

Document No: POL-011	Issue No: 003	Date of Issue: 19/06/2023	Review Date: 19/06/2024	Process Owner: Director	Authorised By: Director
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All supports provided by ReadyUp Skills are charged as per the NDIS price guide and the NDIS’s apportioned pricing arrangement. Information regarding this can be found on the NDIS website at www.ndis.gov.au. This document is provided to detail the ways in which ReadyUp Skills supports participants and claims for these supports. The information below is reflective of the changes made by the NDIS and are effective as of July 1st, 2023.

INDIVIDUAL SUPPORT – Individual supports are provided to participants to assist them to develop their understanding and confidence in managing their own lives. These supports may include building soft skills, accessing health or welfare services, public transport travel training, or working towards their goals. It is suggested that a 2-hour individual support at a minimum is provided to develop these skills.

Prices as per the NDIS Pricing Arrangements and Price Limits 2023-24;

CORE Supports

Item Number	Item Name	Price
04_104_0125_6_1	Access Community Social and Rec Activities - Standard - Weekday	\$65.47
04_102_0136_6_1	Group Based Activities in a Centre - Standard - Weekday	\$65.47

Capacity Building Supports

Item Number	Item Name	Price
09_009_0117_6_3	Skills Development and Training	\$74.63/hr
10_016_0102_5_3	Employment Support	\$74.63/hr
15_037_0117_1_3	Skill Development And Training including Public Transport Training	\$65.47/hr
09_006_0106_6_3	Life Transition Planning Incl. Mentoring Peer- Support And Indiv Skill Develop -	\$74.63/hr
10_021_0102_5_3	School Leaver Employment Supports - Standard - Weekday	\$70.96/hr

GROUP SUPPORT – When a support item is delivered to more than one participant at the same time (a group of participants) then, unless the *NDIS Pricing Arrangements and Price Limits* states otherwise, the price limit for each participant is the applicable price limit set out in the relevant support table divided by the number of participants in the group. Providers should make a claim for each participant using the relevant support item. Each claim should be for the total time of the support but is subject to the lower price limit as set out above.

Providers can only claim for supports that are related to the reasonable and necessary needs of a participant. Where a participant attends a group-based session then a provider should only claim for the time of more than one worker against that participant’s plan if all those workers were involved in the direct support of the participant for the time claimed. Groups supports are charged as per the NDIS group ‘apportioning’ rate. This means that a

Document No: POL-011	Issue No: 003	Date of Issue: 19/06/2023	Review Date: 19/06/2024	Process Owner: Director	Authorised By: Director
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plan is only charged based on the number of participants in the group during the time of support.

For example, John is receiving support through the ReadyUp Career Program of Support. John’s hourly rate as per his funding is \$70.87/hr and there are a total of 4 participants in the group. Once John has received the group support, John’s hourly rate (\$70.87) will be divided by 3 (number of participants in the group) and ReadyUp Skills will invoice and claim \$23.62/hour of group support that John receives that day.

The exception to this rule applies to CORE supports; 04_102_0136_6_1 - Group Activities, which is charged as per rates stated in the NDIS Support Catalogue.

NON-FACE 2 FACE SUPPORT – Providers can only claim from a participant’s plan for the Non-Face-to-Face delivery of a support item if all of the following conditions are met:

- this NDIS Pricing Arrangements and Price Limits indicates that providers can claim for Non- Face-to-Face Support Provision in respect of that support item; and
- the proposed charges for the activities comply with this NDIS Pricing Arrangements and Price Limits and with the Service Agreement with the participant; and
- the activities are part of delivering a specific disability support item to that participant (rather than a general activity such as enrolment, administration, or staff rostering); and
- the provider explains the activities to the participant, including why they represent the best use of the participant’s funds (that is, the provider explains the value of these activities to the participant); and
- the provider has the agreement of the participant in advance (that is, the service agreement between the participant and provider specifies that Non-Face-to-Face supports can be claimed).

