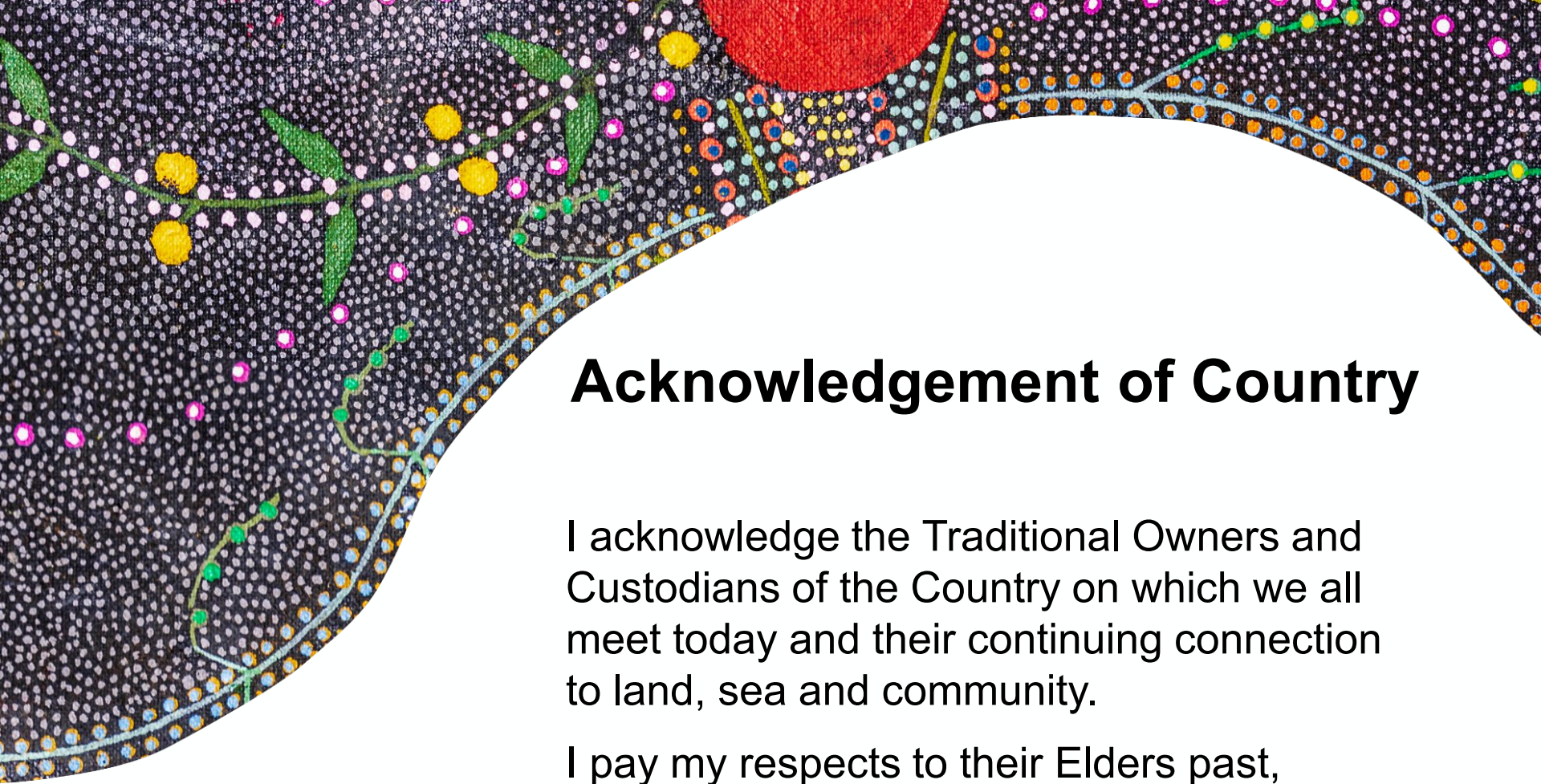


ndis

# Working as an NDIS provider

National Disability Insurance Agency





## **Acknowledgement of Country**

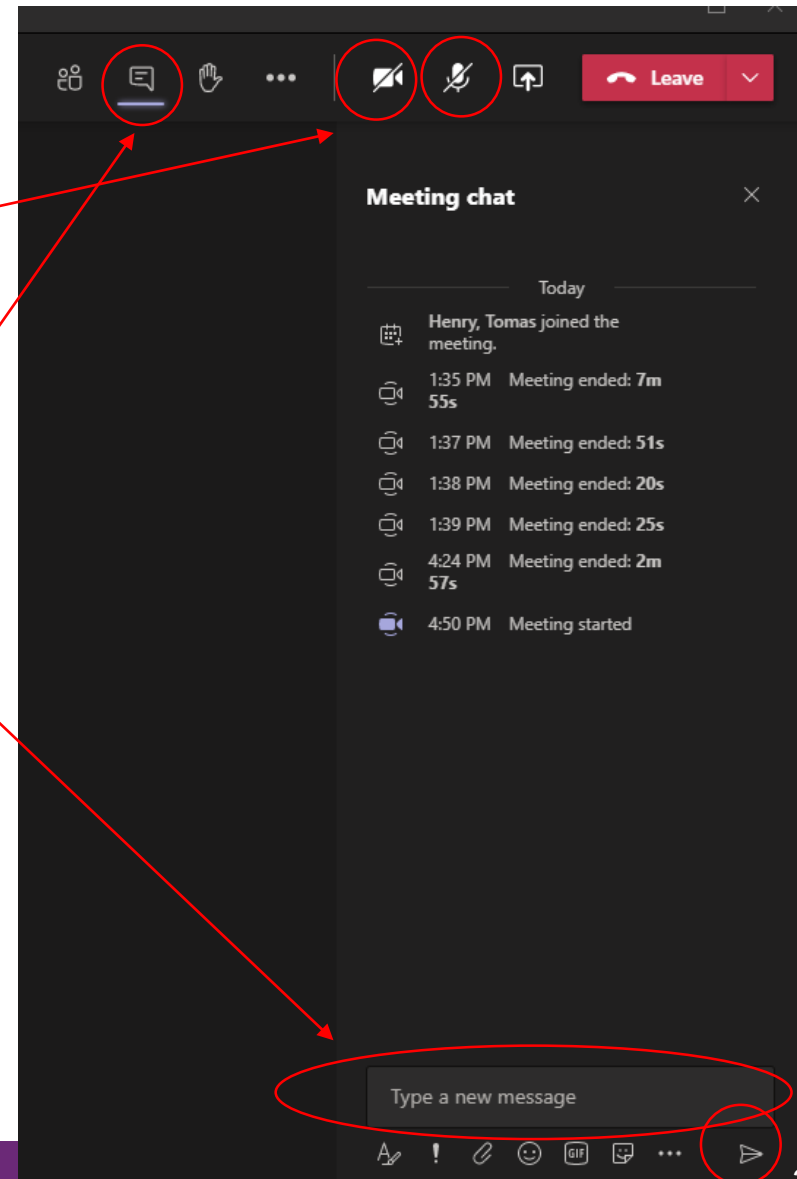
I acknowledge the Traditional Owners and Custodians of the Country on which we all meet today and their continuing connection to land, sea and community.

I pay my respects to their Elders past, present and emerging.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander people who are here today.

# Housekeeping

- Please ensure your camera and microphone are turned off to ensure we have the best possible bandwidth and minimal disruptions
- If you have any questions throughout today's session please feel free to navigate to the chat by clicking the 'speech bubble' icon. Type your message into the text field and press the 'paper plane' icon
- If you are not receiving audio, click on your initials, select settings then devices to check speaker settings and permissions
- If you have difficulty accessing the chat function, try leaving the meeting and signing back in



# NDIS Privacy Policy



Any personal information provided to the National Disability Insurance Agency (NDIA) is protected under ss. 60-68 of the ***National Disability Insurance Scheme Act 2013*** and more generally the ***Privacy Act 1988***.

## **Use and disclosure of personal information**

The NDIA will not use any personal information for other purposes, or disclose personal information to any other organisations or individuals (including any overseas recipients), unless authorised or required by law or a participant has provide consent for us to do so.

## **More information**

If you require more information about the NDIA's privacy practices, please consult our privacy policy available at [ndis.gov.au/privacy](https://ndis.gov.au/privacy) or contact the NDIA at [privacy@ndis.gov.au](mailto:privacy@ndis.gov.au)

## Session overview

- Overview of the NDIS
- NDIS Pricing Arrangements and Price Limits and Support Catalogue
- Working with participants
- Service agreements
- Service bookings
- Payment requests and enquiries
- Managing your information
- Q&A

