



# 2023–2024 Annual Pricing Review

**We want to know what you think about the  
cost of services**

Easy Read version



**ndis**

[ndis.gov.au](https://www.ndis.gov.au)

# How to use this document



The National Disability Insurance Agency (NDIA) wrote this document. When you see the word 'we', it means the NDIA.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.

## **Bold**

We wrote some important words in **bold**.

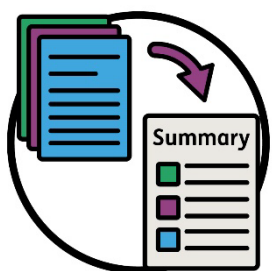
## Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 32.



This is an Easy Read summary of another document.



You can find the other document on our website.

<https://ndis.gov.au/apr-update>



You can ask for help to read this document.

A friend, family member or support person might be able to help you.



We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of our land – Australia.



They were the first people to live on and use the:

- lands
- waters.

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## About this document



Each year we **review** how much NDIS supports and services cost.



When we review something, we check to see what:

- works well
- needs to change.



We want to make sure that the cost of supports and services are right.



**Participants** are people with disability who take part in the NDIS.

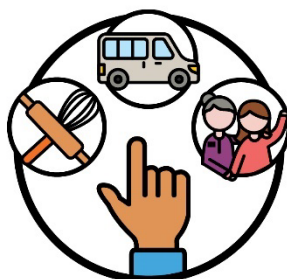


We want to make sure participants get good **quality** supports and services.

Quality is about good services that:



- meet the needs of people with disability



- give people with disability choice and control.



We want to hear about your experiences.

This will help us make sure the most we charge for services:



- is fair



- supports the type of care you get.

## Who can share their ideas

We want to hear from:



- participants



- families and carers



- **providers** – support people with disability by delivering a service



- groups that speak up for people with disability.



We also want to hear from:



- researchers and experts



- disability organisations



- government organisations.

# How to share your ideas



In this document, we ask you some questions.

You can answer:

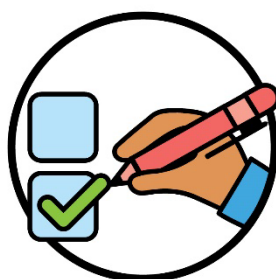


- all of our questions



- some of our questions.

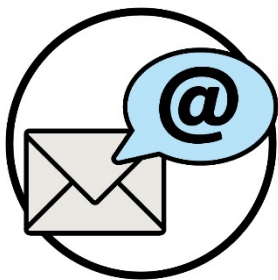
We might ask you to:



- tick a box that has the best answer for you

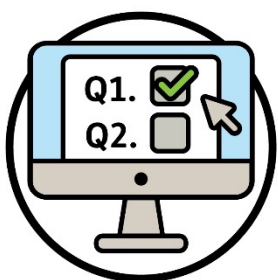


- write an answer in a box.



You can send this document to us by email.

[apr@ndis.gov.au](mailto:apr@ndis.gov.au)



You can also answer these questions online.

[www.ndis.gov.au/apr-form](http://www.ndis.gov.au/apr-form)



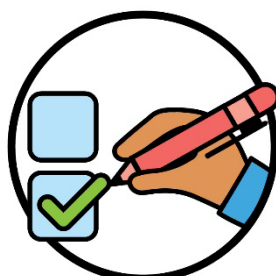
You have until 17 March 2024 to share your ideas with us.

# Questions for you to answer

## Question 1



Do you know how much you pay for your NDIS supports and services?



Please tick the box that is true for you.



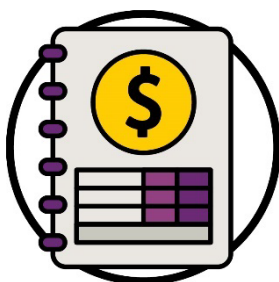
☐ Yes.



☐ No.

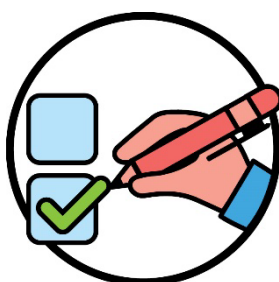


## Question 2



Do you know about the NDIA's guide for how much NDIS supports and services can cost?

We sometimes call it our price guide.



Please tick the box that is true for you.



☐ Yes.

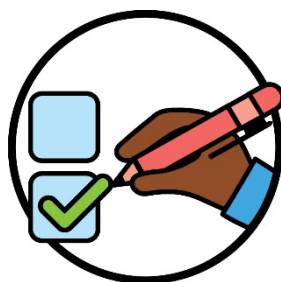


☐ No.

