



NDIS Price Guide

Very Remote

Valid from: 1 July 2018



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2018/19 National Disability Insurance Scheme (NDIS) Price Guide

This Price Guide (Guide) is a summary of NDIS price limits and associated arrangements (price controls) that will apply from 1 July 2018 as set by the National Disability Insurance Agency (NDIA). It is designed to assist participants and disability support providers, both current and prospective, to understand the way that price controls for supports and services work in the NDIS.

The NDIA sets price controls for certain NDIS supports to ensure NDIS participants obtain reasonable value from their support packages. The price limits in this Guide are the **maximum prices** that Registered Providers can charge NDIS participants for specific supports. There is *no requirement* for providers to charge at the maximum price for a given support or service. Participants and providers are free to negotiate lower prices.

Price controls must be sustainable, which means that efficient providers must be able to recover the cost of delivering high quality disability supports. The NDIA takes into account market risks, when setting price controls to protect against supply gaps and ensure participants receive critical supports. This is important especially in markets that are immature or where there is limited choice for participants. Over time, the need for price controls will reduce, as disability support markets develop and competitive tension increasingly keeps support prices at reasonable levels.

Not all NDIS support items have price limits, and this NDIS Price Guide is not a comprehensive list of all supports that are available to NDIS participants. Instead, this Guide lists the specific supports that have maximum prices, and also sets out other rules and support definitions that are part of NDIA' market intervention approach. A complete list of disability supports recognised by the NDIS (Support Catalogue) is maintained on the NDIS website (<https://www.ndis.gov.au/providers/pricing-and-payment>).

Application of Price Controls

This Guide should be read in conjunction with the NDIS Terms of Business for Registered Support Providers¹.

The price limits and other arrangements in this Guide must be followed when supports are delivered to NDIS participants who have either an agency-managed plan or a plan manager:

- Providers of supports to participants with agency-managed plans must be a 'Registered Provider' with the NDIS , and are subject to the NDIS *Terms of Business for Registered Support Providers* (the NDIS Terms of Business), which states that "Registered Providers must adhere to the NDIS Price Guide" (p. 4).
- Plan managers can purchase supports on behalf of participants from either registered or unregistered providers, but they are Registered Providers themselves, and therefore **responsible for ensuring that prices paid for supports on behalf of their participant clients adhere to the arrangements in the NDIS Price Guide, including price limits.**

Self-Managing participants can use registered or unregistered providers and are **not** subject to the pricing arrangements in the NDIS Price Guide.

¹https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis_terms_of_business.pdf

NDIS Supports Overview – Purpose, Categories and Line Items

This section describes the way that the NDIS categorises disability supports. These categories can be relevant to rules for participants about how they can spend their support budgets, and for providers when seeking payment for delivered supports.

Support Purpose Types

NDIS participant budgets can be allocated to three separate types of support purpose:

1. CORE – Supports that enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).
2. CAPITAL – An investment, such as assistive technologies - equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan. The NDIS publishes separate price guides for Assistive Technology² and Specialist Disability Accommodation³.
3. CAPACITY BUILDING - A support that enables a participant to build their independence and skills. Participant budgets are allocated at a support category level (see next section) and must be used to achieve the goals set out in the participant's plan.

² <https://www.ndis.gov.au/providers/at/supplying-at.html>

³ <https://www.ndis.gov.au/specialist-disability-accommodation.html>

Support Categories: aligned to the NDIS Outcomes Framework

Support purpose categories are aligned with the NDIS Outcomes Framework, which has been developed to measure goal attainment for individual participants and overall performance of the Scheme. There are 8 Outcome Domains ('Domains') in the Framework, which help participants think about goals in different areas of their life and assist planners explore where supports in these areas already exist and where further supports are required. These Domains are:

1. Daily Living
2. Home
3. Health and Well-being
4. Lifelong Learning
5. Work
6. Social and Community Participation
7. Relationships
8. Choice and Control

The Outcomes Framework directly relates to the 15 support categories outlined in the next section. NDIS service providers should be aware that all supports and services for NDIS participants must contribute to the achievement of their individual goals as outlined in the participant's plan.

Support purpose categories are designed to align with the Outcomes Framework and the 15 support categories. This helps participants choose supports that help them in achieving their goals, and providers to understand how the supports they provide contribute to the participant's goals. The following table shows the links between support purpose types, domains in the Outcomes Framework, and support categories.

SUPPORT PURPOSE	OUTCOMES FRAMEWORK DOMAIN	SUPPORT CATEGORY (Allocated to plans)
CORE	Daily Living Daily Living Daily Living Social & Community Participation	Assistance with Daily Life (1.01) Transport (1.02) Consumables (1.03) Assistance with Social & Community Participation (1.04)
CAPITAL	Daily Living Home	Assistive Technology (2.05) Home Modifications and Specialised Disability Accommodation (SDA) (2.06)
CAPACITY BUILDING	Choice & Control Home Social and Community Participation Work Relationships Health & Wellbeing Lifelong Learning Choice and Control Daily Living	Support Coordination (3.07) Improved Living Arrangements (3.08) Increased Social and Community Participation (3.09) Finding and Keeping a Job (3.10) Improved Relationships (3.11) Improved Health and Wellbeing (3.12) Improved Learning (3.13) Improved Life Choices (3.14) Improved Daily Living Skills (3.15)

Support Line Items

Although most are not all listed in this document, each support category has many specific supports and services that are recognised in the NDIS payment system. These are referred to as 'line items' and are in most cases are not prescribed in participant plans. A comprehensive listing of support line items is kept up to date as a separate file (csv format) on the NDIS website⁴. This file includes item descriptors to assist providers to claim payments using a “best-fit” approach, and to assist participants in engaging and negotiating with service providers.

Providers should claim payments against a support line item that most closely aligns to the service they have delivered.

Each support line item has a unique reference number, which is explained in the next section.

⁴ <https://www.ndis.gov.au/providers/pricing-and-payment>

Claiming for 2018/19 NDIS supports and services using this Guide

This Price Guide applies for services delivered from 1 July 2018 onwards. Providers and participants can make service agreements under or at the 2018/19 price limits as long as the service is delivered on or after 1 July 2018.

Registered Providers can make a claim for payment once that support has been delivered or provided. Prepayment is not permitted unless the NDIA has given prior approval in writing to the Registered Provider. This will only occur in exceptional circumstances such as home modifications and remote area servicing.

Where price limits apply, prices charged to participants must not exceed the price limit prescribed for that support in this Guide. No other charges are to be added to the cost of the support, including credit card surcharges, or any additional fees including any 'gap' fees, late payment fees or cancellation fees unless otherwise stated in this Guide. Providers should refer to the NDIS Terms of Business for further details or the *Other Considerations* section within this Guide.

When claiming, it is the responsibility of the provider to ensure that the claim accurately reflects the supports delivered, including the frequency and volume of supports. Falsifying claims for any aspect of supports delivered, is a serious compliance issue and may result in action against the provider. Providers are also required to keep accurate records of claims, which are subject to audit at any time.

Service Bookings

2018/19 NDIS payment system allows Service Bookings to be created between the participant and their provider. This ensures that both parties are aware of the requirements for service, the length of time the service is required for, and that the participant will be able to pay for the service. For more information please refer to Section 5.2 of the Provider Toolkit⁵.

To help participants keep track of their Service Bookings and budget, a Monthly Payment Statement will be available on the NDIS participant portal. Payment Statements will be available to the participant (and/or their nominee) on the first business day of each month, containing a summary of the previous month's payments, available budget remaining, committed budget and spent budget. It will list which participant and provider claims have been received, which Service Bookings they relate to, which Support Categories the money was deducted from and on which dates the deductions were made. The Payment Summary will be available in their preferred document format, either pdf or word. The participant (and/or their nominee) will be sent an email or SMS notification when their statements are available online.

