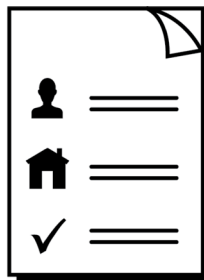




## Pricing and payments in the NDIS

### NDIS Review



### Easy Read

## About this booklet



This booklet is from the NDIS Review.



This booklet is written in a way that is easy to understand.



You can read more information about this topic on our website at [ndisreview.gov.au](https://www.ndisreview.gov.au)



We add a star before and after **\*hard words\***. Then we explain what the words mean.

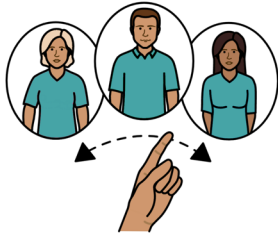


You can ask someone to help you read and understand this booklet.



Contact information is at the end of this booklet.

## About pricing and payments in the NDIS



NDIS **\*participants\*** can choose

- which **\*providers\*** give them supports



- how much they pay for supports.



Participants are people with disability who get support from the NDIS.



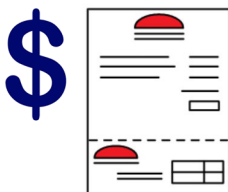
Providers are people or businesses who give supports to participants.



We want to find out if **\*pricing\*** and **\*payments\*** in the NDIS are working.



Pricing means the money participants pay for supports.

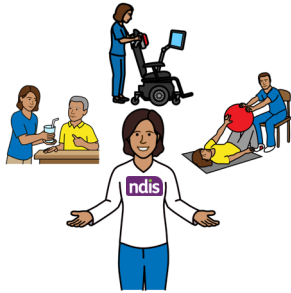


Payments means different ways providers are paid.

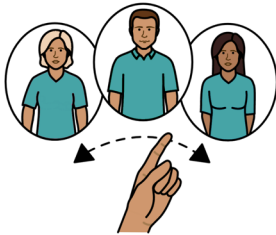
## What is the NDIS market?

The **\*NDIS market\*** means

- all the supports participants can get from providers
- all the providers who give supports.

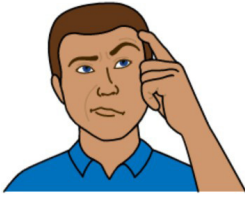


Sometimes there is **\*competition\*** in the market.

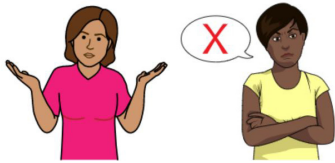


Competition means providers compete with each other to offer different supports to participants.

## What we have heard so far



We have heard there are some problems with the NDIS market.



Sometimes there are not enough providers who give NDIS supports.



Participants do **not** have enough information to help them choose the right supports.



Many different people help participants find and pay for supports.

But it is hard to know what these people do and how they should work together.



The supports providers give to participants may not always meet their needs.

## What the government can do



It is the government's job to make sure the NDIS market works well for everyone.



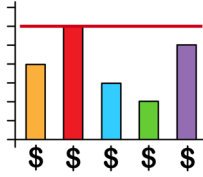
The government can do this in different ways.



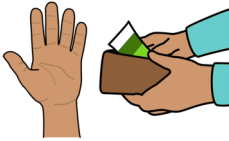
The government can make rules about how the NDIS market works.

For example, rules about prices for supports.

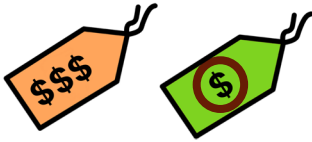
## What we found about prices for NDIS supports



Most NDIS supports have a **\*price cap\***.



Price cap means supports **cannot** cost more than the set price.



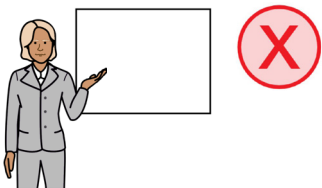
Price caps should mean prices do **not** go too high.

Price caps can cause problems.

For example, price caps might mean providers find it hard to



- do everything they can to give participants the best supports

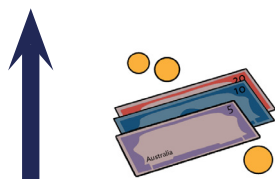


- train and support staff as much as they need to.

Price caps might not be high enough to support participants with **\*complex needs\***.



Complex needs might mean a person has more than 1 disability.

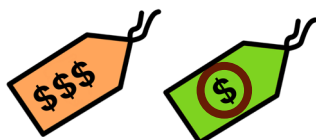


Most providers charge participants the highest price they can or the full amount of the price cap.



This means many providers may not compete with each other to

- give better supports



- charge lower prices.



## Our ideas



We want to make it easier for people to understand how price caps work.



There could be an **\*independent\*** person to help set price caps.



Independent means the person would **not** be part of the NDIS.



We want to know if changes to price caps would mean better supports for

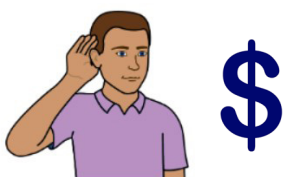
- participants with complex needs



- participants who live away from big cities.

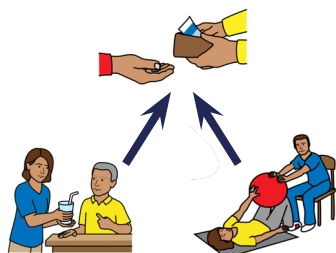


We want to know if providers would give better supports and prices if they could work with more participants.

