

Group and Centre Based Supports

Information for Plan Managers

All providers will transition to the new pricing for group and centre based social and community participation supports by 1 January 2024. This fact sheet supports plan managers to understand the change.

In 2020 the NDIA introduced new pricing for group-based supports. Currently, providers can use either the new pricing or the older pricing (called transitional pricing), however the transition period is coming to an end on 31 December 2023.

Participants who are supported by providers that are yet to transition may need to enter new service agreements or update their schedule of supports. Participants may need assistance from you to understand these changes.

Any changes required as a result of the pricing transition must be agreed and finalised prior to 31 December 2023 so that all supports delivered from 1 January 2024 are claimed under the new pricing arrangement.

The new pricing

The new pricing will see up to 3 claims replace the single claims that are used for transitional group and centre based social and community participation supports. This will include, where relevant, claims for:

- **Direct support.** This is a maximum hourly rate per group that the provider will divide by the number of participants in a group to determine the hourly rate per participant.
 - General rules about claiming group supports are at page 63 in the Pricing Arrangements and Price Limits (PAPL) and the line items are on page 60 & 61 in the PAPL.
- **Non-Face-To-Face Support.** These are the behind the scene tasks that a provider does while the participant is not present, to ensure that they can participate in the group or centre based support. These supports are specific to the participant and typical business expenses are not claimable as Non-Face-to-Face Supports.
 - General rules about claiming Non-Face-to-Face Supports are on page 17 & 18 of the PAPL. Claims are made using the same line items as the direct support, which are on page 60 & 61 in the PAPL.

- **Centre Capital Costs.** This is a per participant, per hour fee that contributes to the costs providers incur running and maintaining a centre. It is claimable where supports are wholly or partially delivered in a centre.
 - Claiming rules for Centre Capital Costs are on page 29 of the PAPL, and relevant line items are on page 30.

Programs of Support

Programs of Support are an optional way of purchasing supports that can simplify group based supports for participants and providers. Relevant claiming rules are on page 29 of the PAPL. They were introduced in 2020, however the NDIA recently made some changes based on feedback. Programs of Support:

- can be up to 6 months long
- should be tailored to each participant
- include any centre capital and non-face-to-face costs that are relevant
- are not subject to the short notice cancellation rules. Providers can claim for non attendance where they had capacity to deliver the support.
- can be cancelled with 2 weeks notice
- have a new unplanned exit clause. If a participant does not attend their support, a provider can only charge for a maximum of 4 weeks before it is considered an unplanned exit and the program of support is cancelled.

Claiming – What you need to know

- The transitional line items will be retired on 1 January 2024, however they will remain in the system for 3 months to enable claims for supports delivered up to 31 December 2023 to be claimed.
- Invoices should itemise the direct, non-face-to-face and centre capital costs for either a session, day or period. If the period being invoiced makes it difficult to verify the claims, talk to the provider in the first instance, however keep in mind short notice cancellation rules do not apply for programs of support.
- You must not pay invoices that exceed prices in the PAPL, whether a provider is registered or unregistered.
- You should continue to monitor participant budgets, issue regular financial statements to the participant (or plan nominee if relevant) and communicate any concerns related to budgets and spending as they arise.

More information about the pricing transition can be found on the NDIS website at [Pricing arrangements | NDIS](#)