⁵ <https://providertoolkit.ndis.gov.au/52-service-bookings>

Support Item Reference Numbers

NDIS payments system applies unique numbers for each support line item, according to the following structure:



For example:

Assistance With Self-Care - Active Overnight - Complex line item number is: 01_018_0104_1_1

Support Category	Line Item	Reg Group	Domain	Funding Type
1	018	0104	1	1

Support Connection line item number is: 07_001_0106_8_3

Support Category	Line Item	Reg Group	Domain	Funding Type
7	001	0106	8	3

Units of Measure

The NDIS payment system for 2018/19 includes units of measure to suit each support line item as follows:

- Each
- Hour
- Daily
- Week
- Month
- Annual

Special NDIS Pricing Arrangements

In certain circumstances, providers may be entitled to charge for expenses incurred in the provision of supports. These may include certain transport and travel costs, or servicing remote or very remote areas, which are outlined below.

Supports for participants with high intensity or complex needs

The delivery of supports to a participant with higher intensity or complex needs can require specialised or more skilled support worker/s, and other arrangements that increase the cost of support delivery for providers.

To allow for these additional costs, this Price Guide defines both 'standard needs' and 'high intensity' line items for some supports, such as assistance with self-care activities and group-based community participation supports. High intensity line items will have price limits that are set at higher price levels than the equivalent 'standard needs' support.

Regional, Remote and Very Remote Areas

Supports delivered in remote and very remote areas may have higher additional service delivery costs, and may require higher price limits in place to accommodate for this. The Modified Monash Model (MMM) is used to determine regional, remote and very remote areas using a scale from 1-7 based on population size and locality. Participants located in MMM4 and MMM5 areas are classified as 'Regional', MMM6 as 'Remote', and MMM7 as 'Very Remote'. Further details on the MMM can be found on the

Department of Health's DoctorConnect website⁶. This website also contains a resource to look up the MMM area for particular locations⁷.

There are separate Price Guides for Remote and Very Remote areas. Prices are 20% higher in remote areas and 25% higher in very remote areas for some supports. There is no additional loading applied for delivery of supports in regional areas.

Providers should refer to support price limits based on where the support is delivered, which is not necessarily where the participant lives. For example, if a participant living in a Remote location visits a therapist in their capital city, the therapist should not attempt to claim a price that is higher than the price limit for the support in that city. On the other hand, if the therapist was to visit the participant in their local area to deliver the support, then the therapist could claim a price that is within the limit set by the 'Remote' Price Guide (i.e. 20% higher).

If local providers are not available, the NDIA may enter into arrangements (and at times contracts) with specific providers for provision of services to more remote regions. The contract with a service provider will specify the cost of travel and any other associated expenses in these areas.

⁶ <http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/about-DoctorConnect>

⁷ http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/MMM_locator

Provider Travel and Participant Transport

Provider travel and participant transport are different concepts. This section explains the differences and notes specific rules and arrangements for both travel and transport in the NDIS payments system.

Provider Travel

Providers who intend to claim travel costs from a participant must have the **agreement of the participant in advance** (i.e. the service agreement between the participant and provider should specify the travel costs that can be claimed).

Travel to provide personal care and community access

Providers may not claim travel costs for the time that a support worker spends travelling from home to the workplace (or first participant) and from the workplace (or last participant).

Where a support worker travels from one participant appointment to another, up to 20 minutes of time can be claimed against the next appointment at the hourly rate for the relevant support item.

Where a worker travels from one participant appointment to another in an MMM4 or MMM5 area, up to 45 minutes of time can be claimed against the next appointment at the hourly rate for the relevant support item.

Travel to provide therapy supports

Therapy providers may claim travel costs when travelling to and from appointments:

- For travel to a first participant appointment each day, or for travel from one participant appointment to another, therapy providers can claim up to 20 minutes of time against the appointment they are travelling to, at the hourly rate for the relevant support item. If the appointment is in a MMM4 or MMM5 area, therapy providers can claim up to 45 minutes of travel time against the appointment they are travelling to, at the hourly rate for the relevant support item.
- Therapy providers can also claim for return travel from the final appointment in a day.

In remote areas, therapy providers may enter specific arrangements with participants to cover travel costs, up to the relevant hourly rate for the support item. Providers should assist participants to minimise the travel costs that they need to pay (e.g. co-ordinating appointments with other participants in an area, so that travel costs can be shared between participants).

Participant Transport: Accompanying participants for community access

Providing community access supports may, at the request of a participant, involve a worker accompanying a participant on a community outing and/or transporting a participant from their home to the community. In these situations, the worker's time can be claimed at the hourly rate for the relevant support item for the total time the worker provides support to one or more participants, including time spent accompanying and/or transporting the participant. Where a provider is transporting two or more participants on the same trip, the worker's time should be claimed at the appropriate group rate for the relevant support.

Participant Transport: Contribution towards costs of transport itself

If a provider incurs costs, in addition to the cost of a worker's time, when accompanying and/or transporting participants in the community (such as cost of ticket for public transport), they may negotiate with the participant for them to make a reasonable contribution towards these costs. A participant's support budget may include funding for transport, and this funding can be used for these types of contributions, which should be clearly specified in the service agreement.

Cancellations and “no shows” for scheduled supports

Providers should have business arrangements in place to minimise the risk of cancellations, “no shows” or late changes to the delivery of a scheduled support. Service agreements between participants and providers need to include details of these arrangements including: rescheduling the appointment; notice periods for cancellations and the cancellation fee that can apply; and changes to agreed appointments.

If a participant makes a short-notice cancellation, which is after 3pm the day before the service, the provider may charge up to 90% of the agreed price for the cancelled appointment. A fee may be charged against a participant plan up to 12 times per year for personal care and community access supports. Beyond this threshold, the NDIA will require the provider to demonstrate they are taking steps to actively manage cancellations.

For other cancellations, where the participant has provided notice of cancellation prior to 3pm the day before the scheduled service, providers may not charge a cancellation fee.

Where participants make short-notice cancellations for therapy services, the therapist can charge a cancellation fee up to 90% of the agreed price for the cancelled appointment. Within the period of any Service Booking between a provider and participant, the total of cancelled appointments charged by the provider must not exceed six hours.

Where a participant fails, at short-notice or without notice, to keep the scheduled arrangement for the support, the provider must make every effort to contact the participant to determine if there is an additional problem (e.g. the person has fallen out of bed and cannot raise an alarm, or there is a sudden breakdown in the informal supports and additional support is likely to be required).

Where there is a specific risk that a participant will frequently make short-notice cancellations for a support due to the nature of a person's disability or the nature of the support (e.g. behaviour intervention supports), the provider should make individual arrangements to minimise the number of cancellations.

No fee is payable by the NDIA or the participant, for cancellation by a provider or due to the provider's failure to deliver the agreed supports, unless previously agreed to and documented in the Service Agreement with the participant.

NDIA does not permit collection of deposits, or money as a bond from participants that a provider would retain in the event of cancellation of a support per the NDIS Terms of Business.

Other Payment Considerations

This section outlines various other considerations that may be relevant to participants and providers. These should be reviewed when entering into a new Service Agreement or if there is a significant change in the participant's circumstances.

Medicare and insurance

Some elements of a participant's care may be covered by funds outside the NDIS. These expenses are commonly medical, including those covered by private health insurance or Medicare. These medical expenses are not funded under the NDIS, even if they are related to, or a symptom of the disability. These expenses should be claimed under the relevant health care scheme or insurance policy. Some providers (e.g. therapists) may need to distinguish between the health services and disability supports that they provide to a single client, and make separate payment claims (e.g. claim payments from Medicare for health services, and the NDIS for disability supports).

Prepayments

Prepayments are generally not required under the NDIS, unless the NDIA has given prior approval to the Registered Provider. Providers should make claims only for supports that have been delivered. Approval for prepayment may be given for certain assistive technologies where this has been agreed to by the participant.

