

29 April 2020

Changes to NDIS price limits and short notice service cancellations

Due to the impact of the Coronavirus (COVID-19) pandemic on disability support providers, the National Disability Insurance Agency (NDIA) has made changes to some pricing and cancellation rules.

Increase in price limits for select services

A temporary 10 percent increase on price limits for some Critical Supports has been introduced.

This change applies to:

- Assistance with Daily Life (not including Supported Independent Living)
- Assistance with Social and Community Participation
- Improved Health and Wellbeing (not including personal training)
- Improved Daily Living Skills.

This temporary change started on 25 March 2020 to assist disability support providers, like Multicap, to continue delivering services during the Coronavirus pandemic.

The increase is expected to be in place for six months, during this time the NDIA will review the increase to decide if it continues to be appropriate.

Changes to service cancellations

The NDIA has also changed the price rate for short notice cancellation of services from 90 percent to 100 percent.

It has also changed the minimum notice period required to cancel services without paying the full fee, from 2 days to a minimum of 10 business days.

Multicap implemented this price rate increase on 18 April 2020, but will continue to honour the 2 day minimum notice period for cancellations of Multicap services.

The NDIS Support Catalogue and Price Guides have been updated to reflect these changes:

<https://www.ndis.gov.au/providers/price-guides-and-pricing#important-covid-19-pricing-update>

Should you have any questions or concerns regarding this, please call Multicap on 1300 135 886.