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SERVICES MANAGEMENT



National Disability Insurance Scheme (NDIS) Related Services Training 2024

Module 3

Understanding the NDIS Guidelines Part 2: Support Purposes

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Understanding the NDIS Guidelines Part 2: Support Purposes

Objective:

This training module is designed to provide a comprehensive understanding of the National Disability Insurance Scheme (NDIS) guidelines and how the team contributes to the accurate processing of NDIS invoices. By the end of this training, team members will have a clear understanding of the NDIS Support Purposes and how to ensure compliance with NDIS guidelines during invoice processing.



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Topics Covered

1. General Claiming Rules
2. Services Agreement
3. Services Bookings
4. Support Items – Quotation
5. Support Items: Price and No Price Limit

1. General Claiming Rules

Timing of Claims

- Payment claims should only be submitted after the support has been rendered.
- Exception: Subscription fees for Consumables and Assistive Technology may be claimed before the support is rendered.

Pricing

- Ensure prices charged do not exceed the NDIS Price Guidelines, including GST.

Support Alignment

- Claims must be made against the specific support item that corresponds to the service provided to the participant

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2. Service Agreement

What is a Service Agreement?

A formal agreement between the provider and the participant.

Key Details Included:

- Description of the supports and services to be provided.
- Pricing of these supports and services.
- Support and Service Delivery methods (Face-to-Face, Non-Face-to-Face, Telehealth).
- Duration of the agreement.
- Participant's responsibilities
- Provider's responsibilities

NDIS Guidelines Compliance

The agreement should not impose restrictions outside of the NDIS Guidelines.

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3. Service Bookings

Participant Role

The participant must create a service booking in the Myplace Portal for the service.

Provider Role

Payment claims must be made against the service booking.

Consequences

Payment claims will be rejected if there is no service booking in the Myplace Portal.

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4. Support Items - Quotation

Certain support items require a quotation to be submitted to NDIA for approval.

This includes:

- *Assistance with daily life (Item codes under category 01)*
- *Specific Assistive Technology items*
- *Home modifications*
- *Specialized transport*
- *Specialist Disability Accommodation (SDA)*

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5. Support Items: Price and No Price Limit

PRICE LIMIT

Conforming to Guidelines:

- Prices must adhere to the NDIS Price Guidelines.
- Units/Quantity: Ensure units or quantities are clearly specified.
- Example: If 30 minutes of support is provided at an hourly rate of $50, the invoice should reflect 0.5 hours at $50, rather than 1 hour at $25.

NO PRICE LIMIT

Price Agreement:

- Providers and participants must agree on a reasonable price for the support.
- Billing Schedule: Agree on a billing schedule between both parties.
- General Claiming Rules: As with other support, claims should only be made after the support has been provided.
- Support Hours: Billing is based on the time of support provided, not the worker's shift.
- Example: If a daytime shift worker continues into the evening shift, they can bill for the total hours at the highest applicable rate.

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Conclusion

This module covers key aspects of claiming support services under NDIS, ensuring compliance with the NDIS Price Guidelines and related processes. It emphasizes correct billing practices and proper documentation for service agreements and bookings.

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