMM levels 1–5.

User Terms and Guidelines

Cancellations

Exiting a Program of Support

Participants may leave a program of support at no cost, provided they give at least 2 weeks' notice.

If a participant transitions to a different program within Steps2Life, the original program may still be claimed for the two-week notice period.

An obligation-free trial still requires a Service Agreement. If a participant decides to exit the program after the first three hours, Steps2Life must be informed within 24 business hours. In that case, the exit policy won't apply.

Program Attendance and Cancellations

Programs of support are not subject to short notice cancellation rules. Once agreed upon, the full fee is claimed regardless of attendance.

However, individualised supports (1:1 or 2:1 ratio under Group and Centre-Based Activities) are subject to NDIS short notice cancellation rules.

Steps2Life will claim 100% of the agreed fee if a cancellation falls under the criteria below:

Short Notice Cancellation Conditions:

- Participant fails to attend or is not available when staff arrive for support.
- Less than 7 clear days' notice is given for support that is under 8 hours and costs less than \$1,000.
- Less than 5 business days' notice for all other support services.

User Terms and Guidelines

Payment terms & Conditions

Emergency planning

In the event of a natural disaster or other emergency, a response plan will be created with you to ensure safety while maintaining continuity of care and compliance with any public health or government guidelines.

Updates for NDIA-Managed Participants

Following annual price adjustments by the NDIA (e.g., from July 10), Steps2Life will update your Service Agreement and portal bookings to reflect new pricing structures.

Payment Terms for Self-Managed, Plan-Managed & Fee-for-Service Participants

- Payment is due within 7 days of receiving an invoice.
- **Self-managed clients need to pay once the session is finished.**
- If payment is not made within 21 days, services may be suspended.
- If payment remains outstanding for more than 28 days, Steps2Life reserves the right to refer the matter to a debt collection agency. This may impact your credit rating and additional fees may apply.
- More info please refer to our financial consent form

Goods and Services Tax (GST)

In line with GST legislation and the NDIS Act 2013, all services delivered under a Steps2Life Service Agreement are considered reasonable and necessary supports as listed in your current NDIS Plan.

CHAPTER 5

Frequently Asked Questions

How do I know if the Lifestyle Day Program is right for me?

- At Steps2Life, we work closely with you to tailor programs and supports that align with your goals and needs.
 - Our services are designed using current research and best practices to deliver innovative and effective support for individuals engaged in our Lifestyle Day Program.
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What kind of feedback or documentation will I receive? How will I know if I've made progress?

- We hold regular check-ins with you throughout the duration of your service.
 - At the end of your program or service, we'll meet to review outcomes, discuss your progress, and plan for next steps.
 - If required, we can also provide written documentation of your progress for funding or service continuity purposes.
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What happens to my funding if I switch to a different provider?

- Steps2Life only invoices for services that have been delivered.
- Should you choose to transition to another provider, any remaining funds in the portal—subject to our cancellation policy—will be released, allowing you to use them with your new provider.

Frequently Asked Questions

Can Steps2Life end my service?

- As outlined in your Service Agreement and in line with guidelines, either you or Steps2Life can choose to end the service arrangement.
- A 30-day notice is preferred to ensure a smooth transition. However, if there is a significant breach of the Service Agreement, the notice period may be waived.

Do I have to share my plan with Steps2Life? What if I get a new one?

- You are not required to share your plan with us. However, sharing it helps us better tailor our services to meet your specific goals and stay aligned with any updates or changes.
- This also ensures we are providing the most appropriate support based on your current plan.

What if I'm unsure if Steps2Life is the right fit for me?

- When you first reach out, a member of the Steps2Life team will discuss your needs and help determine if our services are suitable for you.
- If we're not the best fit, we'll do our best to connect you with another provider who may better meet your needs.

Frequently Asked Questions

Will I always have the same support worker? Can I choose who supports me?

- Steps2Life values strong, trusting relationships. We aim to assign a small, consistent team of support workers to help build continuity and comfort.
- During onboarding, we carefully match you with the most suitable team members. If something isn't working, you can speak with your Team Leader about making a change.

Why does my NDIS funding cover things like reports or admin work?

- Behind each session is a team effort focused on your well-being and progress.
- Activities like documentation, progress reports, and planning meetings are essential to delivering quality support and meeting NDIS compliance—these are reflected in our service structure.

If I allocate all my funding to Steps2Life, can I get a discount?

- Unfortunately, discounts cannot be offered as funding is only claimed after a service is provided.
- Steps2Life does not receive upfront payments or manage your funds in a way that allows for rebates.

Frequently Asked Questions

How can I keep track of how my funds are being used?

- All your funding details and service usage statements can be accessed via the portal.
- Additional details are also provided in your Service Agreement.

Can I pay extra for my support worker to provide transportation?

- Transport to and from services is not included in our standard service offering. Participants are responsible for arranging their own travel.

Why do I need to pay for my own meals or activities?

- Funding does not cover personal out-of-pocket expenses such as meals, entrance fees, or event tickets. These costs are your responsibility or that of your representative.
- For more information on what the NDIS does or does not fund, visit: [NDIS Supports](#)

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