



# 2023-24 Annual Pricing Review

**Participant Consultation Paper**

**January 2024**

## Acknowledgement

The NDIA acknowledges the Aboriginal and Torres Strait Islander people of this nation and the Traditional Custodians of the lands across which our Agency conducts our business. We pay our respects to the custodians of the land on which we work as well as their ancestors and Elders, past, present and emerging.

# Contents

2023-24 Annual Pricing Review	1
Acknowledgement	2
Contents	3
What is the NDIA Annual Pricing Review?	4
Important dates for the Annual Pricing Review	5
What is the purpose of this consultation paper?	5
How to send us your answers to the consultation questions	6
Privacy and your personal information	7
Annual Pricing Review consultation questions	8
Next steps	11
Copyright and use of this document	11
Contact Information	12

## What is the NDIA Annual Pricing Review?

The role of the National Disability Insurance Agency (NDIA) is to run the National Disability Insurance Scheme (NDIS). The NDIS helps people with disabilities achieve their goals, be a part of society and have control over their lives.

Providers offer supports and services that NDIS participants need to reach their goals.

The NDIA is the market steward for disability support services in Australia. This means the NDIA works to make sure that providers offer reliable and fair supports and services for people with disability.

Supports and services delivered to NDIA-managed or plan-managed participants must follow a set of rules. These rules are explained in the [NDIS Pricing arrangements and Price limits document](#). This document used to be called the NDIS Price guide.

Price regulation is in place to make sure that participants get good value for the support they receive.

Price limits are the highest prices that registered providers can charge NDIS participants for specific supports. Participants and providers can negotiate lower prices.

The NDIA often checks its pricing rules to make sure they are still right. This is called the Annual Pricing Review.

The Annual Pricing Review for this year will look at the current pricing and price limits of the following:

- Disability support worker supports
- Therapy supports
- Support coordination
- Cancellations.

### **Important dates for the Annual Pricing Review**

- The consultation opens on 25 January 2024.
- The consultation closes on 17 March 2024.
- In June 2024, we will announce the final decisions about pricing.
- The new price limits will start from 1 July 2024.

## **What is the purpose of this consultation paper?**

You can use this consultation paper to help give us feedback on the Pricing Arrangements and Price Limits for our Annual Pricing Review. In this document there are a list of questions to guide you.

The NDIA values your experience as we review and set our price limits for services and supports. Your feedback will help us understand:

- How much you know about the current price limits.
- Your experience in finding the best price for your supports and services within these limits.
- How the price limits affect you and the quality of supports you receive.

We welcome responses from NDIS participants, family members of participants, carers and participant advocacy groups.

## **How to send us your answers to the consultation questions**

You can send us your answers to the consultation questions in two ways:

1. Send an email to the Annual Pricing Review email address [apr@ndis.gov.au](mailto:apr@ndis.gov.au).
2. Complete the [online form](#) on the NDIS website.

### **Tips for completing the consultation questions by email**

- You do not need to answer all the questions.
- Please choose questions related to the NDIS supports you receive.
- When you respond, please tell us which questions you are answering. This makes sure we understand your feedback.
- If any part of your response is private or confidential, please tell us in your response.

## Privacy and your personal information

The information you provide in your submission to the NDIA will be used by the NDIA for the purposes of developing the 2023-24 Annual Pricing Review (APR).

You are not required to provide personal information in your submission. Any personal information you do provide in your submission will be handled in accordance with the NDIA's Privacy Policy.

If your submission or part of your submission is used and published in the upcoming APR, any information about you will be deidentified. Your submission will only be accessed by staff in the NDIA's Economics and Pricing Branch for this purpose. If your submission or part of your submission includes information that is relevant to NDIA policy development functions, this information may be shared by the Economics and Pricing Branch with other Branches in the NDIA for use in policy development. Any information shared by the Economics and Pricing Branch will be de-identified before it is shared. Information about the collection, use, disclosure and storage of personal information by the NDIA is available in our [NDIS Privacy Policy](#) (opens in new window).

Providing a submission is not compulsory and your participation will not impact your NDIS funding or access to the NDIS. Only provide a submission if you consent to the use and disclosure of your personal information as outlined above.

## Annual Pricing Review consultation questions

1. Do you know what price you pay for your NDIS services and supports?
2. Do you know about the Pricing Arrangements and Price Limits Guide (This guide was previously called the Price Guide)?
3. Thinking about the price you pay a provider for your services and supports. Are you charged the same prices as in the NDIS Price guide?
4. Thinking about the price you pay a provider for your services and supports. Do you pay the same price as a person who is not an NDIS participant?
5. If you answered no to Question 4, please give us examples of the different prices your provider charges.
6. Please rate how strongly you agree with the following statement. The prices I pay for my services and supports are reasonable.
  - Strongly Agree
  - Agree
  - Disagree
  - Strongly disagree

Please tell us why you chose this answer.

7. How do you manage your NDIS funding for your core supports and therapy supports?
  - Agency-managed
  - Plan-managed
  - Self-managed
  - Mixed-managed (Some supports are managed differently)

Can you tell us why you chose this method?



8. How does your support provider tell you about changes to NDIS pricing and provider policies? For example, SMS text message, email, letter, via Plan Manager.
9. Which statement best describes how your provider sets the prices for your services and supports.
- My provider tells me the NDIA decides what price they have to charge.
  - My provider has a price list (and says these are fixed prices to pay if buying services from them).
  - I discuss the price with my provider and agree on the prices I will pay.
10. If you have support coordination funding in your plan, please tell us how satisfied are you with the overall support from your support coordinator?
- Very satisfied
  - Satisfied
  - Unsatisfied
  - Very unsatisfied.

Please tell us why chose this answer.

11. Thinking about your experience with your support coordinator, please tell us:
- what has worked well?
  - what could be improved?

12. Do you know if your provider has a cancellation policy?
13. If you answered yes to Question 12, are there different cancellation rules for each service or support?

Please tell us what the different rules are.

## Next steps

Thank you for taking the time to give us your feedback. We will share what we learn from the Annual Pricing Review with the NDIA Board and include it in the Annual Pricing Review report, which we will release by June 2024.

To find out more about this consultation and how to give your feedback, please visit the [NDIS Annual Pricing Review](#) website.

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The National Disability Insurance Agency expects that you will only use the information in this document to help people with disability.

## Contact Information

Telephone 1800 800 110

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

Follow us on our social channels

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For people who need help with English

**TIS:** 131 450

For people who are deaf or hard of hearing

**TTY:** 1800 555 677

**Voice relay:** 1800 555 727

**National Relay Service:** [relayservice.gov.au](https://relayservice.gov.au)