13 July 2022

Why we are making a one-off payment

As part of the 2021-22 Annual Pricing Review, the Agency committed to making up to an extra $514 million available to eligible registered providers.

The payment is in recognition of the costs of keeping participants safe, particularly during COVID, and the significant overhead costs incurred by providers this year that were not previously taken into account.

These additional costs are separate to the specific COVID-19 costs amounts providers have claimed for personal protective equipment (PPE) or other COVID-19 related items from the Agency or participant plans as per the COVID Addendum to the NDIS Pricing Arrangements and Price Limits.

Information about the one-off payment

This payment will be delivered as a one-off lump sum to eligible registered providers who provided eligible supports in 2021-22.

Eligible supports are support items that are:

- Supplied to Agency managed, or plan managed, participants
- In either the Assistance with Daily Living support category or the Community, Social or Economic Participation support category
- not directly related to the management of COVID-19 as delivered by the Provider, and
- in a setting that is not residential aged care.

In addition, they must be related to one of the following registration groups:

- 0104 High Intensity Daily Personal Activities
- 0107 Daily Personal Activities
- 0115 Assistance with Daily Life Tasks in a Group or Shared Living Arrangement
- 0125 Participation in Community, Social and Civic Activities
- 0133 Specialised Supported Employment
- 0136 Group and Centre Based Activities.

The payment will be calculated by the Agency and is not negotiable.

The total available is $514 million, split between eligible providers.

The first round of one-off payments has a minimum threshold of $5000.

A second round of one-off payments will have a minimum threshold of $500.

If your organisation is eligible to receive a one-off payment of $5000 or more, you will receive an email with information about claiming the payment.

Organisations eligible to receive a one-off payment between $500 and $4,999 will be contacted by the Agency in the coming months.

The amount offered is not negotiable.

Eligible providers have 28 days to accept the payment.

Questions about the payment

We have set up a dedicated team at our National Contact Centre to answer questions about the one-off payment.

If you have a question about any information you have received from the Agency about your one-off payment, please call 1300 306 120.

You can also email your questions to provider.support@ndis.gov.au.

Errors with our one-off payment

On Thursday 30 June 2022, the Agency issued a number of offers for payment to providers.

Unfortunately, there was an error in the figures included in some of those offers.

We apologise for our mistake.

We have started directly contacting impacted providers.

We will be reissuing revised advice to those providers, with information about the new amount and the process providers need to follow to claim the new amount.

More information

If you have any questions about the payment, please call 1300 306 120 or email provider.support@ndis.gov.au.

More information on the Annual Pricing Review is available on the Pricing updates page.

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