



# Support in a group or at a centre

## Changes to how providers get paid

Easy Read version



**ndis**

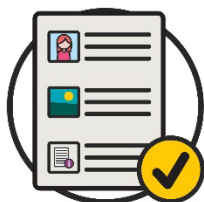
[ndis.gov.au](https://www.ndis.gov.au)

# How to use this fact sheet



The National Disability Insurance Agency (NDIA) wrote this fact sheet.

When you see the word 'we', it means the NDIA.



We wrote this fact sheet in an easy to read way.

We use pictures to explain some ideas.

**Bold**  
Not bold

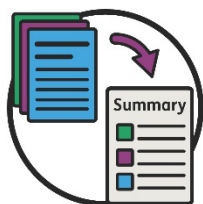
We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **15**.



This is an Easy Read a summary of another fact sheet.



You can find the other fact sheet on our website.

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



You can ask for help to read this fact sheet.

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

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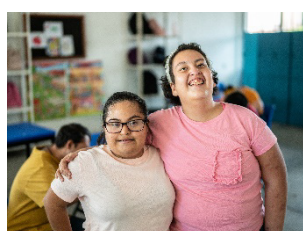
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## What is this fact sheet about?

This fact sheet is about changes to how we will pay **providers** that run activities:



- in a group



- at a centre.



Providers support people with disability by delivering a service.



In this fact sheet, we also explain what these changes mean for **participants**.



Participants are people with disability who take part in the National Disability Insurance Scheme (NDIS).

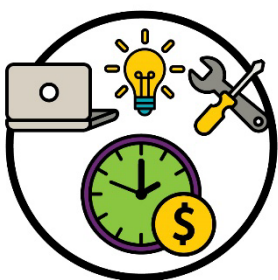


## How do providers get paid?



Providers get paid per hour to support participants to run activities:

- in a group
- at a centre.



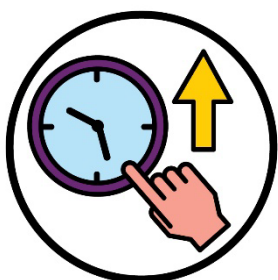
The hourly rate includes different types of costs that it takes to plan and run these activities.



Providers need to be there to support the participants.



We call these 'direct support costs'.



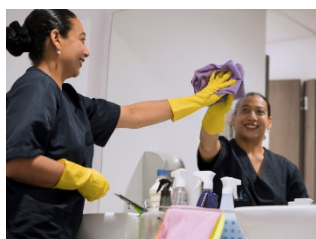
Providers might need time to put things in place to make sure participants can take part in the activities.



This is important for participants who need extra support to take part in an activity.



We call these 'non-face-to-face costs'.

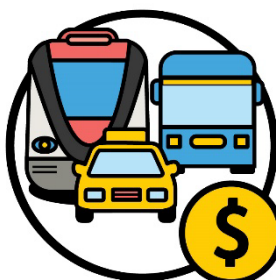


Providers also need to look after a centre.

For example, they need to keep the centre safe and clean for everyone.



We call these 'centre capital costs'.



There might also be other costs to support you to take part in the activities.

For example, transport costs.

## What will change?



From **1 January 2024**, you or your provider will need to make a **claim** for each of the separate costs you used to take part in an activity.



When someone makes a claim, they ask the NDIS to pay a provider for a support.

The separate costs you or your provider can claim will include:



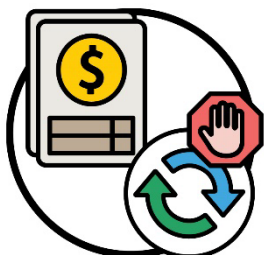
- direct support costs



- non-face-to-face costs



- centre capital costs.



If you and your provider already use this new way of working out costs, you don't need to do anything.

## What does this mean for you?



You might need to talk to your provider about updating your **service agreement**.



A service agreement is a written plan between you and your provider.

It explains:



- what supports you will use
- how your provider will give you those supports
- the cost of the supports.