Co-Payments for Capital items, including assistive technology

Co-Payments by the participant are not required; however, where the participant would like a customisation to a support or assistive technology that is not considered reasonable or necessary, they are required to pay for this themselves. These may

include an aesthetic customisation to an assistive technology or modifications to a vehicle that are additional to the assistive components.

Goods and Services Tax (GST)

Most items are GST exempt, as per Australian Tax Office information about GST and NDIS and the application of section 38-38 of the GST Act⁸. For a small number of items where GST is applicable (for example, delivery fees and building materials), the price is inclusive of GST.

Other fees (Commissions and exit fees)

Participants are generally not required to pay exit fees, even when changing providers part way through a plan. A core principle of the NDIS is choice and control for participants, allowing them to change providers without expense. Further information on establishment fees claimable by the incoming provider can be found below under *Establishment fee for personal care/community access*.

⁸ http://www8.austlii.edu.au/cgi-bin/viewdoc/au/legis/cth/consol_act/antsasta1999402/s38.38.html

CORE SUPPORTS

This section describes the rules and arrangements that apply to core supports. It also notes price limits that apply to specific line items.

Assistance with Daily Living (Support Category 1.01)

Assistance with daily personal activities

This support category relates to assisting with and/or supervising personal tasks of daily life to enable the participant to live as autonomously as possible. These supports are provided individually to participants and can be provided in a range of environments, including but not limited to, the participant's own home.

A hierarchy of price controls apply to the category of support, based on:

A. The **level of support** required: a higher intensity support may be paid where a participant requires assistance from a support worker with additional qualifications and experience relevant to the participant's complex needs. The **high intensity rate** may be considered when:

- Frequent (at least 1 instance per shift) assistance is required to manage challenging behaviours that require intensive positive behaviour support and/or
- Continual active support is required due to high medical support needs (such as unstable seizure activity or respiratory support)

B. The time of day that the support is provided:

- Daytime starts at 6am and finishes at 8pm
- Evening is where the support finishes after 8pm and before 12 midnight, where the evening rate applies to the entire shift
- Overnight is where the support finishes after 12 midnight and before 6am.

C. The day of the week that the support is provided:

- A weekday is Monday to Friday;
- The extra rates paid for Saturday, Sunday and Public holidays are in substitution for, and not cumulative upon, the shift premiums payable for evening and overnight supports.
- The extra rates for Saturday/Sunday/Public holidays do not increase further when the support finishes after 8pm.

Provisions for 'shadow shifts'

Shadow shifts may be considered where the participant has complex individual support needs that are best met by introducing a new worker to the participant before it is reasonable that they commence providing the support independently. These are considered where the specific individual support needs include:

- Very limited communication;
- Behaviour support needs; and/or

- Medical needs/procedures such as ventilation or home enteral nutrition.

Where the individual would require shadow shifts to assist with the introduction of new workers, and this is the desired method by the participant or their family, the provider may claim for up to 6 hours of weekday support per year.

Introducing new workers is not designed to replace formal, recognised training that will be provided by an employer to their workforce, such as Shadowing (or “Buddying”) less experienced staff or new staff with experienced workers or informal carers to help build knowledge and social capital (worker retention), which is not claimable under the NDIS.

Establishment fee for personal care/community access

This fee applies to all new NDIS participants in their first plan where they receive at least 20 hours of personal care/community access support per month. This payment is to cover non-ongoing costs for providers establishing arrangements and assisting participants in implementing their plan. The establishment fee is claimable by the provider who assists the participant with the implementation of their NDIS Plan, delivers a minimum of 20 hours per month of personal care/community access support and has made an agreement with the participant to supply these services.

The establishment fee will operate as follows:

- Providers can charge \$500 against a plan if assisting a new participant, who is new to NDIS and new to the provider.
- A provider can charge \$250 when they are maintaining an existing client of theirs who is commencing as a participant of the NDIS.
- Should a participant wish to change providers on commencing their first NDIS plan, \$250 is available to the new provider. This is to assist the participant in changing providers.

- A budget of \$750 is included in the first plan for NDIS participants, in case they need to this type of assistance from providers to design and implement support arrangements.

Assistance with household tasks

Assistance with household tasks enables participants to maintain their home environment. This may involve undertaking essential household tasks that the participant is not able to undertake.

Preparation and delivery of meals

This support item is for the preparation and delivery of food to participants who are unable to do this themselves, and are not in receipt of other supports that would meet the same need. The cost of the food itself is not covered by the NDIS. The cost of this support will vary based on the number of meals prepared and the deliveries required.

Assistance in Shared Living Arrangements – Supported Independent Living (SIL)

SIL is the assistance with and/or supervising tasks of daily life in a shared living environment, with a focus on developing the skills of each individual to live as autonomously as possible. The support is provided to each person living in the shared arrangement in accordance with their need.

SIL does not include rent, board and lodging or other day to day usual living expenses such as food and activities. It also does not include the capital costs associated with a participant's accommodation.

SIL does not have fixed price limits, and providers can quote for the specific SIL service that they offer to each participant. To assist providers with quoting, the NDIA has developed a Provider SIL Pack⁹. The Provider SIL Pack contains templates that assist providers in developing an individualised quote. The purpose of this quote is to identify:

- The individual supports that will be available for the person, focused on maximising the person's capacity to be as independent as possible with household decision making, personal care and domestic tasks,
- The typical roster of supports that is shared between participants to maximise the efficient use of resources, and
- What supports are available to all residents to ensure the smooth operation and running of the household.

Once a quote is received, the NDIA uses a 'SIL Tool' to analyse provider quotes and to make sure that they represent value for money. In some cases, negotiation between the NDIA and providers will be necessary to agree appropriate prices for SIL.

For those providers who wish to continue to use the previous version of the quoting templates they may do so as these will continue to be accepted by the Agency.

Note on removal of 'benchmark' prices: Previous NDIS Price Guides have included benchmark prices for SIL. These benchmarks do not have any function in the SIL tool process, which recognises the individual support needs of participants. For this reason, the NDIA has removed the benchmarks from this Price Guide.

⁹ <https://www.ndis.gov.au/providers/sil>

Short Term Accommodation and Assistance

From time to time, participants may require temporary supports that are different from their usual arrangements. These are non-typical days and may include short stays in a group-based facility (short term accommodation), or the purchase of additional in-home support.

For the purposes of this Price Guide, the 'short term accommodation' price limit includes all expenses in a 24 hour period including assistance with daily personal activities, accommodation, food and negotiated activities. Typically, this type of support would be used for short periods of up to 14 days at a time. For longer term arrangements, other options are likely to be more appropriate (e.g. Supported Independent Living).

In cases where a participant will receive substantially less than 24 hours of assistance with daily personal activities, it may be appropriate for the participant and provider to negotiate a lower price than the maximum price specified in this Guide, based on the actual support provided. This situation might arise, for example, if a participant enters a short term accommodation facility in the evening, and exits again early the following morning. Also, where a participant enters accommodation late in the day, it may be appropriate to claim the daily rate for the day of the week that the majority of the support is provided. In each case, support arrangements, including price, should be **agreed with participants in advance**.

Short term accommodation price limits vary according to the support needs of the participant and the day of the week the support is provided. Providers claiming at the rates for high intensity (i.e. ratio of 1 support worker for 2 participants) or 1:1 support must deliver assistance with daily personal activities at those support ratios for the duration of the participant's stay.

Transport Support (Support Category 1.02)

Transport enables participants to access disability supports outside their home, and to pay for transport that helps them to achieve the goals in their plan. Transport supports generally do not have price controls; however, participants should use the least expensive transport that meets their needs. Transport funding is paid fortnightly in advance to self-managed participants. Funding transport assistance is limited to those who cannot use public transport due to their disability. If the participant has questions about their transport support, providers may direct them to the NDIS factsheet available on the NDIS Website¹⁰.

