

## **FREQUENTLY ASKED QUESTIONS**

### **What are the changes being implemented?**

The National Disability Insurance Agency (NDIA) through its Annual Pricing Review in May 2020 indicated that changes would be applied to the way supports are billed for:

- Community and Centre Based Group Activities
- Centre Capital Costs
- Non-Face-to-Face Time

### **Why is it changing?**

The NDIA wanted to remove some of the complexity and multiple support items for group pricing in the NDIS Price Guide. The NDIA also wanted participants to have more visibility of costs by separating out Capital Centre Costs and Non-Face-to-Face Time from the hourly rate.

### **Who does this apply to?**

These changes apply to some services in Categories 1, 4, 8, 9, 10, 11, 12 and 15.

### **When do the changes apply?**

The NDIA has allowed Service Providers to use transitional prices for Group Activities until June 30<sup>th</sup> 2021.

From July 1<sup>st</sup> 2021, the NDIA requires all Service Providers to use the new pricing for Group Activities.

The NDIA allowed Service Providers to claim for Non-Face-to-Face Time from July 1<sup>st</sup> 2019.

### **Why will I have more support items for my current services?**

The NDIA require Service Providers to claim separately for some support items which were previously included in the hourly rate.

### **How is Non-Face-to-Face Time calculated?**

Through the Annual Pricing Review in May 2020 the NDIA indicated seven minutes (or 12%) for every hour of service was previously included in the hourly support item for group activities for Non-Face-to-Face support. From July 1<sup>st</sup> 2020, this was no longer the case and amended pricing arrangements indicate Non-Face-to-Face supports should be claimed separately.

The Disability Trust has been looking at a fair and reasonable way to claim these supports, with minimal disruption and inconvenience to our participants. For each hour of support in a group setting, six minutes (or 10%) of a reduced weekday rate for

non-face-to-face supports will be charged to participants, despite the time or day of the service occurring.

### **What do I get for my Non-Face-to-Face Time?**

Non-Face-to-Face support items may include, but are not limited to:

- *Service programming;*
- *Group and individual activity planning, facilitation and scheduling;*
- *Regular outcome report writing and communication;*
- *Consultation and reporting to other providers;*
- *Skill development progress reporting;*
- *Client risk assessment and mitigation;*

The NDIS Price Guide also indicates what cannot be claimed for Non-Face-to-Face time.

### **Will I have enough NDIS funding to cover these changes?**

The Disability Trust has been assured by NDIA that costs related to Centre Capital Costs and Non-Face-to-Face Time are already factored into participant NDIS plans.

We can assist you to prepare for NDIS plan review meetings by preparing an estimate of costs which will include the new changes.

### **Will I need a new Schedule of Supports or Service Agreement?**

Not at this time. For those participants who are Plan Managed, we would encourage you to discuss these changes with your Plan Manager and/or Support Coordinator, and we will also provide them with a copy of this information.

### **What do I get charged if I cancel my service?**

The Disability Trust applies cancellations as per the NDIS Price Guide. If you cancel your support without the required notice, The Disability Trust may claim your cancelled service as short notice cancellation. If your service was in a centre, we cannot claim the Capital Centre Cost as a short notice cancellation.

### **Where can I get more information on the changes?**

You can speak with your service representative or Manager at The Disability Trust.

You can also find more information on the NDIS website:

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