These are supports that are claimed for when a provider does not work directly or, face to face with a participant and may include report writing, file noting, planning and development or phone calls and email correspondence with relevant stakeholders.

Examples of administrative activities that should not be billed as Non-Face-to-Face supports include, but are not limited to:

- pre-engagement visits
- developing and agreeing Service Agreements
- entering or amending participant details into system
- making participant service time changes
- staff / participant travel monitoring and adjustment
- ongoing NDIS plan monitoring

Document No: POL-011	Issue No: 003	Date of Issue: 19/06/2023	Review Date: 19/06/2024	Process Owner: Director	Authorised By: Director
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- completing a quoting tool
- making service bookings and payment claims

ACTIVITY BASED TRANSPORT/PROVIDER TRAVEL – Providers of supports in the Assistance with Social, Economic and Community Participation Support Category and the following Capacity Building:

- 102 - Assistance to Access and Maintain Employment or Higher Education
- 106 - Assistance In Coordinating Or Managing Life Stages, Transitions And Supports,
- 117 - Development Of Daily Living And Life Skills

Providers are, with the agreement of a participant, permitted to claim for Activity Based Transport when delivering those supports. A provider can, at the request of a participant, transport a participant to, or from, or as part of, a community participation support. In these cases, the provider is entitled, with the agreement of the participant, to bill the participant’s plan for the time that support workers spend providing the transport support (as part of the community participation support). This includes accessing workplaces, community facilities, volunteer sites and education facilities. A provider is also entitled to bill for any non-labour costs associated with transporting the participant (again, as part of the community participation support). During these supports, Skill Facilitators may be required to provide transport or travel to the participant to facilitate support. During these times, ReadyUp Skills may need to charge for the distance travelled at a rate of \$1.00/km as per the NDIS price guide.

PROVIDER TRAVEL – Where a provider claims for travel time in respect of a support then the maximum amount of travel time that they can claim for the time spent travelling to each participant (for each eligible worker)

In addition to the above travel, capacity-building providers who are permitted to claim for provider travel in respect of a support item can also claim for the time spent travelling from the last participant to their usual place of work. The maximum amount of travel time that they can claim for the time spent on return travel (for each eligible worker) is 30 minutes in Metropolitan areas and 60 minutes in regional areas. Where a worker is travelling to provide services to more than one participant in a ‘region’ then the provider should apportion that travel time (including the return journey where applicable) between the participants, with the agreement of each participant in advance.

CENTRE BASED CAPITAL COST – When a support item (“the primary support”) in the Assistance with Social, Economic and Community Participation Support Category is delivered in a facility (Centre), by a provider in one of the following Registration Groups:

Document No: POL-011	Issue No: 003	Date of Issue: 19/06/2023	Review Date: 19/06/2024	Process Owner: Director	Authorised By: Director
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- High Intensity Daily Personal Activities (0104)
- Specialised Supported Employment (0133)
- Group and Centre Based Activities (0136)

The provider can claim an additional amount for the costs of running and maintaining the facility through the relevant Centre Capital Cost support item.

If the primary support is being delivered to a group of participants, then the provider can claim up to price limit of the relevant Centre Capital Cost support item in respect of each of the participants for each hour of the support.

Item Number	Item Name	Price
04_599_0104_6_1	Centre Capital Cost	\$2.44/hr
04_599_0133_5_1	Centre Capital Cost	\$2.44/hr
04_599_0136_6_1	Centre Capital Cost	\$2.44/hr
10_599_0133_5_3	Centre Capital Cost	\$2.44/hr

