# Photo of a participant working and smiling In-Kind FAQs for Providers

Important information on the phasing out of in-kind funding arrangements and how to continue providing services to participants during and after the transition.

**Provider Frequently Asked Questions**

## What is in-kind?

In-kind arrangements are interim funding arrangements put in place when the National Disability Insurance Scheme (NDIS) commenced roll out across Australia.

Under this arrangement, providers of some disability support programs continued to be paid in advance by State, Territory and/or Commonwealth Governments to deliver service. When used by NDIS participants, these pre-paid supports are called ‘in-kind’.

## What is changing?

In-kind arrangements will be progressively phased out. This means that providers of in-kind services will no longer be paid in advance by governments.

Instead, under the new funding arrangements, participants will be able to purchase reasonable and necessary supports directly from service providers using funds in their NDIS plan.

This change in funding arrangements is known as ‘cashing out’.

**When will the change happen?**

Not all in-kind supports will transition to the NDIS at the same time – the transition will be gradual. Some in-kind programs may cash out in a progressive approach, with different providers transitioning from pre-paid to NDIS services at different times.

If you deliver any services to NDIS participants on a pre-paid (in-kind) basis, your government program manager will advise you of when and how these in-kind arrangements will finish. Please contact them if you have any questions regarding these changes.

**What does this mean for providers?**

**a) Participants can choose their provider**

Under the *NDIS (Plan Management) Rules 2016*, participants are required to continue to access in-kind supports through their existing provider until these services cease being pre-paid. Once the in-kind arrangement finishes, the participant will have choice and control over **what, when, where** and by **whom,** their reasonable and necessary supports and services are provided.

This means a participant may choose to continue purchasing supports from their existing provider or engage a new provider.

**b) Participants may receive different supports**

Participants will receive funding for reasonable and necessary supports. This may mean that the supports they purchase from any given provider could be more, less or different than the supports they received through the in-kind arrangement.

**c) Providers may need to register**

If you haven’t already, you will need to become an NDIS registered provider if you want to continue providing services to NDIS participants who have their plans managed by the NDIA. More information regarding provider registration can be found by accessing the [Provider Toolkit](https://providertoolkit.ndis.gov.au/).

The NDIS Quality and Safeguards Commission (NDIS Commission) now registers and regulates providers in New South Wales and South Australia. Please access [NDIS Commission](https://www.ndiscommission.gov.au/providers/provider-registration) for more information.

**d)** **Providers will need to claim to be paid**

From the date the pre-paid arrangements cease the NDIS funding model will apply to the services you deliver to NDIS participants. You will need to claim for all services you provide to NDIS participants after this date.

In most cases, a participant’s plan will be managed by the NDIA. For all supports delivered to NDIA-managed participants, you will need to make service bookings and claim for service using the [myplace Provider Portal](https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf?TAM_OP=login&USERNAME=unauthenticated&ERROR_CODE=0x00000000&URL=%2Fmga%2Fsps%2Foauth%2Foauth20%2Fauthorize%3Fresponse_type%3Dcode%26client_id%3D2iI5uxAzRUvdGvID5AMm%26state%3D001533252771082t4bH49Wan%26redirect_uri%3Dhttps%253A%252F%252Fmyplace.ndis.gov.au%252Fsso%252Foidcclient%252Fredirect%252Famapp-runtime-prodandis%26scope%3Dopenid%2Blink&AUTHNLEVEL=&OLDSESSION=).

If a participant is self-managing funding under their NDIS plan, you will claim payment directly from the participant.

If a participant has a plan manager managing funding for their supports, you will claim payment directly from the plan manager.

**Can I set up service bookings and start getting paid directly now?**

No. You should keep providing the same services to participants in the same way that you do now, until the date funding arrangements change. You have been pre-paid to deliver services up until that date.

The NDIA will review all claims to make sure that providers have not claimed for services provided before the date the new funding arrangements start.

**Once the in-kind arrangement ceases can I set up service bookings for all NDIS participants and keep delivering them the same supports as before?**

No, you must check with each participant if they want to continue receiving supports from you. It is their choice whether to keep using your services. It is also possible that some participants might purchase more, different or less supports than they received before.

## I’ve confirmed with a participant that they want to continue receiving supports from me. Can I set up a service booking in advance for the cash supports I will be providing to them after in-kind arrangements finish?

Yes, but you must make sure that period covered by the cash service booking starts after the date the in-kind funding arrangements end.

For example, if the in-kind program the participant is using is due to cash out on 30 June 2019, the cash service booking to continue providing supports must start on 1 July 2019 or later.

This will make sure you do not claim payment for supports provided before your pre-paid arrangements end.

**It will be hard for my business to cope without government pre-payments. Can I put the price up for services?**

Providers cannot charge above the prices listed in the NDIS catalogue for supports provided to participants with an Agency-managed plan. The amounts in the NDIS catalogue include provision for overheads and other costs. More information regarding pricing can be found on the NDIS [Pricing and Payment](https://www.ndis.gov.au/providers/pricing-and-payment.html) page.

The NDIS changes the way disability services are funded to be more flexible for participants and providers. Most providers have already changed over to the new funding model: this change makes it fairer for all providers.

## Where can I find more information?

There are a number of resources available to help you prepare for and adapt to the NDIS service and funding models. The best place to start is the NDIS [Provider](https://www.ndis.gov.au/providers.html) page, which includes the [Provider Toolkit](https://providertoolkit.ndis.gov.au/). The Provider Toolkit will show you how to become an NDIS registered provider, how to make a service booking and how to claim using the myplace provider portal.

You can also contact your government program manager for more information.