Consumables (Support Category 1.03)

Consumables are a support category available to assist participants with purchasing everyday use items. Supports such as continence and home enteral nutrition (HEN) products are included in this category. More information on these supports can be found in the *Assistive Technology and Consumables Code Guide*¹¹.

¹⁰ <https://www.ndis.gov.au/document/participant-transport-funding-informati>

¹¹ <https://www.ndis.gov.au/medias/documents/hf5/hae/8800885211166/AT-and-consumables-guide.pdf>

Assistance with Social and Community Participation (Support Category 1.04)

These supports enable a participant to engage in community, social or recreational activities. They may be provided in a centre or in community settings at standard or higher intensity rates. If arranged in advance with participants, providers may charge up to 4 hours for each plan period to document proposed supports and expected outcomes. Price limits vary according to the support needs of the participant and the day of the week the support is provided.

Providers should not claim payment for:

- Expenses related to recreational pursuits, such as event tickets for the participant, as they are not covered by the NDIS.
- The cost of travel or entry for a paid support worker to attend a social or recreational event

Community and social activity costs

This support is included in a participant's plan to enable them to pursue recreational activities and engage in the community when associated with a participant's disability and goals. Participants may use this funding for activities such as camps, vacation and outside school hours' care, course or membership fees. More information can be found in the Operational Guidelines¹²

¹² <https://www.ndis.gov.au/Operational-Guideline/including-10.html>

Where appropriate, funded hours in a Community Access budget may be converted to a fee and claimed by a provider for these purposes.

New structure for group-based supports

Assistance to access community, social and recreational activities is often provided in a group setting.

This Price Guide introduces a new, consistent price limit structure for this support category. These new price limits allow for per-person costs within each group, and for capital costs for centre-based group care to support providers meeting increased costs associated with delivering care in a facility. The allowance will be charged at \$2 per participant, per hour, and has been reflected in the relevant price tables below.

For support ratios that are not stated in this Guide (e.g. two workers for three participants), participants and providers should discuss and agree the most appropriate line item to be used for payments, and the appropriate price to be paid (which might be lower than the price limit for that line item).

Price Controls for Core Supports

This section lists Support Item price limits and benchmarks for Core supports.

Assistance with self-care activities

Standard needs: Assistance with self-care activities

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Assistance With Self-Care Activities - Standard - Weekday Daytime	01_011_0107_1_1	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	Hour	\$60.99
Assistance With Self-Care Activities - Standard - Weekday Evening	01_015_0107_1_1	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	Hour	\$66.74
Assistance With Self-Care Activities - Standard - Saturday	01_013_0107_1_1	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	Hour	\$83.89
Assistance With Self-Care Activities - Standard - Sunday	01_014_0107_1_1	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	Hour	\$106.75
Assistance With Self-Care Activities - Standard – Public Holiday	01_012_0107_1_1	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	Hour	\$129.64

Complex needs: Assistance with self-care activities

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Assistance With Self-Care Activities - Complex - Weekday Daytime	01_008_0104_1_1	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	Hour	\$63.98
Assistance With Self-Care Activities - Complex - Weekday Evening	01_009_0104_1_1	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	Hour	\$69.66
Assistance With Self-Care Activities - Complex - Saturday	01_006_0104_1_1	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	Hour	\$86.73
Assistance With Self-Care Activities - Complex - Sunday	01_007_0104_1_1	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	Hour	\$110.11
Assistance With Self-Care Activities - Complex – Public Holiday	01_005_0104_1_1	Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant to live as autonomously as possible.	Hour	\$134.16

Assistance with self-care activities: Overnight

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Assistance With Self-Care - Night-Time Sleepover	01_010_0107_1_1	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed, but the care giver can sleep when not required to provide support.	Each	\$256.01
Assistance With Self-Care - Active Overnight - Standard	01_002_0107_1_1	Assistance with, or supervision of, personal tasks of daily living where overnight support is needed and the care giver will not have the option to sleep.	Hour	\$67.86
Assistance With Self-Care - Active Overnight - Complex	01_018_0104_1_1	Assistance with, or supervision of, personal tasks of daily living where intensive overnight support is needed and the care giver will not have the option to sleep.	Hour	\$70.79

Assistance with daily life

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Assistance With Personal Domestic Activities	01_004_0107_1_1	Assist participant to undertake and/or develop skills to maintain their home environment where the participant owns their own home and/or has sole or substantial responsibility for its maintenance. Includes assisting participant to do basic house and yard work.	Hour	\$59.85
Specialised Home Based Assistance For A Child	01_016_0104_1_1	Specialist assistance in the home required due to additional requirements of a child's disability; may be provided to strengthen the sustainability of informal supports.	Hour	\$59.85
House And/Or Yard Maintenance	01_019_0120_1_1	Performing essential house and/or yard activities that the participant is not able to undertake.	Hour	\$57.75
House Cleaning And Other Household Activities	01_020_0120_1_1	Performing essential house cleaning activities that the participant is not able to undertake.	Hour	\$58.80

Short Term Accommodation

The cells in the table contain the price limits for each support and the support item reference number in the following format:

Price Limit	\$653.50
<i>Support Item Reference Number</i>	<i>01_045_0115_1_1</i>

Support ratio	Weekday (per 24 hour day)	Saturday (per 24 hour day)	Sunday (per 24 hour day)	Public Holiday (per 24 hour day)
1:1	\$1,849.75 <i>01_058_0115_1_1</i>	\$2,319.75 <i>01_059_0115_1_1</i>	\$2,897.25 <i>01_060_0115_1_1</i>	\$3,474.75 <i>01_061_0115_1_1</i>
1:2	\$1,052.25 <i>01_054_0115_1_1</i>	\$1,287.25 <i>01_055_0115_1_1</i>	\$1,576.00 <i>01_056_0115_1_1</i>	\$1,864.75 <i>01_057_0115_1_1</i>
1:3	\$786.00 <i>01_062_0115_1_1</i>	\$943.50 <i>01_063_0115_1_1</i>	\$1,136.00 <i>01_064_0115_1_1</i>	\$1,328.50 <i>01_065_0115_1_1</i>
1:4	\$653.50 <i>01_045_0115_1_1</i>	\$771.00 <i>01_051_0115_1_1</i>	\$916.00 <i>01_052_0115_1_1</i>	\$1,059.75 <i>01_053_0115_1_1</i>

Assistance to access community, social and recreational activities

The tables below contain price limits for assistance to access community, social and recreational activities, taking account of whether the support is:

- Delivered in a centre ('centre-based') or in a general community setting ('community-based'), and
- A 'standard needs' support or a higher intensity support ('complex needs').

The cells in these tables contain the price limit for each support and the support item reference number in the following format:

Price Limit	\$66.74
<i>Support Item Reference Number</i>	<i>04_103_0125_6_1</i>

Assistance to access community-based social and recreational activities - Standard needs

Support ratio	Weekday (max per hour)	Weekday evening (max per hour)	Saturday (max per hour)	Sunday (max per hour)	Public Holiday (max per hour)
1:1	\$60.99 <i>04_104_0125_6_1</i>	\$66.74 <i>04_103_0125_6_1</i>	\$83.89 <i>04_105_0125_6_1</i>	\$106.75 <i>04_106_0125_6_1</i>	\$129.64 <i>04_102_0125_6_1</i>
1:2	\$34.15 <i>04_111_0136_6_1</i>	\$37.37 <i>04_114_0136_6_1</i>	\$46.98 <i>04_112_0136_6_1</i>	\$59.78 <i>04_113_0136_6_1</i>	\$72.60 <i>04_128_0136_6_1</i>
1:3	\$25.21 <i>04_120_0136_6_1</i>	\$27.58 <i>04_123_0136_6_1</i>	\$34.67 <i>04_121_0136_6_1</i>	\$44.12 <i>04_122_0136_6_1</i>	\$53.58 <i>04_129_0136_6_1</i>
1:4	\$20.73 <i>04_136_0136_6_1</i>	\$22.69 <i>04_137_0136_6_1</i>	\$28.52 <i>04_138_0136_6_1</i>	\$36.29 <i>04_139_0136_6_1</i>	\$44.07 <i>04_140_0136_6_1</i>
1:5	\$18.05 <i>04_141_0136_6_1</i>	\$19.75 <i>04_142_0136_6_1</i>	\$24.83 <i>04_143_0136_6_1</i>	\$31.59 <i>04_144_0136_6_1</i>	\$38.37 <i>04_145_0136_6_1</i>

