

NDIS Pricing Update: Frequently Asked Questions

Q. Why are these changes being made?

A. All providers are required by the NDIS to transition to this new pricing method.

It is hoped that these changes will help to provide you with more transparency over the supports you're being charged for, and ensure that we're correctly providing you with the services you require.

Q. How will these changes impact my services?

A. Please be assured that the support services you receive from Coastlink will not change, and we will continue to provide the same quality services for the same amount of time as you currently require.

Over the coming months, our team will issue you with new quotes and service agreements. Your support services will not be interrupted while this is underway.

The NDIS will also not increase the value of your NDIS plan funding. However, if the change in pricing consumes your funding before your scheduled plan review date, the NDIS will hold an early plan review to ensure your supports are not impacted.

Q. What happens next?

A. From 1 January 2024, Coastlink will begin to transition to the new method, and your current services will be claimed in the new pricing format. Your Coastlink Coordinator will be in contact with you to update your quote and service agreement, and also answer any questions you may have.

Example: Group Pricing

A participant attends a Hub and is supported in a 1:3 group each Monday from 9am to 2pm.

- In the current environment:

- *NDIS item name:* Group Activities In A Centre, 1:3 Standard Weekday Daytime (TTP)
- *NDIS price:* \$28.75 per hour
- Participant cost:
 - 5 hours x \$27.98 = **\$143.75**
- In the new environment:
 - *NDIS item name:* Group Activities Standard Weekday Daytime
 - *NDIS price:* \$64.04 per hour
 - *Non-face-to-face activities for this participant for this support service:* 10 minutes (the amount of time will vary for each participant, depending on their services and needs)
 - Participant cost:
 - 3 participants in group: $(\$64.04 \div 3 = \$21.34667) \times 5 \text{ hours} = \106.73
 - PLUS Centre capital cost: $\$2.28 \times 5 \text{ hours} = \11.40
 - PLUS non-face-to-face time: $\$64.04 \text{ per hour for } 10 \text{ minutes } (\$64.04 \div 6) = \$10.67$
 - TOTAL: $\$106.73 + \$11.40 + \$10.67 = \mathbf{\$128.80}$

Example: One-to-One Pricing

A participant attends a Hub, is supported 1:1 each Monday from 9am to 2pm.

- In the current environment:
 - *NDIS item name:* Group Activities In A Centre, 1:1 Standard Weekday Daytime (TTP)
 - *NDIS price:* \$66.32 per hour
 - Participant cost:
 - 5 hours x \$66.32 = **\$331.60**
- In the new environment:
 - *NDIS item name:* Group Activities Standard Weekday Daytime
 - *NDIS price:* \$64.04 per hour
 - *Non-face-to-face activities for this participant for this support service:* 10 minutes (the amount of time will vary for each participant, depending on their services and needs)
 - Participant cost:
 - Support service: $\$64.04 \times 5 \text{ hours} = \320.20

- PLUS centre capital cost: $\$2.28 \times 5 \text{ hours} = \11.40
- PLUS non-face-to-face time: $\$64.04 \text{ per hour for } 10 \text{ minutes } (\$64.04 \div 6) = \$10.67$
- TOTAL: $\$320.20 + \$11.40 + \$10.67 = \mathbf{\$342.27}$