23 July 2025

From 1 July 2025, there are new price limits for a range of NDIS services as detailed in the 2025-26 NDIS Pricing Arrangements and Price Limits.

We are hearing from participants that therapy travel costs are draining their funding faster than expected. The updated travel claiming rules encourage more efficient scheduling by providers, create clear cost expectations for participants to help get better value from their funding, and ensures travel costs remain proportionate to the service provided.

We have listened to recent questions from participants and the disability community about these changes, including price limits for travel.

We know that changes can be confusing, and we're committed to supporting you through these updates and will continue to share clear information.

We continue to focus on assisting participants to receive the supports they need. This includes regular monitoring of the market to ensure continuity of supports for participants.

More details are provided below to help you understand what's changing and what it means for you.

Travel pricing for therapy providers

What has changed

From 1 July 2025, therapy providers can claim half of the relevant price limit for their time spent travelling, up to the usual time limit caps depending on location.

For example, a physiotherapist has a price limit of $183.99 per hour. From 1 July 2025, they are able to claim up to $92.00 per hour for travel, up to the relevant time cap according to their location.

This only applies to therapy providers. It does not apply to Disability Support Workers or other support providers.

What has not changed

Other travel rules have not changed.

All providers, including therapists, can continue to claim non-labour travel costs, such as road tolls, parking fees and the running costs of a vehicle i.e. fuel. They may negotiate with the participant for them to make a reasonable contribution towards these costs. This could, with

the agreement of the participant, include costs such as the cost of flights and accommodation for travel to remote and/or very remote areas.

The NDIA uses the Modified Monash Model (MMM) to classify locations based on remoteness and population size, categorising them into MMM 1 (major cities) to MMM 7 (very remote). The NDIA modifies the classification of some locations to enable service delivery in isolated areas, making it more generous than the standard MM classification.

Therapy providers can keep claiming for travel time in both directions, up to the usual limits:

- 30 minutes each way in metro areas (MMM1–3)
- 60 minutes each way in regional areas (MMM4–5)

Travel in remote (MMM-6) and very remote (MMM-7) price limits are not subject to time limit caps. Remote and very remote loadings of 40% and 50% respectively remain unchanged.

It’s important that travel time and therapy time is shown separately on invoices.

Further information and examples of travel pricing can be found at Annual pricing review.

Gap fees and other costs

Under NDIS rules, registered providers must not add any other charge to the cost of the supports they provide to any participant, such as ‘gap fees’, credit card surcharges, or any additional fees.

As registered providers, plan managers cannot pay invoices where the price is more the NDIS price limit. This rule applies regardless of whether the participant purchases the support from a registered or an unregistered provider.

Plan managers must work with providers – both registered and unregistered – to inform them they cannot make payment.

If a provider tries to charge these types of fees, it must be reported to the NDIS Quality and Safeguards commission.

Participants can contact the NDIS Contact Centre on 1800 800 110, while providers can call 1300 311 675 or email provider.support@ndis.gov.au with any questions.

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