Assistance to access community-based social and recreational activities - Complex needs

Support ratio	Weekday (max per hour)	Weekday evening (max per hour)	Saturday (max per hour)	Sunday (max per hour)	Public Holiday (max per hour)
1:1	\$63.14 04_101_0104_6_1	\$69.09 04_098_0104_6_1	\$86.85 04_099_0104_6_1	\$110.52 04_100_0104_6_1	\$134.16 04_097_0104_6_1
1:2	\$37.19 04_116_0104_6_1	\$40.81 04_119_0104_6_1	\$53.62 04_117_0104_6_1	\$71.48 04_118_0104_6_1	\$79.05 04_130_0104_6_1
1:3	\$27.45 04_124_0104_6_1	\$30.12 04_127_0104_6_1	\$39.58 04_125_0104_6_1	\$52.75 04_126_0104_6_1	\$58.34 04_131_0104_6_1
1:4	\$22.58 04_146_0104_6_1	\$24.78 04_147_0104_6_1	\$32.56 04_148_0104_6_1	\$43.39 04_149_0104_6_1	\$47.99 04_150_0104_6_1
1:5	\$19.65 04_151_0104_6_1	\$21.57 04_152_0104_6_1	\$28.34 04_153_0104_6_1	\$37.78 04_154_0104_6_1	\$41.78 04_155_0104_6_1

Assistance to access centre-based social and recreational activities - Standard needs

Support ratio	Weekday (max per hour)	Weekday evening (max per hour)	Saturday (max per hour)	Sunday (max per hour)	Public Holiday (max per hour)
1:1	\$63.67 04_160_0136_6_1	\$69.41 04_161_0136_6_1	\$86.57 04_162_0136_6_1	\$109.43 04_163_0136_6_1	\$132.32 04_164_0136_6_1
1:2	\$36.83 04_165_0136_6_1	\$40.05 04_166_0136_6_1	\$49.66 04_167_0136_6_1	\$62.46 04_168_0136_6_1	\$75.27 04_169_0136_6_1
1:3	\$27.89 04_170_0136_6_1	\$30.26 04_171_0136_6_1	\$37.35 04_172_0136_6_1	\$46.80 04_173_0136_6_1	\$56.26 04_174_0136_6_1
1:4	\$23.41 04_175_0136_6_1	\$25.37 04_176_0136_6_1	\$31.20 04_177_0136_6_1	\$38.97 04_178_0136_6_1	\$46.75 04_179_0136_6_1
1:5	\$20.73 04_180_0136_6_1	\$22.43 04_181_0136_6_1	\$27.51 04_182_0136_6_1	\$34.27 04_183_0136_6_1	\$41.05 04_184_0136_6_1

Assistance to access centre-based social and recreational activities – Complex needs

Support ratio	Weekday (max per hour)	Weekday evening (max per hour)	Saturday (max per hour)	Sunday (max per hour)	Public Holiday (max per hour)
1:1	\$65.77 <i>04_185_0104_6_1</i>	\$71.72 <i>04_186_0104_6_1</i>	\$89.48 <i>04_187_0104_6_1</i>	\$113.15 <i>04_188_0104_6_1</i>	\$136.79 <i>04_189_0104_6_1</i>
1:2	\$39.82 <i>04_190_0104_6_1</i>	\$43.44 <i>04_191_0104_6_1</i>	\$56.25 <i>04_192_0104_6_1</i>	\$74.10 <i>04_193_0104_6_1</i>	\$81.67 <i>04_194_0104_6_1</i>
1:3	\$30.08 <i>04_195_0104_6_1</i>	\$32.75 <i>04_196_0104_6_1</i>	\$42.21 <i>04_197_0104_6_1</i>	\$55.38 <i>04_198_0104_6_1</i>	\$60.97 <i>04_199_0104_6_1</i>
1:4	\$25.21 <i>04_200_0104_6_1</i>	\$27.41 <i>04_201_0104_6_1</i>	\$35.18 <i>04_202_0104_6_1</i>	\$46.02 <i>04_203_0104_6_1</i>	\$50.62 <i>04_204_0104_6_1</i>
1:5	\$22.28 <i>04_205_0104_6_1</i>	\$24.20 <i>04_206_0104_6_1</i>	\$30.97 <i>04_207_0104_6_1</i>	\$40.40 <i>04_208_0104_6_1</i>	\$44.41 <i>04_209_0104_6_1</i>

CAPITAL SUPPORTS

This section describes the rules and arrangements that apply to capital supports.

Assistive Technology (Support Category 2.05)

This category includes all aids or equipment supports that assist participants to live independently or assist a carer to support the participant. It also includes related delivery, set-up and some training support items. Usually providing independent advice, guidance, trials, set-up and training (not bundled with sale of an item) is funded through **Capacity Building (Support Category 2.15)**. More detailed information on assistive technologies and consumables codes can be found in the *Assistive Technologies and Consumables Guide*¹³.

Vehicle Modifications

Vehicle modifications include the installation of, or changes to, equipment in a vehicle to enable a participant to travel safely as a passenger or to drive.

A participant is free to choose a more expensive option at their own expense, where the more expensive option is not considered to be reasonable and necessary. An example of this situation would be where a vehicle modification has been approved for a

¹³ <https://www.ndis.gov.au/medias/documents/hf5/hae/8800885211166/AT-and-consumables-guide.pdf>

participant, but the participant would like cosmetic or personalised fittings that are not related to their disability or are more expensive than others that have an equivalent function. In this situation, the NDIA will cover the reasonable and necessary component of the modification, and the participant will pay the additional cost.

Home (Support Category 2.06)

This category includes home modifications and Specialist Disability Accommodation (SDA) supports.

Home Modifications

Home modifications include design, construction, installation of or changes to equipment or non-structural components of the building, and installation of fixtures or fittings, to enable participants to live as independently as possible or to live safely at home. All home modifications in excess of \$1,500 are quotable.

A participant is free to choose a more expensive option or modification that achieves the same outcome at their own expense, where the more expensive option is not reasonable and necessary. For example, where a home modification has been approved for a participant, but the participant would like cosmetic or personalised fittings that are not reasonable and necessary, the NDIA will provide funding for the reasonable and necessary component of the modification, and the participant will pay any extra costs.

Specialist Disability Accommodation (SDA)

SDA funding is intended for participants who require a specialist dwelling that reduces their need for person-to-person supports, or improves the efficiency of the delivery of person-to-person supports. SDA funding will only be provided for participants who meet the eligibility criteria. Participants who meet the eligibility criteria will have an extreme functional impairment and/or very high support needs.

SDA does not refer to the support services, but the homes in which these are delivered. SDA may include special designs for people with very high needs or may have a location or features that make it feasible to provide complex or costly supports for independent living.

SDA payments are an adjusted contribution to the cost of capital required for the land and physical building required for SDA needs. Importantly, SDA funding is not intended to cover personal support costs, which are assessed and funded separately by the NDIS. SDA also does not cover accommodation costs where these are not linked to a person's disability or where specialist accommodation with integrated supports is not required. SDA is a separate support category and does not replace Supported Independent Living (SIL) or any other support. Participants receiving SDA could also be eligible for SIL supports in their package.

