

10 May 2021

Dear Participant,



This letter is about changes to  pricing for group supports.

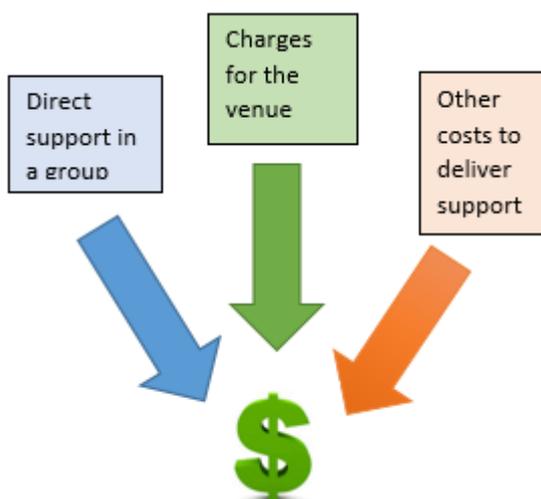


Pricing will change from 1<sup>st</sup> of July 2021 and affects:

- Pricing for support in groups
- Charges for use of the venue (if relevant)
- Costs for other work to support group activities

## THEN

All costs in one per hour charge



## NOW

Costs are itemised in categories





**1. Group pricing -  
Ratio based support**

Group participation will be charged using 1:1 support rate divided by agreed staff to client ratio, which simply means how many people in the group each staff is supporting.

You will be charged for the portion of the group based supports you receive. For example, most groups have 1 staff supporting 3 participants – in which case each person would be charged one third of the 1:1 hourly rate.



**2. Charges for the venue –  
Centre Capital Costs**

This is a charge for people who attend a physical space for support. It's a small hourly rate that helps maintain the venue and facilities.



**3. Other costs to deliver  
supports – Non Face to  
Face Support**

Non-face to face support includes the research, preparation, coordination, planning and documenting that staff do to make sure you are getting the best supports that match your needs.

For each hour of support in a group setting, 6 minutes (10%) of a reduced weekday rate will be charged for non-face to face support, no matter what time or day the service actually occurs.



These changes have been ruled by the NDIS.

The changes affect the way supports are billed, but don't change the support you receive.

It's just a different way of working out costs to show each persons individual support needs.



You will not be affected or disadvantaged by these changes:

- Staff ratios in groups will stay the same;
- Non face to face charges will stay the same but will now be itemised and visible;
- Centre Capital costs will only be charged when your supports are delivered in a centre.

### **What do you need to do?**

The Disability Trust has been working hard to make sure your supports won't be impacted by these changes.

You don't need to do anything right now.

Your bills will look different but your supports will stay the same.

Staff at The Disability Trust are always available to talk with you, explain things and answer questions.

We understand this might be confusing. If you have questions or need more help to understand, please call us or come and talk to a local team member.

**You can also find out more on the NDIS website:**

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