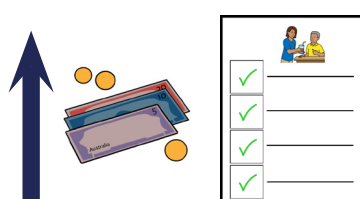


We want to hear ideas about how to get better prices for supports.

## What we found about payments for NDIS supports

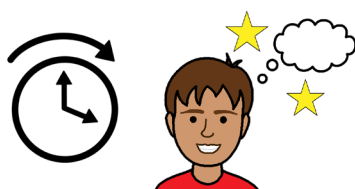


NDIS providers get paid when they give supports to participants.



Providers get paid more money when they give more supports to participants.

For example, providers get paid money for every hour of support they give.



More hours of supports will **not** always help participants to achieve their goals.



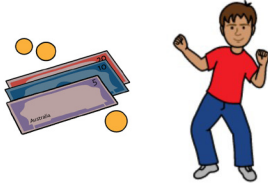
Providers should help participants to be more independent.

This may mean participants need less supports in the future.

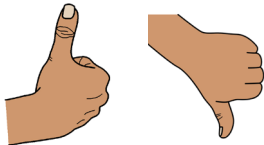
## Our ideas



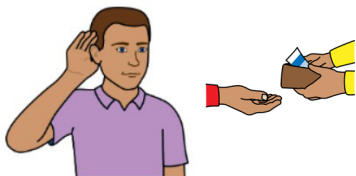
We think there are different ways to pay providers that could help participants achieve their goals.



For example, paying providers when they help participants achieve something.



We know there are good and bad things about different ways of paying providers.



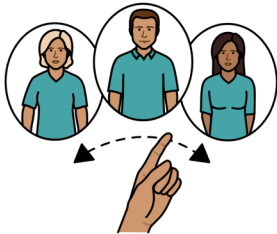
We want to hear ideas about different ways providers could be paid.

## What we found about information on quality and prices

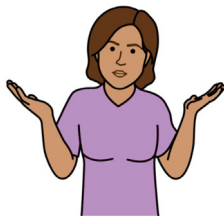


Participants **cannot** easily find information about

- the quality of supports
- prices of supports.

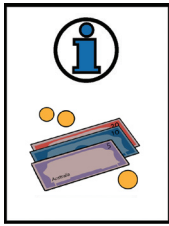


It can be hard for participants to compare providers and choose the best supports.



It can be hard for the NDIS to know if supports help participants to reach their goals.

## Our ideas



There could be better information about payments providers get for giving supports to participants.

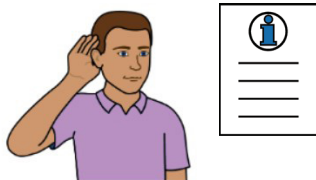


Providers could share more information about their prices.

Providers could show their prices on their websites.

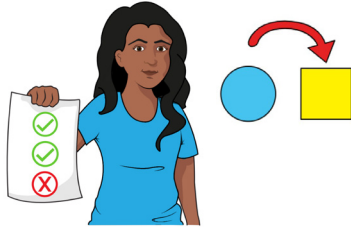


There could be more information about how different supports help participants reach their goals.



We want to hear ideas about how to make it easier to access information.

## What we found about the rules for the NDIS market

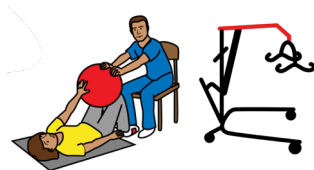


The rules for the NDIS market need to change so providers do what is best for participants and the NDIS.



The rules must

- meet the needs of participants



- work for different types of supports



- work for providers.

We **cannot** get rid of price caps right now as it could make the NDIS too expensive.



If we get rid of price caps providers could charge higher prices for supports.

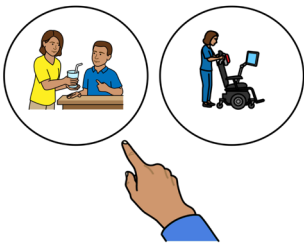
## Our ideas



If participants have more information they could choose providers and supports that are right for them.



People who help participants find and pay for supports could work together better.



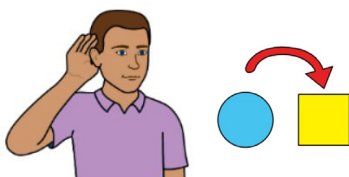
If the rules change participants could find and buy supports that meet their needs.



If the rules change providers might give better supports to participants.

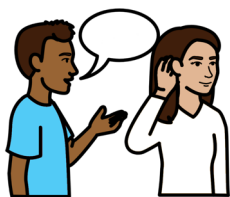


There could be clearer information about what governments do in the NDIS market.



We want to hear ideas about how to change the rules of the NDIS market.

## How to tell us your ideas



We want hear your ideas about pricing and payments in the NDIS.



For example, ideas about

- what works well



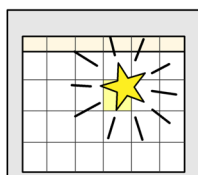
- what does **not** work well



- what we could change.



You can fill in an online form on our website  
[ndisreview.gov.au/have-your-say/pricing-and-payment-approaches](https://ndisreview.gov.au/have-your-say/pricing-and-payment-approaches)



You can tell us what you think by

**31 July 2023.**





## More information

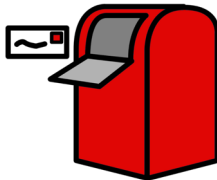
For more information contact the NDIS Review team.



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