All providers who are registered with the NDIA for the Registration Group 'Specialist Disability Accommodation' will also be required to declare and ensure that the infrastructure meets the NDIA's specialist built form requirements and the relevant legislation and standards applicable to the state in which the accommodation is situated. These individual sites/locations must also be enrolled with the NDIA.

Due to the nature of the support, the identification of maximum SDA prices and the process by which providers can claim for SDA are more complex than for most other supports. Providers should refer to the Specialist Disability Accommodation section of the

NDIS website for detailed information about maximum prices that can be charged, dwelling enrolment and participant assessments¹⁴.

SDA has two support line items: Specialist Disability Accommodation and SDA person-specific adjustments.

Specialist Disability Accommodation

Each SDA dwelling has a unique maximum price, based on a standard set of factors. There are also limits on the amount that providers of SDA can charge participants in addition to the SDA price, for rent and other board-like services provided. Providers should refer to the SDA section of the NDIS website for detailed guidance on maximum prices¹⁵. Participants are able to choose to move between SDA dwellings, as long as the SDA dwelling is commensurate with their SDA budget.

SDA person specific adjustments

In certain limited circumstances, the NDIA will continue to make SDA payments on behalf of a participant who has moved out of an enrolled SDA dwelling. Provided all conditions are met in section 6.3 of the National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2016, vacancy payments may continue to be made for a period of up to 90 days if the dwelling is enrolled to house four or five residents, or up to 60 days if the dwelling is enrolled to house two or three residents¹⁶. Vacancy

¹⁴ <https://www.ndis.gov.au/specialist-disability-accommodation.html>

¹⁵ <https://www.ndis.gov.au/SDA-pricing-payments.html>

¹⁶ <https://www.legislation.gov.au/Details/F2017L00209>

payments will not be made where a dwelling is only enrolled to house one resident. Vacancy payments will only be payable if the vacancy is available to another NDIS participant and the NDIA has been notified.

CAPACITY BUILDING SUPPORTS

This section describes the rules and arrangements that apply to capacity-building supports. It also notes price limits that apply to specific line items.

Support Coordination (Support Category 3.07)

There are three items in the NDIS Price Guide that describe different layers of support coordination activity:

Support Connection

Assistance for participants to implement their plan by strengthening the ability to connect with the broader systems of supports and understand the purpose of the funded supports and participant in the community. Support Connection will assist a participant to understand the aspects of the plan, assisting in ongoing management of supports, and answer questions as they arise. Support Connection will increase a participant's capacity to maintain support relationships, resolve service delivery issues, and to participate independently in NDIA processes.

The intended outcomes of support connection is for participant's to have the confidence and capacity to lead their plan, with the ongoing need for connection based supports reduced as a participant builds their capacity including, but not limited to:

- Understand the plan: assist the participant to understand their plan, the role of the broader systems of support, and the purpose of funded supports.

- Connection to broader system of support: assist the participant by linking to the broader systems of supports.
- Establish Supports: assist the participant to identify and consider support options.
- Coach, Refine, Reflect: Assist the participant through challenges that come up. Helps participant prepare for review and report on achieved participant outcomes.

Where a participant aged 0-6 years is receiving assistance from Partners in the Community (PITC) delivering Early Childhood Early Intervention (ECEI) services, linking the family to a service provider/s (under ECEI best practice principles a service provider operating under the key worker approach) and support through changes in circumstance will be delivered through Partner arrangements.

Where a participant aged 7 and over is receiving assistance from Partners in the Community (PITC) delivering Local Area Coordination (LAC) services, plan implementation and monitoring support will be delivered by a Participant's Local Area Coordinator.

Support Coordination: Coordination of Supports

The delivery of Coordination of Supports is to assist strengthening a participant's ability to design and the build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment. Coordination of Supports is to focus on supporting participants to direct their lives, not just their services. This involves working together to understand the funding, identify what participants expect from services, and how participants want this designed. Coordination of Supports also includes coaching participants, and working with participants to develop capacity and resilience in their network.

The intended outcomes of providing Coordination of Supports is that a participant's capacity and ability to design, develop and implement their supports is sustained and includes, but is not limited to:

- Connection: assist the participant to develop knowledge, experience and connections with the community and broader systems of support.
- Support Design: works together with participant to understand plan funding and its purpose. Support Coordinator will understand the participant's confidence and skills, and helps participant identify what they want from services. Will develop and design support solutions to meet participant outcomes.
- Establish Supports: assist the participant to identify and consider support options, and link the participant to the broader systems of supports. Where practical creates a supports and action plan to facilitate the participant to implement their plan.
- Crisis: Assistance to resolve points of crisis and developing capacity and resilience in the participant's network.
- Coach, Refine, Reflect: Coach the participant through challenges that come up. Helps participant prepare for review and report on achieved participant outcomes.

Over time as a participants capacity is strengthened this support may be replaced by Support Connection or the introduction of a Local Area Coordinator or Early Childhood Early Intervention Partner in subsequent plans.

Specialist Support Coordination

Specialist Support Coordination is delivered utilising an expert or specialist approach, necessitated by specific high complex needs or high level risks in a participant's situation. Specialist Support Coordination is generally delivered in a time limited, outcomes focused manner and by an appropriately qualified and experienced practitioner to meet the individual needs of the participant's circumstances such as a Psychologist, Occupational Therapist, Social Worker, or Mental Health Nurse. Specialist Support Coordination will address highly complex barriers impacting on the ability to implement their plan.

Specialist Support Coordination should reduce complexity in the participant's support environment in the context of broader systems of support, whilst also assisting the participant to connect with NDIS supports, negotiate solutions with multiple stakeholders and build capacity and resilience. Specialist Support Coordination may also involve assisting in resolving points of crisis for participants, and ensuring a consistent delivery of service during crisis situations.

The intended outcome of specialist support coordination is that complexities and barriers affecting a participant's capacity and ability to implement their plan is reduced, and may be replaced by support coordination in subsequent plans. Specialist Support Coordination may also involve development of an intervention plan which will be put in place by disability support workers.

Improved Living Arrangements (Support Category 3.08)

Support is provided to guide, prompt, or undertake activities to ensure the participant obtains and/or retains appropriate accommodation. This may include assisting to apply for a rental tenancy or to undertake tenancy obligations in line with the participant's tenancy agreement.

Increased Social and Community Participation (Support Category 3.09)

This category involves supports for participation in skills-based learning to develop independence in accessing the community.

Innovative Community Participation

This support item is designed to allow providers to offer new and innovative services to NDIS participants. Any standards applicable to the industry in which the provider operates would need to be met.

Community Participation Activities

This item will enable providers to claim for tuition fees, art classes, sports coaching and similar activities that build skills and independence. Camps, classes and vacation activities that have capacity building components. These may include assistance to establish volunteer arrangements in the community, mentoring, peer support or individual skill development.

The group rates are based on a staff/participant ratio of 1:3. If the group size differs, providers should claim at the rate applicable for the group size. A higher staff ratio for groups may indicate when a participant has challenging behaviour or high medical support needs which require additional assistance from another worker and this is referred to as a higher intensity support.

All supports funded under this item need to be determined as reasonable and necessary given the participant's plan goals and could include, but are not limited to:

- Universal recreational activities: A limited number of lessons could be funded to enable a participant to try out an activity and test their capability and interest in pursuing this activity further – such as horse riding, art, dance or singing classes
- Funding to attend a “camp” or groups that build a person's relationship skills and offer a range of activities and opportunities to explore wider interests.

Other items or adjustments such as customised tools required because of the person's disability, could also be funded.

Finding and Keeping a Job (Support Category 3.10)

Workplace assistance that enables a participant to successfully obtain and/or retain employment in the open or supported labour market. Australian Disability Enterprise's (ADEs) provide supported employment for people with disability who require ongoing support to find and maintain employment.

School Leaver Employment Supports (SLES) (Support Category 3.10)

School Leaver Employment Supports (SLES) is support for Year 12 school leavers to assist them transition from school into employment if they have a goal or aspiration to be employed.

