GETTING THE MOST OUT OF YOUR NDIS PLAN

FACT SHEET # 10

Understanding NDIS Pricing

If you are self-managing or want a better understanding of the documents that apply to buying supports, such as quotes and invoices, there are a number of things to keep in mind relating to pricing.

There are two NDIS documents that are important: the **Price Guide** and the **Support Catalogue** (available on the NDIS website). They are updated each year, usually in July. Sometimes, updates are made during the year because additions or modifications have been made. It is worth checking regularly for the most up-to-date version.

The Price Guide contains the NDIS rules and policies around pricing. There are additional, separate price guides for assistive technology (AT) and consumables and for SDA (Specialist Disability Accommodation).

The Price Guide covers topics such as charges related to non-face-to-face activities, provider travel, cancellations and price limits. It outlines the processes that registered service providers are expected to follow.

The NDIA uses a classification of different areas of Australia to determine pricing rules. Areas are divided into location categories such as capital cities, regional, remote or very remote. This is based on a system called the Modified Monash Model (MMM). For example, some supports costs or associated claims such as travel, may vary depending on the level of MMM where the service is delivered. The Price guide outlines the policies relating to this. The Support Catalogue gives the pricing for the different MMM levels.

The Price Guide mainly helps service providers with guidance when making claims for payment against supports they have provided. However, it can also help participants to know what service providers are permitted and not permitted to claim against your plan.

The Support Catalogue lists all the specific supports recognised in the NDIS payment system. These are referred to as 'line items'. However, it is not a comprehensive list of all supports that may be reasonable and necessary for a participant.

The Support Catalogue gives the maximum prices that Registered Providers can charge for support items. This includes participants who use a Plan Manager to manage their plan. Only self-managed participants can be charged above the rate in the price guide. There is no requirement for providers to charge the maximum price for a given support or service. You and your providers are free to negotiate lower prices. Also, not all supports have price limits.

In general, support items subject to price controls have a single national price limit. However, some Capacity Building supports have two price limits: one for New South Wales, Victoria, Queensland and the Australian Capital Territory; and a different price limit for South Australia, Western Australia, Tasmania and the Northern Territory.

The Catalogue is also a handy reference to see if a provider can charge any associated travel, cancellation or non-face-to-face activities for each item. It also indicates if the NDIA requires a quote before approving the purchase of the support.

Included in the Support Catalogue are item descriptions to assist providers to claim payments using a "best-fit" approach. For example, a waterproof mattress is not in the Support Catalogue but the provider may claim payment for it against a pressure reduction mattress which is in there. The NDIA will also use this system if they have approved an item as a stated support in your plan.

Temporary Transformation Payment

In 2019, the NDIA introduced The Temporary Transformation Payment (TTP) which is an additional cost providers can charge as they continue to transition to working under the NDIS. The TTP is a charge on top of the base rate price limit for attendant care and community and centre-based activities. Before providers can apply the TTP to prices they charge, they must inform you and confirm your acceptance of the new price.

If providers want to charge the TTP they must: publish their service prices on their website; list and keep up-to-date their business contact details in the Provider Finder; and participate annually in an Agency-approved market benchmarking survey.

The same basic support may appear in the catalogue multiple times as different support items with different prices. This is to account for variations in service delivery such as:
● the day of the week and time of day that the support is delivered;
● whether the support is Standard Intensity or High Intensity (for complex needs);
● whether the provider is eligible for the Temporary Transformation Payment;
● What the ratio of support worker to participant was if it was a group-based service.

Each support item in the catalogue has its own name and reference number, according to the following structure: Support Category, Sequence Number, Registration Group, Outcome Domain, Support Purpose. For example:

01_013_0107_1_1 - Assistance with Self-Care Activities - Standard - Saturday

Support Category	Sequence Number	Registration Group	Outcome Domain	Support Purpose

Units of Measure

The NDIS payment system includes units of measure to suit each support item as follows: Each, Hour, Daily, Week, Month, Annual.

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