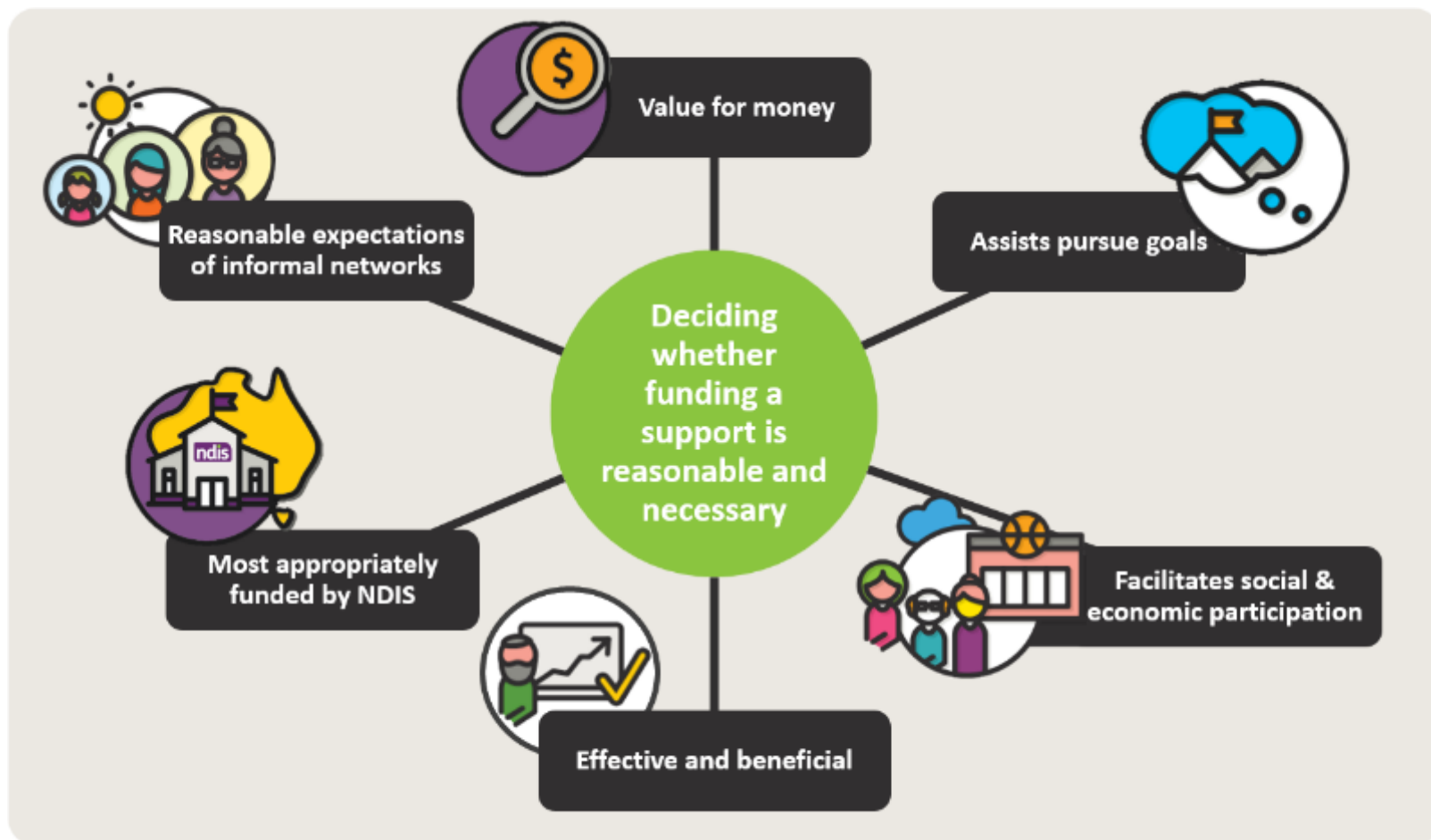


# Overview of the NDIS



What you need to know

# 'Reasonable and necessary'



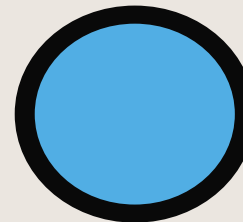
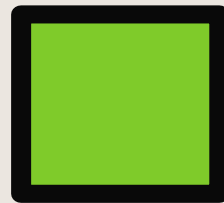
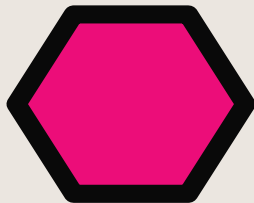
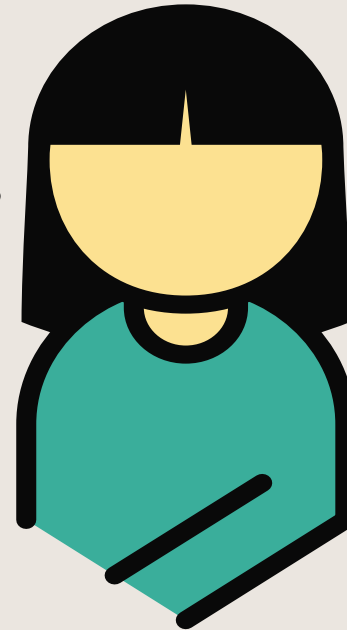
Further information available at:

[Reasonable and necessary supports | NDIS](#)  
[NDIS Australia - YouTube](#)