Supports may include work experience generally in open employment, job site training, travel training and activities that contribute to achieving an employment outcome and linkages to ongoing employment support.

This support is now offered nationwide and providers from all states providing this service may be able to claim for this if the participant is funded for SLES.

Improved Relationships (Support Category 3.11)

This category is the provision of specialised assessment where the participant may have complex or unclear needs, requiring long term and/or intensive supports to address behaviours of concern.

Behaviour Support

Behaviour support requires a behaviour support plan to be developed that aims to limit the likelihood of behaviours of concern developing or increasing once identified. This plan outlines the specifically designed positive behavioural support strategies for a participant, their family and support persons that will achieve the intended outcome of eliminating or reducing behaviours of concern. This support category includes specialist behavioural intervention support, which is an intensive support for a participant, intending to address significantly harmful or persistent behaviours of concern.

Improved Health & Wellbeing (Support Category 3.12)

Physical Wellbeing Activities

All activities to support, maintain or increase physical mobility or well-being such as personal training or exercise physiology. Physical well-being activities promote and encourage improved physical capacity and health.

These supports can be funded by NDIS where the physical and wellbeing difficulties are directly attributable to their disability and can assist them to participate in the community.

Dietetics

Individual advice to a participant on managing diet for health and wellbeing due to the impact of their disability.

Improved Learning (Support Category 3.13)

This category is for provision of skills training, advice, assistance with arrangements and orientation to assist a participant moving from school to further education.

Improved Life Choices (Support Category 3.14)

Plan and Financial Capacity Building

This reasonable and necessary support focuses on strengthening the participant's ability to undertake tasks associated with the management of their supports. This includes:

- Building financial skills
- Organisational skills
- Enhancing the participant's ability to direct their supports
- Develop self-management capabilities

Plan and Financial Capacity Building providers are expected to assist the participant to develop their skills for self-management in future plans, where this is possible. As a part of this capacity building support, providers are to assist the participant with the overall management of the plan including assisting the participant to engage providers, develop service agreements, paying providers and claiming payment from the NDIA and assisting the participant to maintain records.

Funding for plan management includes an establishment fee and payments at an hourly rate for completing this work.

Plan Management – Financial Administration (*previously referred to as Financial Intermediary*)

Plan Management – Financial Administration funding applies to registered providers who undertake financial administration of a plan on behalf of a participant.

Plan Management – Financial Administration funding includes a setup fee to establish the payment arrangements with providers and a monthly processing fee. This support assists a participant by:

- Giving increased control over plan implementation and utilisation with plan financial assistance
- Managing and monitoring budgets over the course of the plan
- Managing NDIS claims and paying providers for delivered service
- Maintaining records and producing regular statements showing the financial position of the plan
- Providing advice on commercial terms within service agreements
- Providing access to a wider range of service providers, including non-registered providers whilst remaining in line with the price limits contained within this Guide.

A Plan Management – Financial Administration provider will typically possess bookkeeping/accounting skills and have systems in place for efficiently processing payments on behalf of a participant.

Improved Daily Living (Support Category 3.15)

This category includes the assessment, training, development and/or therapy to assist in the development or increase in skills for independence and community participation. Supports can be delivered in groups or individually.

Therapy Services

In the NDIS, therapy supports are for participants with an established disability, where maximum medical improvement has been reached, to facilitate functional improvement.

For people who access the Scheme as 'early intervention' NDIS participants, reasonable and necessary supports are likely to be a blend of medical and disability therapies, but should be predominantly disability therapy supports. Therapy in this context must be aimed at adjustment, adaption and building capacity for community participation.

For NDIS participants whose medical condition, illness or disease requires a particular treatment to maintain the functioning of a body part, or slow/prevent the deterioration, the NDIS may fund reasonable and necessary training for non-skilled personnel to undertake this intervention as part of the usual daily personal care. For participants where such treatment can only be met through skilled rather than non-skilled care, this treatment is to be funded through medical funds, not the NDIS.

Ongoing funding for therapy is subject to a detailed support plan that is designed to deliver progress or change for the participant. Providers develop this plan with the participant and it should clearly state the expected therapy outcomes and demonstrate a link to the participant's goals, objectives and aspirations.

Therapists often spend time making notes at the end of appointments as part of the delivery of support to participants. This is standard practice, and part of individual support for participants, even when this activity is not during face-to face time. Therapists may charge for a portion of this time, as long as this is agreed with the participant in advance.

Maintenance Therapy

Where maintenance therapy is reasonable and necessary, it is funded as part of ongoing direct support hours (delivered by carers who are or can be trained in this if required), and is not funded as ongoing therapy.

For participants whose medical condition or disability requires a particular regime to maintain functioning of a body part, or to slow the deterioration of a medical condition or body part, the NDIS will fund reasonable and necessary training for non-qualified personnel to assist the individual as part of usual daily care.

Where a skilled therapist is involved in establishing a therapy program for a participant, funding can include the development of a plan and training for a therapy assistant, informal or funded carers, as part of usual care. Building capacity with family and carers to undertake therapy or exercises under the supervision of a skilled therapist can deliver ongoing benefit to NDIS participants.

Massage Therapy

Massage, delivered directly to impact a body part or body system, is more appropriately provided by the health system and is therefore not funded by the NDIS.

Multidisciplinary Team Intervention

This support item enables a coordinated multidisciplinary approach to be delivered to participants beyond the age covered by the Early Childhood Early Intervention approach. All team members will claim against a single support item, thereby increasing flexibility in service delivery to reflect the changing needs of a participant.

Therapy reports

Therapists will be expected to provide progress reports to the participant and NDIS at agreed times. A provider may charge for the time taken to write a therapy report that is requested by the NDIA, and claim this against the appointment at the hourly rate for the relevant support item. A report requested by the NDIA is considered a report that is required at the commencement of a plan which outlines plan objectives and goals, and at plan review which measures against the originally stipulated goals. Providers may also charge for any other NDIA-requested therapy report that is stipulated as being required in a participant's plan.

Early Childhood Intervention Supports

Early Childhood Early Intervention (ECEI) is a nationally consistent, best practice support approach for children 0-6 years old who have a developmental delay or disability, which provides individualised support for each child based on their needs.

The NDIS ECEI approach has been designed to support all children and their families to achieve better long-term outcomes, regardless of diagnosis. All children and families will be treated as individuals to ensure that they receive the right support to meet their goals and aspirations. The type of supports will be different for every child and their family according to their needs.

Eligible participants will have budgets built by ECEI Partners to reflect the child and family individual needs, applying the reasonable and necessary criteria. Budgets will allow flexibility in service delivery by ECEI providers to reflect the changing needs of the participant.

The provision of supports under early childhood intervention are expected to deliver outcomes for the child that will enable participation in mainstream or education from commencement of school. Each child's NDIS plan will summarise the outcomes expected from early intervention and will be reviewed at least annually.

Providers of these supports can use the same claiming rules for travel, cancellation and report writing as those providing therapy supports.

Group Supports for Therapy

The NDIA prefers to allow participants and providers flexibility in negotiating arrangements, so there may not be price controls or support items for specific group ratios beyond what is currently in place. For support ratios that are not stated in this Guide (such as one therapist to two participants, or one therapist to four participants), the NDIA encourages participants and providers to discuss arrangements both parties agree to, including price. Therapy delivered in a group may be claimed using the relevant therapy support line item but with lower prices than the price limit as agreed between provider and participant. This arrangement for support ratios is intended to allow providers to offer a range of services and discuss with participants about more flexible arrangements which both parties prefer.