SCHOOL LEAVER EMPLOYMENT SUPPORTS – School Leaver Employment Supports (SLES) Supports are provided to participants to assist with capacity building supports for students transitioning from school to employment. They are available during the final months at school and continue post school exit. These supports are designed to plan and implement a pathway to inclusive employment, focussing on capacity building for goal achievement. With appropriate supports, it is expected that the majority of SLES participants will transition to the Disability Employment Service (DES) to undertake the job seeking, placement and post placement support phases of their pathway. These supports will have an individualised approach, with a strong emphasis on “try and test” work experience opportunities, (generally in workplaces that would pay award wages). Capacity building should focus on hard and soft skill development. Supports, more generally, should facilitate positive experiences that contribute to developing an understanding of work capability and confidence to step into employment. SLES should also help inform the level and nature of future supports needed to obtain and sustain employment. SLES supports are charged as follows.

Item Number	Rate of Support	Hour
10_021_0102_5_3	1:1 - Individual Support	\$70.96/hr
10_021_0102_5_3	1:2 - Group Support	\$48.86/hr
10_021_0102_5_3	1:3 - Group Support	\$36.73/hr
10_021_0102_5_3	1:4 - Group Support	\$32.14/hr
10_021_0102_5_3	1:5 - Group Support	\$28.57/hr

These amounts also cover additional support provision including provider transport, travel as well as NDIA Requested Documentation such as SLES Provider Reports, completed quarterly. In some cases where there is above average NON-Face to Face Support, Travel and/or Transport, a discussion with the participant and other stakeholders will be necessary

Document No: POL-011	Issue No: 003	Date of Issue: 19/06/2023	Review Date: 19/06/2024	Process Owner: Director	Authorised By: Director
--------------------------------	-------------------------	-------------------------------------	-----------------------------------	-----------------------------------	-----------------------------------

to negotiate these costs. Funding categories that are not subject to price limits and/or cancellation charges such as School Leaver Employment Supports are also subject to apportioned charges that align with the number of participants that attend for support on that day.

SHORT NOTICE CANCELLATIONS - Where a provider has a Short Notice Cancellation (or no show), they can claim 100% of the agreed fee associated with the activity from the participant’s plan, subject to this NDIS Pricing Arrangements and Price Limits and the terms of the service agreement with the participant.

A cancellation is a short notice cancellation if the participant:

- Does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- Has given less than seven (7) clear days' notice for a support.
- The *NDIS Pricing Arrangements and Price Limits* indicates that providers can claim for Short Notice Cancellations in respect of that support item; and
- The proposed charges for the activities comply with the *NDIS Pricing Arrangements and Price Limits*; and
- The provider has the agreement of the participant in advance (that is, the service agreement between the participant and provider should specify that Short Notice Cancellations can be claimed); and
- The provider was not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

Providers can only claim from a participant’s plan for a Short Notice Cancellation of the delivery of a support item to the participant if all of the following conditions are met:

- this NDIS Pricing Arrangements and Price Limits indicates that providers can claim for Short Notice Cancellations in respect of that support item
- the proposed charges for the activities comply with this NDIS Pricing Arrangements and Price Limits
- NDIS Pricing Arrangements and Price Limits
- General Claiming Rules
- the provider has the agreement of the participant in advance (that is, the service agreement between the participant and provider should specify that Short Notice Cancellations can be claimed)
- the provider was not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

Document No: POL-011	Issue No: 003	Date of Issue: 19/06/2023	Review Date: 19/06/2024	Process Owner: Director	Authorised By: Director
--------------------------------	-------------------------	-------------------------------------	-----------------------------------	-----------------------------------	-----------------------------------

PROGRAMS OF SUPPORT – A provider of group-based supports in any of the following categories can enter into an agreement with a participant for a “program of support”, especially where the program is towards the achievement of a specified outcome: Under this approach, providers claim against the plans of all the participants who had agreed to attend an instance of support in the program of support as though they had attended (whether or not they did) – as long as the provider had the capacity to deliver the support.

Supports delivered as part of a program of supports are not subject to the short notice cancellation rules.