# Choice and control

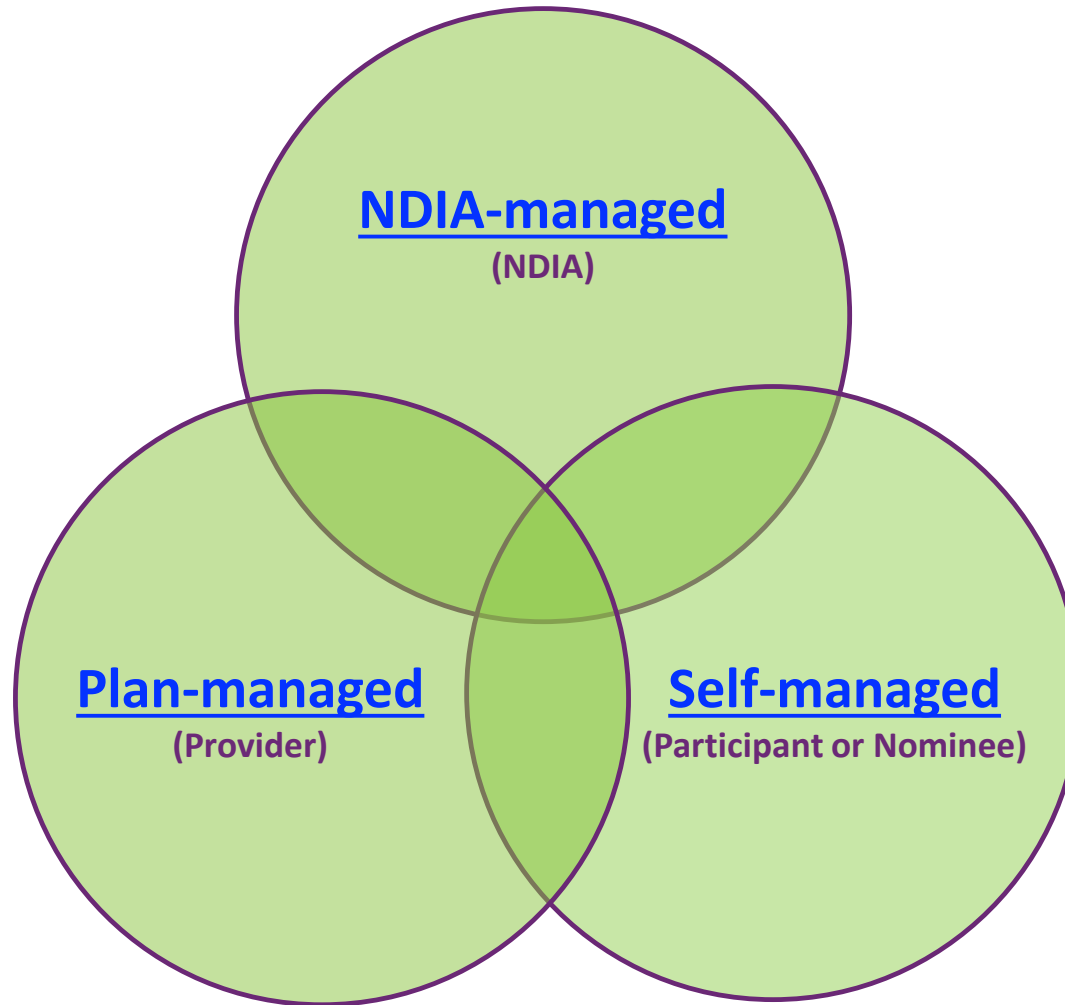
Once reasonable and necessary supports have been considered, the participant *now* has **choice and control** over how the funds are spent.

Exercising choice and control in the pursuit of participant goals and in the delivery of their supports is a fundamental right of a person with disability

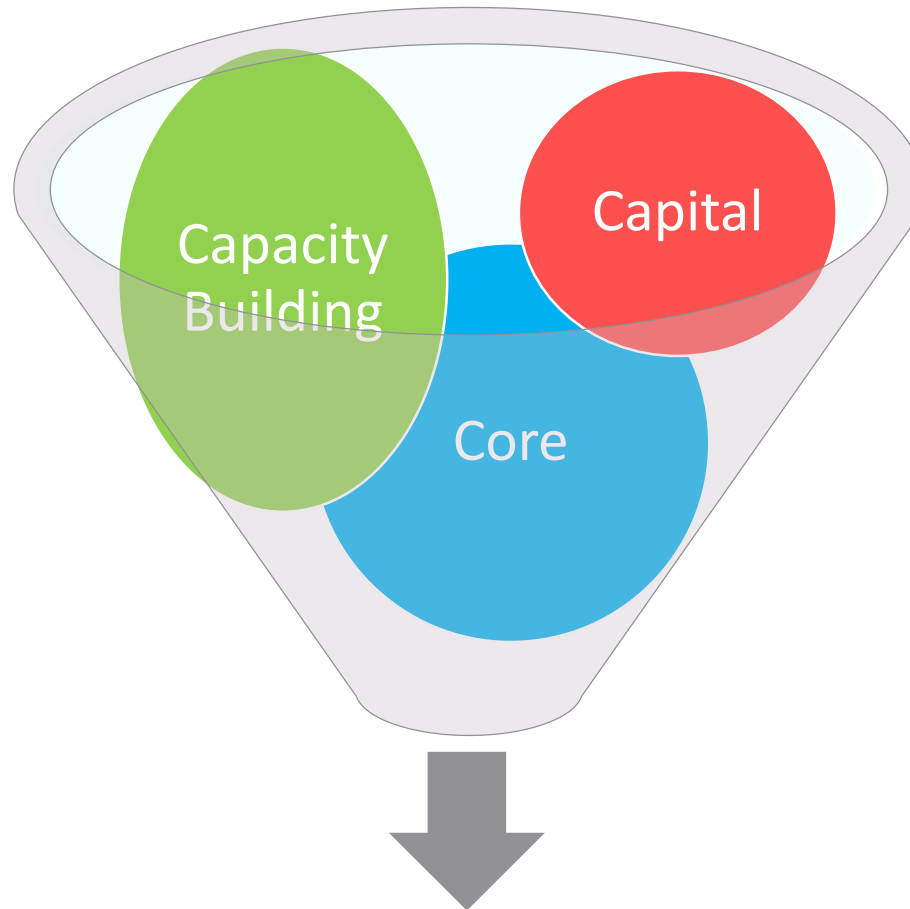




# Fund management options



# Support budget types



Refer to [Plan budget and rules | NDIS](#)