### Question 3



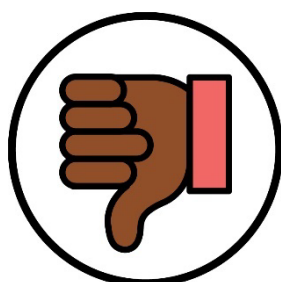
Do your NDIS supports and services cost the same as what the price guide says?



Please tick the box that is true for you.



☐ Yes.

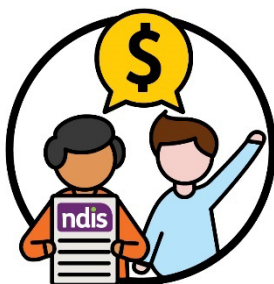


☐ No.



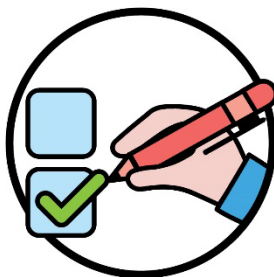
☐ I'm not sure.

## Question 4



Do you pay the same cost for a service as someone who is not a participant?

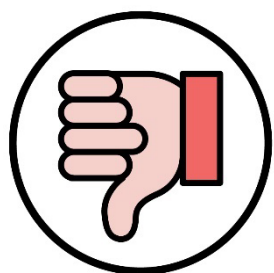
For example, when you use the same provider.



Please tick the box that is true for you.



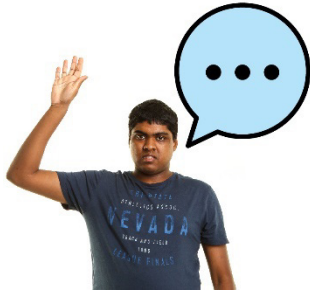
☐ Yes.



☐ No.



☐ I'm not sure.



If you ticked 'No', can you tell us an example?



Please share your answer in the box below.









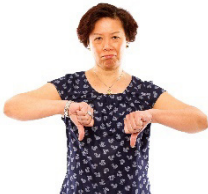
## Question 5



Do you think you pay the right cost for your NDIS supports and services?



Please tick the box that is true for you.

				
I very much agree.	I agree.	I'm not sure.	I don't agree.	I very much don't agree.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Please share why you chose this answer in the box below.



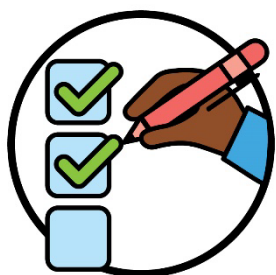
## Question 6



How do you manage your NDIS **funding** for your supports and services?



Funding is the money from your plan that pays for the supports and services you need.



Please tick the box that is true for you.

You can tick more than one box.



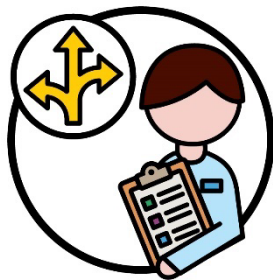
- ☐ My supports are NDIA-managed.  
This means the NDIA manages your funding for you.



- ☐ My supports are plan-managed.  
This means you have a **plan manager** who manages your funding.



- ☐ My supports are self-managed.  
This means you manage your own funding.



- ☐ My supports are managed in a different way.



- ☐ I'm not sure how my supports are managed.



Why did you choose to manage your funding this way?



Please share your answer in the box below.





## Question 7

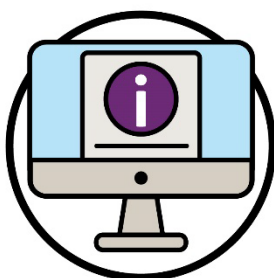


How do your providers give you information about things that change?



This includes changes to:

- the cost of NDIS supports and services
- the rules providers must follow.



For example, your provider might give you information by email.



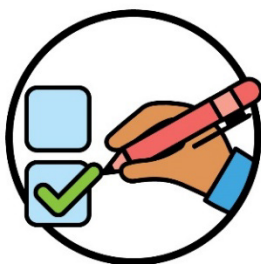
Please share your answer in the box below.



## Question 8



How does your provider decide the cost for your NDIS supports and services?



Please tick the box that is true for you.



- ☐ The NDIA decides the cost of my NDIS supports and services for my provider.



- ☐ My provider decides the cost of my NDIS supports and services.  
This means they have a list of costs that I must pay.