The new service agreement will include all the separate costs to take part in activities:

- in a group
- at a centre.





Your provider should let you think about if you:

- agree with the new costs
- want to sign a new service agreement.



You and your provider need to follow our rules when you work out the separate costs.



Our rules are called the NDIS Pricing Arrangements and Price Limits.



You can find these rules on our website.

[www.ndis.gov.au/providers/pricing-arrangements](http://www.ndis.gov.au/providers/pricing-arrangements)  
[#ndis-pricing-arrangements-and-price-limits](https://twitter.com/ndis-pricing-arrangements-and-price-limits)



You can also get support to understand the separate costs from people who:

- understand the NDIS
- can connect you with the NDIA.

For example:



- a **local area coordinator (LAC)** – who help people with disability find and use supports



- a **support coordinator** – who helps people with disability to plan and use their supports.

## Programs of support

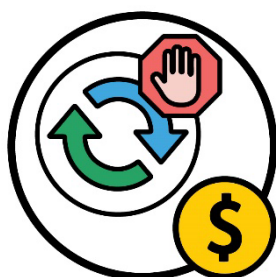


You can also agree to use programs of support with your provider.

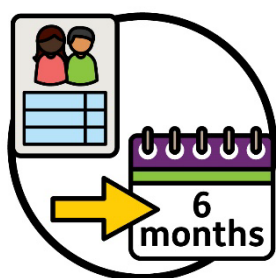


Programs of supports manage:

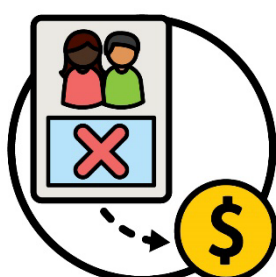
- the activities you agree to take part in
- the costs of the activities.



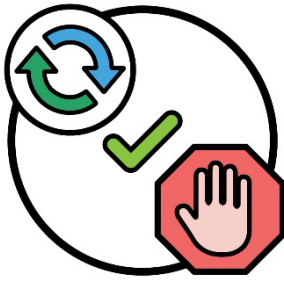
If you agree to use programs of support, the amount for each separate cost won't change.



But each program of support can only last for up to 6 months.



If you don't go to an activity that's part of your program of support, you will still need to pay for it.



But you can change or end your program of support at any time.



You just need to:

- let your provider know
- give them time to change or end your program of support.

## More information

For more information about this fact sheet, 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.

[www.facebook.com/NDISAus](http://www.facebook.com/NDISAus)



Follow us on Twitter.

**@NDIS**

Twitter is also called X.



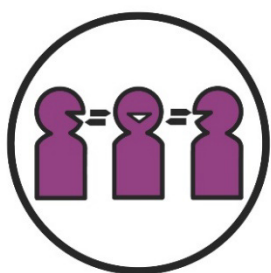
## Support to talk to us



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)

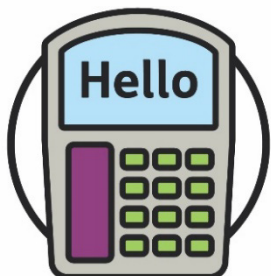
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

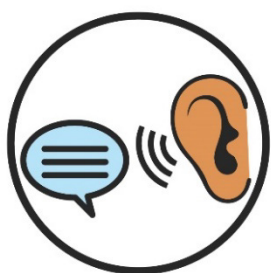
**131 450**

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.



### **Claim**

When someone makes a claim, they ask the NDIS to pay a provider for a support.



### **Local area coordinator (LAC)**

LACs help people with disability find and use supports.



### **Participants**

Participants are people with disability who take part in the National Disability Insurance Scheme (NDIS).



### **Providers**

Providers support people with disability by delivering a service.

## Service agreement

A service agreement is a written plan between you and your provider.



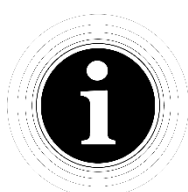
It explains:

- what supports you will use
- how your provider will give you those supports
- the cost of the supports.



## Support coordinator

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



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