

Explaining the NDIS Pricing Arrangements and Price Limits (PAPL)

This explainer talks about what is in the [NDIS Pricing Arrangements and Price Limits](#) (PAPL). It provides examples of how to use the PAPL to find price limits and arrangements for your supports. You will need to refer to the PAPL for the details.

What is the PAPL?

The [NDIS Pricing Arrangements and Price Limits \(PAPL\)](#) was previously called the NDIS Price Guide.

It helps participants and disability support providers understand how price controls for supports and services work in the NDIS. It explains what providers can and can't claim for.

The NDIA does not set the prices that providers charge

The NDIA sets price limits to help you get value from the supports you use. Price limits are the most a registered NDIS provider can charge for supports. They are usually updated annually following a review.

You can talk to the provider about what you will get for the price they charge and different ways they can provide the support.

The PAPL explains the details of all the pricing rules that providers must follow. The page numbers in the list below refer to pages in the PAPL. Pricing rules include:

- **Supports that need a quote** – find more information under General Claiming Rules – Claiming for support items that are subject to quotation on page 16.
- **Supports delivered on different times and days of the week** – find more information under General Claiming Rules – Time of Day and Day of Week from page 17.
- **Group-based supports** – find more information under General Claiming Rules – Claiming for Group-Based Supports on page 32.
- **Provider travel** – find more information under General Claiming Rules – Claiming for Non-direct Services – Provider Travel from page 21.
- **Non-face-to-face support** – find more information under General Claiming Rules – Claiming for Non-direct Services – Non-Face-to-Face Support Provision from page 20.
- **Supports delivered in regional, remote, and very remote areas** – find more information under General Claiming Rules – Regional, Remote and Very Remote Areas from page 30.
- **Support items that do not have a price limit** – find more information under General Claiming Rules – Claiming for support items that do not have a price limit on page 17.

The PAPL lists each support category and support item and explains what they mean. It explains the rules for buying each support item. Each support item has a number for providers to use when they claim for that support.

PAPL – Introduction from page 7

This section talks about the PAPL and its supporting documents.

Price regulation documents

There are 5 other documents which have information about pricing arrangements. They are described below. They are separate documents that should be read alongside the PAPL as they have a different format, specific rules or time limits.

NDIS Support Catalogue

This is an Excel spreadsheet. It lists the support item details without any extra information. Providers use the Support Catalogue when they create their invoices.

You can use the Support Catalogue to find the price limits and arrangements for supports that are included in your NDIS plans. This will help you understand how

much of a support you can use without exceeding your budget. You can also use the [Budget Calculator](#) to help work this out.

Addenda to the NDIS Pricing Arrangements and Price Limits

These are documents which note extra information or changes to the main PAPL. An addendum is linked to a main document. When there are 2 or more of these documents, they are called addenda.

The NDIA may make temporary changes to the PAPL for something unexpected, like COVID-19. The NDIA puts these changes into an addendum which links to the PAPL. These temporary changes might be an additional loading or an extra support item on top of what is in the PAPL.

It is important to look at both the PAPL and any addenda together.

NDIS Pricing Arrangements for Specialist Disability Accommodation

This document notes specific rules for providers of Specialist Disability Accommodation (SDA). SDA providers also need to follow the PAPL.

NDIS Assistive Technology, Home Modifications and Consumables Code Guide

This document notes specific rules for providers of these 3 types of supports. These providers also need to follow the PAPL.

NDIS Disability Support Worker Cost Model

This sets price limits for supports provided by Disability Support Workers (DSWs). This model looks at all costs for one hour of support, including worker pay, extra pay for shifts, leave and other expenses.

Applicability of Price Limits

This section of the PAPL talks about the different ways price limits and arrangements apply to supports.

Participants may be Agency managed, plan managed, self-managed, or a combination of these.

For example, you may be plan-managed for your consumables and Agency managed for the rest of your NDIS plan. In this example:

- The price limits that apply to the consumables portion of your plan are noted below under the title 'Plan Managed Participants'.
- The price limits that apply to the rest of your plan are noted below under the title 'Agency Managed Participants'.