Support Coordination

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Support Connection	07_001_0106_8_3	Assistance for participants to implement their plan by strengthening the ability to connect with the broader systems of supports and understand the purpose of the funded supports and participant in the community. Support Connection will assist a participant to understand the aspects of the plan, assisting in ongoing management of supports, and answer questions as they arise.	Hour	\$73.65
Coordination Of Supports	07_002_0106_8_3	Further qualifications/experience required to strengthen a participant's ability to design and the build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment. Coordination of Supports is to focus on supporting participants to direct their lives, not just their services. This may include resolving points of crisis, and developing resilience in the participant's network.	Hour	\$120.04
Training In Planning And Plan Management	07_003_0117_8_3	Capacity building and training in plan administration and management for participants unable to do this independently but who could do all or part of the task with training.	Hour	\$71.65
Specialist Support Coordination	07_004_0132_8_3	Generally delivered in a time limited, outcomes focused manner and by an appropriately qualified and experienced practitioner to meet the individual needs of the participant's circumstances. Necessitated by specific high complex needs or high level risks in a participant's situation, to reduce complexity in the participant's support environment in the context of broader systems of support, whilst also assisting the participant to connect with NDIS supports, negotiate solutions with multiple stakeholders and build capacity and resilience.	Hour	\$228.42

Improved Living Arrangements

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Assistance With Accommodation And Tenancy Obligations	08_005_0106_2_3	Support is provided to guide, prompt or undertake activities to ensure the participant obtains and/or retains appropriate accommodation. May include assisting to apply for a rental tenancy or to undertake tenancy obligations.	Hour	\$73.65

Increased Social and Community Participation

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Life Transition Planning Including Mentoring, Peer-Support And Individual Skill Development	09_006_0106_6_3	Establishing volunteer assistance within the participant's home or community to develop skills. For instance, assistance in attending appointments, shopping, bill paying, taking part in social activities and maintaining contact with others.	Hour	\$73.65
Skills Development In A Group	09_007_0117_6_3	Training for the participant in a group of 2 or more to increase their independence in daily personal activities.	Hour	\$35.82
Individual Skills Development And Training	09_009_0117_6_3	Individual life skills development and training including public transport training and support, developing skills for community, social and recreational participation.	Hour	\$71.65

Finding and Keeping a Job

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Employment Related Assessment And Counselling	10_011_0128_5_3	Workplace assessment conducted by a workplace rehabilitation provider to determine adjustments or modifications to the workplace or work processes to ensure employment is maintained and matches the employee's capabilities.	Hour	\$228.42
Individual Employment Support	10_016_0102_5_3	Time limited, on-the-job training including post placement support related to the participant's disability that enables them to adjust and manage demands of the job in the workplace environment, and to assist employers to successfully manage the participant's placement.	Hour	\$72.27

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Employment Preparation And Support In A Group - Group Of 3	10_017_0102_5_3	In a group setting, building capacity by providing skills training such as transport, time/financial management and self-care to support a participant to get a job post school. This assumes a group of 3.	Hour	\$24.10

Improved Relationships

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Specialist Behavioural Intervention Support	11_022_0110_7_3	Highly specialised intensive support interventions to address significantly harmful or persistent behaviours of concern. Development of behaviour support plans that temporarily use restrictive practices, with intention to minimise use of these practices.	Hour	\$250.72
Behaviour Management Plan Including Training In Behaviour Management Strategies	11_023_0110_7_3	Training for carers and others in behaviour management strategies required due the participant's disability.	Hour	\$228.42
Individual Social Skills Development	11_024_0117_7_3	Social skills development with an individual, for participation in community and social activities.	Hour	\$71.65

Improved Health and Wellbeing

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Dietician Consultation And Diet Plan Development	12_025_0128_3_3	Individual advice to a participant on managing diet for health and well-being due to the impact of their disability.	Hour	\$228.42
Dietitian Group Session – Group of 3	12_026_0128_3_3	Group based specialist dietary advice on managing diet for well-being due to the impact of their disability. This assumes a group of 3.	Hour	\$76.15
Exercise Physiology	12_027_0126_3_3	Individual advice to a participant regarding exercise required due to the impact of their disability.	Hour	\$185.86

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Exercise Physiology In A Group - Group of 3	12_028_0126_3_3	Advice to a participant regarding exercise required due to the impact of their disability, provided in group setting, assuming a group of 3.	Hour	\$61.95
Personal Training	12_029_0126_3_3	Personal training provided to a participant due to the impact of their disability.	Hour	\$69.64

Improved Learning

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Transition Through School And To Further Education	13_030_0102_4_3	Provision of skills training, advice, assistance with arrangements and orientation to assist a person with disability moving from school to further education.	Hour	\$73.65

Improved Life Choices

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Plan and Financial Capacity Building	14_031_0127_8_3	Undertaking regular liaison with a participant to strengthening their ability to undertake tasks associated with the management of their supports. Providers of this support are to assist the participant with the overall management of the plan including assisting the participant to engage providers, develop service agreements, paying providers and claiming payment from the NDIA and assisting the participant to maintain records.	Hour	\$69.08
Plan Management And Financial Capacity Building - Set Up Costs	14_033_0127_8_3	A one-off (per plan) establishment fee for setting up of the financial management arrangements for managing of funding of supports.	Each	\$278.57
Plan Management – Financial Administration	14_034_0127_8_3	A monthly fee for the ongoing maintenance of the financial management arrangements for managing of funding of supports.	Monthly	\$125.23

Improved Daily Living Skills

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Assistance With Decision Making, Daily Planning and Budgeting	15_035_0106_1_3	Provision of time limited support to assist a person to develop and maintain daily budget, including assisting in planning purchases.	Hour	\$56.70
Individual Assessment And Support By A Nurse	15_036_0114_1_3	Provision of care, training and supervision of a delegated worker to respond to the complex care needs of a participant where that care is not the usual responsibility of the health system.	Hour	\$122.23
Individual Skill Development And Training Including Public Transport Training	15_037_0117_1_3	Individual training provided in the home for general life skills to increase independence.	Hour	\$56.70
Training For Carers/Parents	15_038_0117_1_3	Training for carers in matters related to caring for a person with disability.	Hour	\$71.65
Specialised Group Early Childhood Interventions - Max Group Of 4	15_039_0118_1_3	Group based specialist interventions to assist a child with disability or developmental delay and their family in home, care, community and education settings. Maximum group of 4.	Hour	\$76.15
Capacity Building Supports For Early Childhood	15_040_0118_1_3	Individual specialist interventions to assist a child with disability or developmental delay and their family in home, care, community and education settings.	Hour	\$228.42
Counselling Group - Group Of 3	15_042_0128_1_3	Facilitating self-knowledge, emotional acceptance and growth and the optimal development of personal resources through a group session. Assisting participants to gain their personal goals and gain greater insight into their lives. Group of 3.	Hour	\$63.72
Individual Counselling	15_043_0128_1_3	Facilitating self-knowledge, emotional acceptance and growth and the optimal development of personal resources on a one to one basis. Assist participants to work towards their personal goals and gain greater insight into their lives.	Hour	\$191.18
Group Therapy – Group Of 3	15_044_0128_1_3	Provision of interventions by more than one professional in a group session towards the participants agreed goals. Group of 3.	Hour	\$74.70

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Community Engagement Assistance	15_045_0128_1_3	Program to empower participants and improve interactions between participants and their social networks. Assistance to engage effectively in the community through a group approach to help achieve goals, gain insight into their lives and make informed decisions.	Hour	\$53.23
Therapy Assistants (Level 1)	15_052_0128_1_3	Support role for an allied health assistant working under the supervision of a therapist.	Hour	\$58.12
Selection And/Or Manufacture Of Customised Or Wearable Technology	15_047_0135_1_3	Selection and/or manufacturing of customised or wearable technology.	Hour	\$206.14
Individual Assessment, Therapy And/Or Training (Includes Assistive Technology)	15_048_0128_1_3	Assessment, therapy, training, fitting and any approved travel to deliver support.	Hour	\$224.07
Community Nursing Care For Continence Aid	15_051_0114_1_3	Continence aids: assessment, recommendation, and training delivered by a nurse.	Hour	\$122.23