# High Intensity Pricing FAQs

**Provider Frequently Asked Questions**

## Why is the NDIA introducing new price control arrangements?

The NDIA recognises that participants can sometimes require a higher skilled or more experienced worker to deliver some of the supports they receive. This is particularly true of participants with complex needs.

The NDIA also recognises that providers face higher costs when they employ more skilled or more experienced workers.

As identified in the Independent Pricing Review (IPR), these differences are enough to warrant different price controls across key supports. [Find out more about the IPR](https://www.ndis.gov.au/providers/independent-pricing-review.html).

## What are the new price control arrangements?

The current system of two price controls will be replaced by a system of three as follows:

* Level 1 – standard supports
* Level 2 – high intensity supports
* Level 3 – very high intensity supports

The price controls indicate the maximum price that can be charged for each level of support. This price is not necessarily the price that is charged – it is the most that can be charged.

The additional Temporary Support of Overheads (TSO) of 2.5% that was applied to Level 1 (standard) price controls on 1 July 2018 will be extended to Level 2 (high intensity) and Level 3 (very high intensity) price controls from 1 February 2019. The TSO will remain in place at 1.25% in 2019/20 and will be removed in 2020/21.

## What is the Temporary Support of Overheads?

The additional Temporary Support of Overheads (TSO) of 2.5% was applied to Level 1 (standard) price controls on 1 July 2018 in recognition of the fact that providers were experiencing additional administrative costs in transitioning to the NDIS.

In line with those arrangements, the TSO will be extended to Level 2 (high intensity) and Level 3 (very high intensity) price controls from 1 February 2019.

## When do the new price controls come into effect?

The new price control arrangements are effective 1 February 2019 for service bookings made on or after that date.

The TSO will also come into effect at this time. However it will reduce to 1.25% in 2019/20 and will be removed in 2020/21.

## How do I determine which price control applies to a support?

From 1 February 2019, price controls will be linked to the skill level of the worker who delivers the support, in line with the Social, Community, Home Care and Disability Industry Award 2010 (SCHADS Award) as follows:

* Level 1 – if the worker is classified at SCHADS 2.3 or below (or the equivalent)
* Level 2 – if the worker is classified at SCHADS 2.4 or 3.1 (or the equivalent)
* Level 3 – if the worker is classified at SCHADS 3.2 or above (or the equivalent)

If a support is delivered to a participant by a worker who is classified as SCHADS 2.3 or below (or equivalent), you may agree a price with the participant up to the standard (level 1) price control, remembering that the price controls indicate the maximum price that can be charged for each level of support. In many cases, the price charged will be less than this maximum allowable price.

If two or more staff members deliver a support to a participant and they have different SCHADS classifications (or equivalent) then the support will need to be billed as two or more supports subject to the different relevant price limits.

## I am a provider of attendant care supports. Can I automatically increase my rates as from 1 February 2019?

No. Existing service bookings will remain in place. Before any increase can be applied, you will need to renegotiate any service booking with participants and arrange for workers with the appropriate level of skills and experience to deliver the support. This includes updating service agreements as required.