For Agency-managed participants

- Providers must be registered
- Providers must not charge more than the price limits set by the NDIA
- Providers must tell participants the prices and conditions before delivering a service. Participants must agree to those prices and conditions.

For plan managed participants

- Plan managed participants must not be charged more than the price limits set by the NDIA
- Plan managers must make sure providers don't charge more than the price limits set by the NDIA
- Plan managed participants can use registered providers.

For self-managing participants

- Self-managing participants can use registered or unregistered providers, but must use a registered provider for behaviour support, specialist disability accommodation and supports where the use of restrictive practices occurs or is likely to occur.
- Self-managing participants don't need to stay within the price limits set by the NDIA.
- You can check the price limits in the PAPL as a guide for how much your supports may cost.

PAPL – Support Purposes, Support Categories and Support items from page 11

This section of the PAPL explains how to read the reference number for supports.

There are 3 types of funding that may be in a participant's NDIS plan. These are called support purposes:

- Core – these supports help participants with daily living.
- Capital – this covers assistive technology, home modifications and Specialist Disability Accommodation.
- Capacity Building – these supports help participants build their independence and skills.

There are 8 outcome domains and 15 support categories which work together with the support purposes above. These purposes, outcome domains and support

categories lead to specific NDIS reference items used for billing across Core, Capital, and Capacity Building supports.

There are also registration groups and units of measure. These are for providers when they are choosing what supports they can deliver and when they are doing their invoices.

This section of the PAPL is mainly for providers to understand how to claim for the services they provide. Participants may see these reference numbers on invoices or receipts. This section can help you understand what support that reference number is for.

PAPL – General Claiming Rules from page 14

This section of the PAPL covers the rules providers need to follow. Participants may find this section useful to understand these rules. You can talk with your providers if you think they are not following these rules.

There is also information for registered providers to help them understand when they can claim and what they need to check before claiming. Topics include:

- service agreements and service bookings
- support items needing a quote
- support items that do or don't have a price limit
- time when the support is provided, and which price limit should be used
- telehealth services
- non-direct services, such as non-face-to-face support, provider travel, reports, and short notice cancellations
- activity-based transport – when a participant asks to be taken to or from a community participation support
- regional, remote, and very remote areas – what each of these means and any pricing changes
- group-based supports
- centre-based supports
- more than one worker or therapist
- other considerations, such as:
 - reasonable and necessary supports and what the NDIS means

- medical expenses that may be covered by Medicare and private health insurance
- payment options that providers may be able to offer, such as prepayments and subscription services
- co-payments where a participant may want to customise a support beyond what the NDIS will pay.

PAPL – Special NDIS Pricing Arrangements from page 41

The NDIA may make decisions around specific types of supports and what providers may charge. Currently these specific supports and situations include:

- High Intensity Supports
- Temporary Transformation Payment (TTP)
- Disability-Related Health Supports
- Coronavirus (COVID-19) Response.

Core, Capital, and Capacity Building support categories in the PAPL from page 43

There are 4 Core support categories, 2 Capital support categories and 9 Capacity Building support categories.

Core support categories

- Assistance with Daily Life from page 43
- Transport on page 63
- Consumables on page 64
- Assistance with Social, Economic and Community Participation from page 65.

Capital support categories

- Assistive Technology on page 71 and [Assistive Technology, Home Modifications and Consumables Code Guide](#)

- Home Modifications on page 72 and [Assistive Technology, Home Modifications and Consumables Code Guide](#)
- Specialist Disability Accommodation on page 72 and [NDIS Pricing Arrangements for Specialist Disability Accommodation](#).

Capacity Building support categories

- Support Coordination from page 73
- Improved Living Arrangements on page 77
- Increased Social and Community Participation from page 78
- Finding and Keeping a Job from page 81
- Improved Relationships from page 86
- Improved Health and Wellbeing from page 88
- Improved Learning on page 90
- Improved Life Choices on page 91
- Improved Daily Living from page 92.