# Who does what



Local area coordinators and early childhood partners	Planner (delegate)	Support coordinator
<ul style="list-style-type: none"> <li>✓ Come from local community organisations and work with the NDIA to deliver the NDIS</li> </ul>	<ul style="list-style-type: none"> <li>✓ NDIA staff</li> </ul>	<ul style="list-style-type: none"> <li>✓ Registered and unregistered providers</li> </ul>
<ul style="list-style-type: none"> <li>✓ Assist people to understand and access the NDIS</li> </ul>	<ul style="list-style-type: none"> <li>✓ Work with participants to determine current and future supports to achieve their goals</li> </ul>	<ul style="list-style-type: none"> <li>✓ The NDIA may fund a Support Coordinator if participants require help coordinating their supports</li> </ul>
<ul style="list-style-type: none"> <li>✓ Work with participants to develop and use their NDIS plan</li> </ul>	<ul style="list-style-type: none"> <li>✓ Gather and record information to make decisions in accordance with the NDIS Act 2013</li> </ul>	<ul style="list-style-type: none"> <li>✓ Supports participants to implement their plans</li> </ul>
<ul style="list-style-type: none"> <li>✓ Connect participants to support, services, activities in their community and other government services</li> </ul>	<ul style="list-style-type: none"> <li>✓ Approve participant plans</li> </ul>	<ul style="list-style-type: none"> <li>✓ Assists with connecting participants to supports and services</li> </ul>

# Questions about NDIS plans



# NDIS Pricing Arrangements and Price Limits



Understanding the NDIS Pricing Arrangements and Price Limits

# NDIS Pricing Arrangement and Price Limits



- As a registered provider, you need to be familiar with the NDIS Pricing Arrangements and Price Limits. This document specifies and explains the price limits you can charge NDIA-managed and plan-managed participants for a number of services.
- The NDIS Pricing Arrangements and Price Limits explains claiming rules and responsibilities for providers by support category, and includes price limits of each support type.
- The NDIA sets these price limits to ensure they provide value for money for participants.
- Changes to prices are updated to respond to market trends and changes in costs.

Refer to [Price arrangements | NDIS](#)

# Support categories



PURPOSE	OUTCOME DOMAIN	SUPPORT CATEGORY
<b>CORE</b>	Daily Living	01 Assistance with Daily Life
	Daily Living	02 Transport
	Daily Living	03 Consumables
	Social and Community Participation	04 Assistance with Social, Economic and Community Participation
	Work	04 Assistance with Social, Economic and Community Participation
<b>CAPITAL</b>	Daily Living	05 Assistive Technology
	Home	06 Home Modifications and Specialised Disability Accommodation (SDA)
<b>CAPACITY BUILDING</b>	Choice and Control	07 Support Coordination
	Home	08 Improved Living Arrangements
	Social and Community Participation	09 Increased Social and Community Participation
	Work	10 Finding and Keeping a Job
	Relationships	11 Improved Relationships
	Health and Wellbeing	12 Improved Health and Wellbeing
	Lifelong Learning	13 Improved Learning
	Choice and Control	14 Improved Life Choices
	Daily Living	15 Improved Daily Living Skills

# Support catalogue



Registration Group Number	Registration Group Name	Support Category Number	Support Category Name	Support Item Number	Support Item Name	Unit	Quote Required	Price Limit: NT - SA TAS-WA (MMM 1-5)	Price Limit: ACT - NSW QLD - VIC (MMM 1-5)	Price Limit: National Non-Remote (MMM 1-5)	Price Limit: National Remote (MMM 6)	Price Limit: National Very Remote (MMM 7)
107	Daily Personal A	1	Assistance	01_002_01	Assistance	H	N			\$59.40	\$83.16	\$89.10
107	Daily Personal A	1	Assistance	01_002_01	Assistance	H	N			\$63.85	\$89.39	\$95.78
107	Daily Personal A	1	Assistance	01_003_01	Assistance	H	Y					
107	Daily Personal A	1	Assistance	01_004_01	Assistance	H	N			\$50.03	\$70.04	\$75.05
107	Daily Personal A	1	Assistance	01_010_01	Assistance	E	N			\$214.03	\$299.64	\$321.05
107	Daily Personal A	1	Assistance	01_011_01	Assistance	H	N			\$52.85	\$73.99	\$79.28
107	Daily Personal A	1	Assistance	01_011_01	Assistance	H	N			\$56.81	\$79.53	\$85.22
107	Daily Personal A	1	Assistance	01_012_01	Assistance	H	N			\$118.34	\$165.68	\$177.51
107	Daily Personal A	1	Assistance	01_012_01	Assistance	H	N			\$127.21	\$178.09	\$190.82
107	Daily Personal A	1	Assistance	01_013_01	Assistance	H	N			\$72.69	\$101.77	\$109.04
107	Daily Personal A	1	Assistance	01_013_01	Assistance	H	N			\$78.14	\$109.40	\$117.21
107	Daily Personal A	1	Assistance	01_014_01	Assistance	H	N			\$94.52	\$132.33	\$141.78
107	Daily Personal A	1	Assistance	01_014_01	Assistance	H	N			\$101.61	\$142.25	\$152.42
107	Daily Personal A	1	Assistance	01_015_01	Assistance	H	N			\$58.31	\$81.63	\$87.47
107	Daily Personal A	1	Assistance	01_015_01	Assistance	H	N			\$62.69	\$87.77	\$94.04
104	High Intensity D	1	Assistance	01_016_01	Specialised	H	N			\$50.03	\$70.04	\$75.05
107	Daily Personal A	1	Assistance	01_017_01	On-Call Ove	E	Y					
120	Household Tasks	1	Assistance	01_019_01	House And,	H	N			\$48.28	\$67.59	\$72.42
120	Household Tasks	1	Assistance	01_020_01	House Clea	H	N			\$49.16	\$68.82	\$73.74
120	Household Tasks	1	Assistance	01_021_01	Linen Servi	E	Y					

