#  High Intensity Pricing FAQs

**Participant Frequently Asked Questions**

## When will the new price control arrangements come into effect?

The new price control arrangements are effective 1 February 2019 but only apply to service bookings made on that day or after.

## Why are the new price control arrangements being introduced?

The NDIA recognises that participants can sometimes require a higher skilled or more experienced worker to deliver some of their supports. 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. [Read about the IPR](https://www.ndis.gov.au/providers/price-guides-and-information/independent-pricing-review).

## Do the new price control arrangements affect all participants?

The new price control arrangements only affect participants who require more highly skilled or experienced workers to provide assistance with their one-to-one self-care and social and recreational supports.

**Will the new price control arrangements affect the supports I receive?**

You will continue to receive the supports you need.

In fact, the new price controls will deliver improved access to the right type of supports and improved value for money. They will enable you to better utilise the funding in your plan to purchase a more appropriate mix of supports, including the ability to mix and match higher and/or lower skilled workers across your support requirements.

You are encouraged to discuss with your provider/s how the delivery of your support services can be configured to create the most efficient and effective plan tailored to your needs.

Providers are being encouraged to assist participants to configure supports within plan funding to support the attainment of your plan goals and drive overall plan efficiencies, including the use of higher and/or lower skilled workers according to the level of assistance you require.

You remain in control of choosing the service provider and level of supports you require.

## Will there be an automatic increase to what I am charged?

No. Existing service bookings remain the same. You are strongly encouraged to talk to your provider first and understand your supports and the rates being charged.

You remain in control of choosing your service provider and the level of supports you require.

## How will this affect service bookings?

Existing service bookings will remain in place. Before any increase can be applied, providers will need to renegotiate their service bookings with you and arrange for workers with the appropriate level of skills and experience to deliver the support. This includes updating service agreements as required.

## How do I know if I qualify for high and very high intensity supports?

You are encouraged to discuss with your provider/s how the delivery of your support services can be configured to create the most efficient and effective plan tailored to your needs - including the ability to mix and match higher and/or lower skilled workers across your support requirements.

You may wish to receive your supports from more skilled or experienced workers if you choose, and funding allows.

In this case, the supports you receive will be subject to the new higher price limits.

## Will the funding in my plan be increased because of these changes?

The level of funding in your plan will continue to be determined by your reasonable and necessary needs.

Providers are encouraged to assist you to configure your supports within plan funding to support the attainment of your plan goals and drive overall plan efficiency, including the use of higher and/or lower skilled workers according to the level of assistance you require.

It is anticipated that in most cases the total cost of the more appropriate mix of supports that you will now be able to purchase will not increase as a result of changes to the price control arrangements. The number of plan reviews is therefore expected to be limited.

However where necessary, you may seek a plan review to ensure your reasonable and necessary needs are met. In doing so, evidence may be required.

In cases where a plan review may be required, the timing of each review will be assessed in line with the NDIA’s standard process for prioritisation.

**What if I have concerns that there will not be enough funding in my plan?**

In the first instance, you should discuss with your provider/s how the delivery of your supports may be configured to create an efficient and effective plan.

In most cases, the total cost of the more appropriate mix of supports that you will now be able to purchase will not increase as a result of the changes in the price control arrangements.

If concerned, you can talk to your LAC, ECEI coordinator, planner, or support coordinator who can help you determine if there is enough funding in your plan to cover any increased costs, or if you can rearrange your supports in order to better meet your needs.

## Will the NDIA prioritise or fast track reviews for participants requiring a plan review?

In the limited number of cases where a plan review may be required, the timing of each review will be assessed in line with the NDIA’s standard process for prioritisation.

## How do I know I’m being charged the right amount?

You should speak with your provider if you have any concerns about what you are being charged.

The price controls applied by the provider are subject to audit to ensure staff have the appropriate skills or experience that are reflective of your needs.

If your concerns are not addressed by your provider you can:

* speak with your LAC, ECEI coordinator, planner, or support coordinator; or
* consider another provider.