Each of these include tables which show:

- The item number, which is a unique reference number a provider will use on their invoice. Go to Support Purposes, Support Categories and Support Items on page 11 to find an example of how to read this number.
- The item name and notes – a description of that item, including the time it is delivered where applicable.
- The unit used, which is hour, year, each, etc.
- The price limit used for metropolitan areas (called National), remote areas and very remote areas.

This information can help you understand how much supports may cost and help you stay within your NDIS plan budget.

Examples

These examples give you an idea of how to read the PAPL and work out the price limit for a support. The examples are based on someone living in a capital city.

You may need to look at weekend and evening price limits – find more information about the Time of Day and Day of Week from page 17.

You may live in a Regional, Remote, or Very Remote Area, which has a different pricing arrangement – find more information from page 30.

There may be Special NDIS Pricing Arrangements that apply – find more information from page 41.

Example 1: You need support on 3 weekday mornings

You need a support worker to help you get ready on Tuesdays, Thursdays, and Fridays. These are weekday mornings, and you need the support for 2 hours each time.

If you have funding for this support, it would be in your core supports budget.

To find the price limit, look under **Core – Assistance with Daily Life** in the PAPL, then look under the section for Assistance with Self Care Activities.

In the table on page 43, you will find a line that gives you the weekday daytime hourly price limit. You can multiply that by 2 to get the daily amount for your 2 hours. Then multiply by 3 (because you want the support on 3 days) to get the weekly amount you need.

What this looks like in practice:

The table on page 43 shows **Assistance With Self-Care Activities – Standard – Weekday Daytime** as the first line. The unit is an hour, and the national price limit is \$70.23. As you live in a capital city, this is the price limit you will use to guide you.

For 2 hours a day, the price limit is \$140.46. To have this support 3 times a week, the price limit is \$421.38.

You can work out the yearly amount from this. You need this support for 52 weeks. Multiply the weekly amount of \$421.38 by 52 weeks to get a price limit of \$21,911.76 for a year of this support.

You may find the [Budget Calculator](#) helpful to calculate this.

Example 2: Improving your mobility

You have a goal to be more active so you can continue to live in your home.

If you have funding for this support, it would be in your capacity building supports budget.

There are 2 Capacity Building support categories where funding may sit, depending on your goal:

- Capacity Building – Improved Health and Wellbeing – this is used for people wanting to improve how they move about, for example getting out of bed more easily.
- Capacity Building – Improved Daily Living – this is used for people wanting to be more independent in the community, for example catching public transport by themselves to go to the shops.

You want to work with an exercise physiologist to get an exercise program to help you move more so you can look after yourself at home.

To find the price limit, look under **Capacity Building – Improved Health and Wellbeing** in the PAPL, then look under Physical Wellbeing Activities on page 88. In the table, you will find 2 lines with the same item name 'Advice provided by an Exercise Physiologist regarding exercise required' but a slightly different item number.

You can use the NDIS Support Catalogue spreadsheet (go to [Pricing Arrangements](#) for the link to the spreadsheet) to find the difference between the 2 support items.

The quickest way to find these lines in the spreadsheet is to search using the support item name. You can use the search box at the top of the Excel window or press ctrl + F to open the search box. Type 'advice provided by an exercise physiologist' and select 'find in document' or 'find all'.

The spreadsheet has more detail under Registration Group Name to show that one support item is for Exercise Physiology & Personal Well-being Activities and the other support item is for Therapeutic Supports. The provider uses these codes when doing their invoicing.

- Therapeutic Supports usually cover the appointments with the Exercise Physiologist, including:
 - initial discussion of your current situation
 - check-ins to see your progress
 - making changes to your exercise plan if needed.
- Well-being Activities usually cover exercise sessions where the Exercise Physiologist takes you through your exercises to ensure you are doing them safely and correctly.

You don't need to allocate your budget against the separate support items, but it can be useful to know how to get more detail when 2 support items have the same name.