The [Support Catalogue \(XLSX file\)](#) contains **registration group, support category, support item, unit of measure, quote required, and price limit.**



# Working with participants



**Service agreements, service bookings and participant plans**

# Consent

- Participants must consent to share their plan details with you.
- The participant or their nominee have the option to share parts of the plan with providers who have an active service booking.
- Consent can be provided through the myplace provider portal.



Refer to [Consent forms | NDIS](#)

# Participant plans



## Capacity Building Supports

My Capacity Building supports are intended to build my independence and reduce my need for the same level of support into the future. My progress and outcomes from these supports will be shared at each plan review.

Unlike my Core Supports budget, my Capacity Building Supports budget cannot be moved from one support category to another. Funding can only be used to purchase approved individual supports that fall within that Capacity Building category.

My Capacity Building funding can be spent in the following ways:

Capacity Building Supports	Budget
<b>Improved daily living (CB Daily Activity)</b> My Improved daily living (CB Daily Activity) funding will be: NDIA-managed	\$2,000.00
<b>Improved relationships (CB Relationships)</b> My Improved relationships (CB Relationships) funding will be: NDIA-managed	\$2,000.00
<b>Finding and keeping a job (CB Employment)</b> My Finding and keeping a job (CB Employment) funding will be: NDIA-managed	\$2,000.00
<b>Increased social and community participation (CB Social, Community, Civic)</b> My Increased social and community participation (CB Social, Community, Civic) funding will be: NDIA-managed	\$2,000.00
<b>Support Coordination</b> My Support Coordination funding will be: NDIA-managed	\$20,000.00

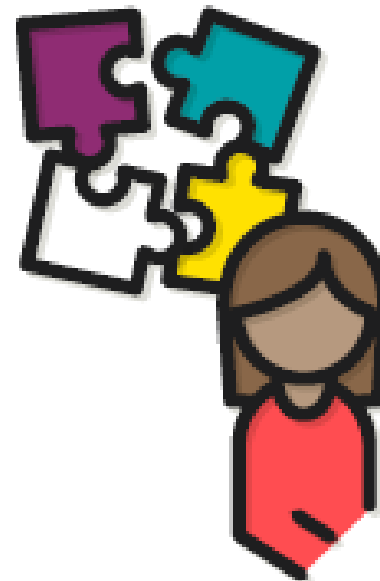
Refer to [myplace portal step-by-step guides](#) Part 3 – My plan

# Limitations to flexibility

**Quote required:** Supports do not have a dollar amount allocated/visible in the plan until a quote is provided and approved by NDIA.

**Stated items:** Supports that must only be used as described. Any support listed as a 'stated supports' is not flexible. This means funding has been allocated for a specific service or product.

**In-kind:** Supports that have been pre-paid directly to a provider, participant must use the in-kind provider for this support.