- ☐ I discuss the cost of my NDIS supports and services with my provider.  
This means we agree on a cost I must pay.



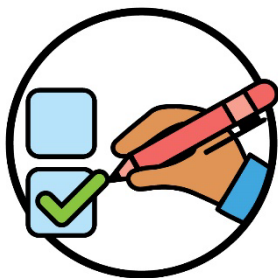
- ☐ I'm not sure how my provider decides the cost of my NDIS supports and services.

## Question 9








**Support coordination services** help you manage the NDIS supports and services in your plan.

If you use support coordination services, are you happy with the support you get?



Please tick the box that is true for you.

				
I'm very happy.	I'm happy.	I'm not sure.	I'm not happy.	I'm very upset.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Please share why you chose this answer in the box below.



## Question 10



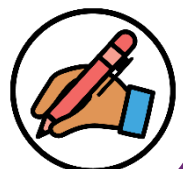
A **support coordinator** is someone who helps people with disability plan and use their supports.

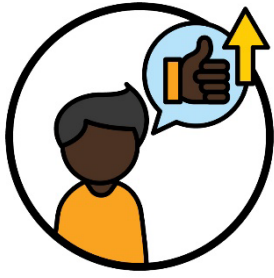


If you have a support coordinator, can you tell us what works well?



Please share your answer in the box below.





How can your support coordinator be better?



Please share your answer in the box below.



## Question 11



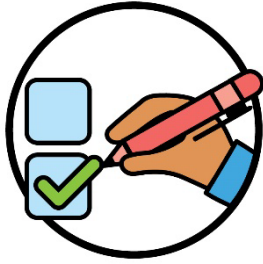
A **policy** explains the rules for how you and your provider should do things.



Does your provider have a policy about what happens when you cancel a service or support?



For example, you might not be able to go to a support if you are sick.



Please tick the box that is true for you.



☐ Yes.



☐ No.



☐ I'm not sure.

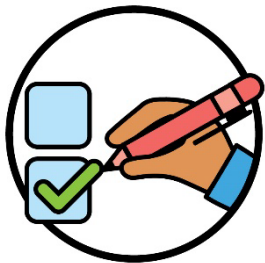




If you ticked 'Yes' for Question 11, can you please answer the question below.



Does your provider's policy have different rules for each support and service if they or you can't go?



Please tick the box that is true for you.



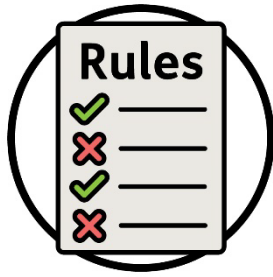
☐ Yes.



☐ No.



☐ I'm not sure.



If you ticked 'Yes', can you share what the different rules are?



Please share your answer in the box below.



## More information

For more information about this document, please contact us.



You can visit our website.

[www.ndis.gov.au](http://www.ndis.gov.au)



You can call us.

**1800 800 110**



Follow us on Facebook.

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Twitter is also called X.

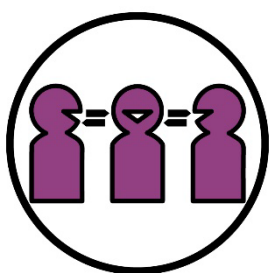
## Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

[www.ndis.gov.au](http://www.ndis.gov.au)

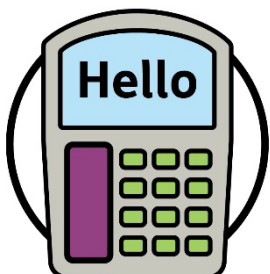
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

[www.relayservice.gov.au](http://www.relayservice.gov.au)

## Word list

This list explains what the **bold** words in this document mean.



### **Funding**

Funding is the money from your plan that pays for the supports you need.



### **Participants**

Participants are people with disability who take part in the NDIS.



### **Plan manager**

A plan manager is someone who manages the funding in your plan.



### **Policy**

A policy explains the rules for how you and your provider should do things.



### **Providers**

Providers support people with disability by delivering a service



## Quality

Quality is about good services that:

- meet the needs of people with disability
- give people with disability choice and control.



## Review

When we review something, we check to see what:

- works well
- needs to change.



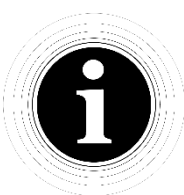
## Support coordination services

Support coordination services help you manage the NDIS supports and services in your plan.



## Support coordinator

A support coordinator is someone who helps people with disability plan and use their supports.



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