

5th October 2023

To our valued clients and their families:

On 1 July 2023, the NDIS made changes to the way providers are able to charge for supports under the *'Assistance with Social, Economic and Community Participation'* category.

Within this support category, the NDIS use a number of factors for the support items *'Access Community, Social and Recreational Activities'* and *'Group-based supports'* to determine the price limit. Some of these include:

1. The ratio of support workers to participants – there are different price limits for 1:1, 1:2; 1:3; 1:4 and 1:5 supports
2. Whether the support is delivered in a centre or in the community
3. The hourly group price limits include an allowance for non-face-to-face services (the 1:1 price limit does not include this allowance)
4. The time of day the support is delivered
5. The day of the week the support is delivered
6. Whether the support is Standard Intensity or High Intensity (complex)

We're writing to advise you that, from 1 January 2024, Coastlink will implement NDIS pricing changes to the way these 3 items are calculated and communicated to you:

1) The ratio of support workers to participants

The NDIS price guide only includes a labour price limit for 1:1 supports. For all group-based supports, the 1:1 labour price is divided by the number of participants in the group.

2) Whether the support is delivered in a Centre or in the community

The NDIS price guide has now removed these options.

For all supports provided in a Centre, providers can add \$2.28 per hour of support per participant as a Centre capital cost allowance.

In line with the NDIS rules, this allowance is to be charged for all support hours (excluding transport between home and the Centre), where any supports are provided in Centre on that particular day, and where the Centre is available for use.

3) Non-face-to-face services

The NDIS price guide group price limits no longer include a standard allowance for non-face-to-face time.

Providers will be able to charge a non-face-to-face allowance on both group and 1:1 supports, for the time spent on activities that are part of delivering support services to a participant eg program design, engagement with Support Coordinators, activity set-ups, support plan management, engagement with clinical specialists, etc.

What it will look like? Group example.

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

- Current
 - *NDIS item name:* Group Activities In A Centre, 1:3 Standard Weekday Daytime (TTP)
 - *NDIS price:* \$29.91 per hour
 - Participant cost:
 - 5 hours x \$29.91 = **\$149.50**

- New
 - *NDIS item name:* Group Activities Standard Weekday Daytime
 - *NDIS price:* \$65.47 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: ($\$65.47 \div 3 = \21.8233) x 5 hours = \$109.11
 - PLUS centre capital cost: $\$2.44 \times 5$ hours = \$12.20
 - PLUS non-face-to-face time: \$65.47 per hour for 10 minutes ($\$65.47 \div 6$) = \$10.91
 - TOTAL: $\$109.11 + \$12.20 + \$10.91 = \mathbf{\$132.22}$

What it will look like? One-to-one example.

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

- Current
 - *NDIS item name:* Group Activities in a Centre, 1:1 Standard Weekday Daytime (TTP)
 - *NDIS price:* \$68.98 per hour

- Participant cost:
 - 5 hours x \$68.98 = **\$344.90**

- New
 - *NDIS item name:* Group Activities Standard Weekday Daytime
 - *NDIS price:* \$65.47 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: \$65.47 x 5 hours = \$327.35
 - PLUS centre capital cost: \$2.44 x 5 hours = \$12.20
 - PLUS non-face-to-face time: \$65.47 per hour for 10 minutes ($\$65.47 \div 6$) = \$10.91
 - TOTAL: \$327.35 + \$12.20 + \$10.91 = **\$350.46**

What is the impact on me?

The support services you receive from Coastlink will not change. We will provide the same quality services for the same amount of time as you currently need.

Coastlink will issue new quotes and service agreements over the coming months, and your support services will not be interrupted while this happens.

The NDIS will 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.

Why is this happening?

This change will provide you with more transparency of the supports that Coastlink is charging you for, and provide you with the opportunity to ensure we are providing you the valued services that you require. All providers are required by the NDIS to transition to this new pricing method.

What next?

From 1 January, 2024 Coastlink will transition to the new method and your current services will be claimed in the new pricing format. Your Coastlink Coordinator will contact you to update your quote and service agreement.

You can view the [NDIS Price Guide and Support Catalogue 2023-24](#), on Coastlink's website: coastlink.org.au/publications-and-policies

For more information read our [Frequently Asked Questions](#).

If you have any questions or comments in the meantime, please do not hesitate to contact your Service Manager or send us an email to: info@coastlink.org.au

Living Your Way,

**Sharon Mansfield
Acting CEO, Coastlink**