# Working with participants



**Step 1:** Participant chooses a provider

**Step 2:** Discuss and agree on support and services

**Step 3:** Make a service agreement

**Step 4:** Create a service booking

**Step 5:** Deliver supports and services

**Step 6:** Request payment via myplace provider portal



# Connecting with participants

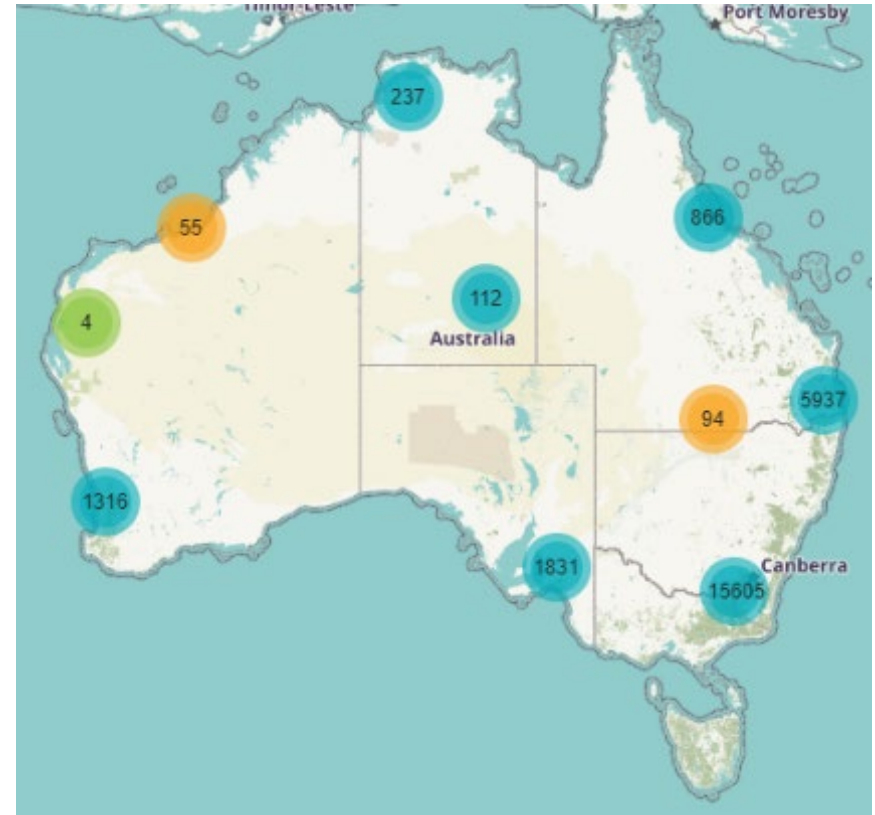


- EC coordinator, LAC and support coordinators are key contacts within the community
- Develop organisation website
- Community events, friends and family
- Social media is a great way to spread the word about your services
- Keep your details up to date

[Offices and contacts in your area](#)

# Provider Finder

- The Provider Finder tool is now available on the NDIS website, in addition to the NDIS myplace provider and participant portals
- Supports marketing of services to participants
- Provider Finder information is managed through the NDIS Quality and Safeguards Commission portal



# Questions about working with participants



# Questions about NDIS plans



# Service agreements



Why are they important?

# Purpose of service agreements

- Making a service agreement is a negotiation between the participant and the provider.
- The NDIA recommends having a written service agreement so participants and providers are clear about what each party has agreed to.
- Service agreements help make sure the participant and provider have the same expectations of what supports will be delivered and how they will be delivered.

A checklist is available on the NDIS website:

[Things to think about when making a service agreement](#)

# Service bookings



# What are service bookings?



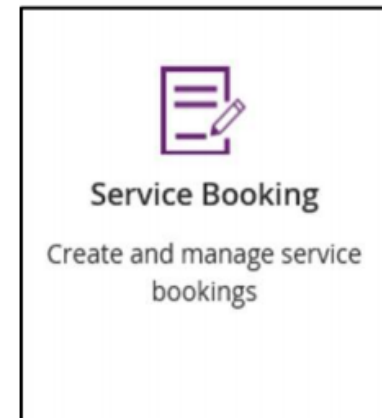
- Service bookings are used to set aside funding for a support or service a provider will deliver and must be created **prior** to delivering services
- Providers claim payment against the service booking in the myplace provider portal.
- For help with service bookings, we encourage you to watch our video tutorials on the NDIS website:

[How to create a service booking](#)

[How to view a service booking](#)

[How to edit a service booking](#)

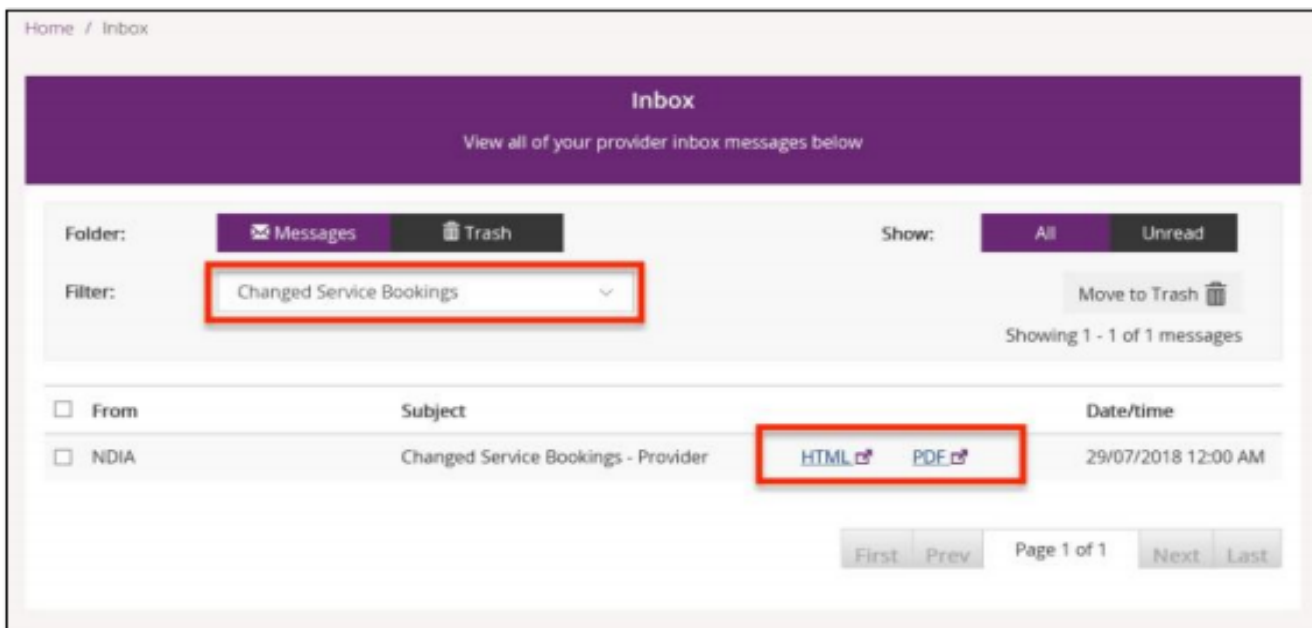
[How to end a service booking](#)



# Changes to service bookings

## Service booking changes notification

A daily summary of all changes that have been made during the day is sent automatically to your **Inbox** overnight to help alert you to changes that require attention. Just filter your **Inbox** by 'Changed Service Bookings' and select your preferred format (HTML or PDF) to read the notification.