Programs of support must be no longer than six months (unless specifically allowed for in the NDIS Pricing Arrangements and Price Limits; where a Program of Support is longer than 12 weeks, providers must ensure that participants have an opportunity to regularly review their program of support. Participants must be able to exit from a program of supports without cost, subject to a notice period of no more than two (2) weeks. Providers and participants can agree to a new Program of Support at any time.

Where a participant stops attending an agreed program of support but does not provide a notice, a provider may only continue claiming for a total of four (4) consecutive weeks from when the participant stopped attending. This is considered an unplanned exit. A provider is not able to continue to claim past four (4) consecutive weeks of non-attendance, unless the participant notifies the provider during that period that they wish to continue in the Program of Support.

Providers who offer programs of support must enter into an agreement with each participant specifying the program of support, including its length, exit rules and intended outcomes. These agreements must be consistent with the NDIS Pricing Arrangements and Price Limits. Providers cannot pre-claim for programs of support. Each instance of support in the program of support must be delivered before the provider can claim for that instance of support.

A provider of group-based supports in the following can engage a program of support:

- Assistance in Shared Living Arrangements - Supported Independent Living
- Assistance with Daily Life Support Category, or
- Assistance with Social, Economic and Community Participation Support Category, including
- Supports in Employment, or
- any of the Capacity Building Support Categories

Document No: POL-011	Issue No: 003	Date of Issue: 19/06/2023	Review Date: 19/06/2024	Process Owner: Director	Authorised By: Director
--------------------------------	-------------------------	-------------------------------------	-----------------------------------	-----------------------------------	-----------------------------------

ESTABLISHMENT FEES FOR PERSONAL CARE/PARTICIPATION SUPPORTS

Each provider can only claim an Establishment Fee in respect of a participant once across all plans. If a provider delivers services to a participant through more than one Registration Group or more than one Support Category, they can only claim for one Establishment Fee, and only if they meet the other requirements set out above. More than one provider can claim an Establishment Fee against a given plan as long as each provider meets the relevant requirements.

Item Number	Rate of Support	Hour
04_049_0125_1_1	Establishment Fee for Personal Care/Participation	\$654.70
04_049_0136_1_1	Establishment Fee for Personal Care/Participation	\$654.70

WEEKEND AND PUBLIC HOLIDAY SUPPORTS

Supports that fall on a weekend or public holiday will be subject to the following rates as per the NDIS Pricing Arrangements and Guidelines under CORE funded support.

Item Number	Item Name	Price
04_104_0125_6_1	Access Community Social and Rec Activities - Standard - Saturday	\$92.12/hr
04_102_0136_6_1	Group Based Activities in a Centre - Standard - Saturday	\$92.12/hr

Item Number	Item Name	Price
04_104_0125_6_1	Access Community Social and Rec Activities - Standard - Sunday	\$118.78/hr
04_102_0136_6_1	Group Based Activities in a Centre - Standard - Sunday	\$118.78/hr

Item Number	Item Name	Price
04_104_0125_6_1	Access Community Social and Rec Activities - Standard - Sunday	\$145.44/hr
04_102_0136_6_1	Group Based Activities in a Centre - Standard - Sunday	\$145.44/hr

AGENCY, SELF AND PLAN MANAGED NDIS PLANS & CASH PAYMENTS

All support delivered by ReadyUp Skills will be claimed for via the corresponding management of the plan. Agency managed plans will be invoiced via the NDIS portal whilst, for all other methods of payment, an invoice will be provided by ReadyUp Skills. Details for any self, plan or cash managed supports will be collected during the intake process and ReadyUp Skills will endeavour to complete all invoicing within 1 week after and no more than 1 month after the support has been delivered.

If you require any further information on pricing or have any questions as to how this relates to you and your plan, please do not hesitate to contact us at ndis@readyupskills.com.au or on 0457 001 185 or by visiting the NDIS website <https://www.ndis.gov.au/providers/pricing-arrangements>