What this looks like in practice:

The table on page 88 shows **Advice provided by an Exercise Physiologist regarding exercise required** and a national price limit of \$166.99 per hour. As you live in a capital city, this is the price limit you will use to guide you.

You want to meet with an Exercise Physiologist for 2 hours to talk through your current situation, what you would like to be able to do, and activities that may help you. The price limit for this appointment is \$333.98.

The Exercise Physiologist may then book another appointment to go through your exercise plan. The Exercise Physiologist may also recommend an additional 6 sessions to ensure you are doing the exercises safely and they are helping you pursue your goal.

The price limit is \$166.99 per hour, and you can multiply this by 7 (one for the appointment to go through the plan and 6 additional sessions). This gives you a price limit of \$1,168.93.

You can add this to the initial appointment amount to get a total price limit of \$1,502.91 for this support. The total number of hours is 9 (2 for the initial appointment and 7 for the follow-up appointments).

You may find the [Budget Calculator](#) and [Support Organiser](#) helpful to calculate and keep track of your supports.

Example 3: Learning more about managing your own supports

You would like to learn how to manage some of your supports to give you more choice and control in future plans. You want someone to help you for one hour a fortnight so you can build your confidence to manage part of your plan.

This support has recently moved into core supports. You can use your core support funding flexibly to get this support, as long as it is one of the goals in your plan.

To find the price limit, look under **Core – Assistance with Daily Life** in the PAPL, then look under the section for Capacity Building and Training in Self-Management and Plan Management on page 58. In the table, you will find a line that gives you the hourly price limit.

You want one hour of support every fortnight, so you can multiply that by 26 to get the yearly amount you need.

What this looks like in practice:

The table on page 58 shows Capacity Building and Training in Self-Management and Plan Management as the only support item in the table. The national price limit is

\$80.06 per hour. As you live in a capital city, this is the price limit you will use to guide you.

You want to meet with a support worker for one hour a fortnight. You can multiply the hourly amount of \$80.06 by 26 (the number of fortnights in a year) to get a price limit of \$2,081.56 for a year of this support.

You may find the [Budget Calculator](#) helpful to calculate this.

Example 4: Attending a group-based support

You want to go to a group activity session in the community on Wednesday every week. There are 3 other participants in the group. This session requires a single support worker to assist your group for 3 hours each week for standard support.

You can find more information on how to claim for group supports under **Claiming for Group-Based Supports** on page 32. Note that the price limit for group activities is the hourly price limit divided by the number of people being supported in the group.

If you have funding for this support, it would be in your core supports budget.

To find the price limit, look under **Core – Assistance with Social, Economic and Community Participation** in the PAPL, then look under the section for Group and Centre Based Activities.

In the table on page 67, you can find a line that gives you the weekday daytime hourly price limit. You would divide this by 4 (number of people receiving group support) and then multiply that by 3 to get the daily amount for your 3 hours. This would be the weekly amount you need.

What this looks like in practice:

The table on page 67 shows Group Activities – Standard – Weekday Daytime as the first line. The unit is an hour, and the national price limit is \$70.23. As you live in a capital city, this is the price limit you will use to guide you.

There are 4 people in your group. The price limit of \$70.23 is divided by 4 to give you an individual price limit of \$17.55 per hour.

This group activity is for 3 hours a day. Multiply your individual price limit of \$17.55 by 3 to get the price limit of \$52.65. This is also the weekly price limit as you only receive this support once a week.

You can work out the total amount for this group activity from this. Multiply the weekly amount by the number of weeks that you are doing the activity.

For example, if your group activity is walking and the activity goes for 13 weeks, multiply the weekly amount of \$52.65 by 13 weeks to get a price limit of \$684.45 for this group activity.

You may find the [Budget Calculator](#) helpful to calculate this.

Further information and questions

The NDIS website has more information on [pricing arrangements](#).

You can [contact the NDIA](#) to ask questions.

National Disability Insurance Agency

[ndis.gov.au](https://www.ndis.gov.au)

Telephone 1800 800 110

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