The screenshot shows an email inbox interface. At the top, there is a purple header with the word "Inbox" and the text "View all of your provider inbox messages below". Below this, there are controls for "Folder:" (Messages and Trash) and "Show:" (All and Unread). A "Filter:" dropdown menu is set to "Changed Service Bookings" and is highlighted with a red box. To the right of the filter is a "Move to Trash" button. Below these controls, it says "Showing 1 - 1 of 1 messages". A table of messages is displayed with columns for "From", "Subject", "Date/time", and "HTML PDF" (highlighted with a red box). The message shown is from "NDIA" with the subject "Changed Service Bookings - Provider" and the date/time "29/07/2018 12:00 AM". At the bottom, there are navigation buttons: "First", "Prev", "Page 1 of 1", "Next", and "Last".

The notification summary of all service booking changes for all participants will be displayed:

# Common error – claim amount

## **Claim amount is greater than the available service booking**

**Cause:** the claim amount is greater than the remaining available amount in the service booking

### **How to fix:**

- Review the claim and spend to date against the service booking to ensure the claim is within the agreed service agreement amount
- Consider an increase to the amount of the service booking for further support if appropriate and funding permits

NDIS Weekly Payment Summary listing the 3 reasons for unsuccessful payment requests and how to fix are available here [Publications | NDIS](#)

## Multiple Business Errors

**Cause:** Due to multiple reasons which may relate to the service booking or claim submitted

### How to fix:

- Analyse the claim and/or service booking to determine any issues
- If no known issues are found, contact the NDIA for further assistance



# Common error – exceeds service booking



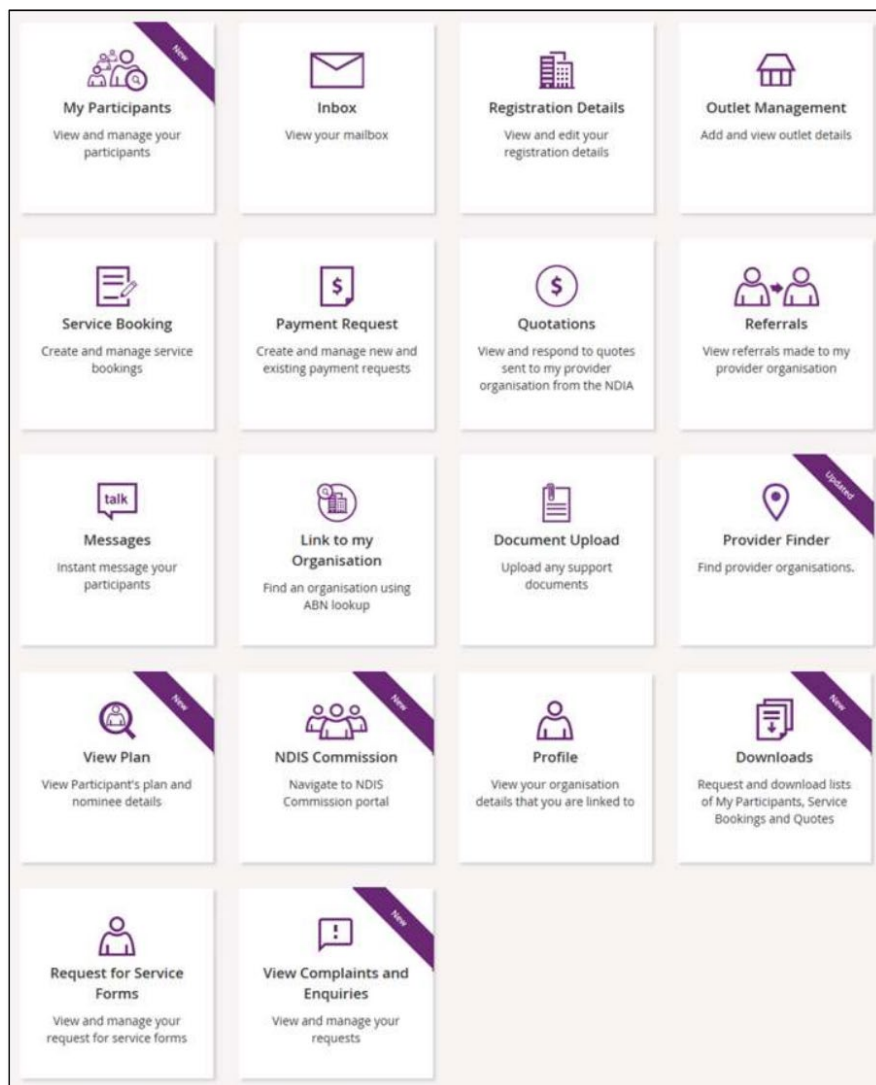
## Support item price exceeds price in service booking

**Cause:** Due to multiple reasons, the support item price entered in the claim exceeds the item price in the agreed service booking OR  
the claim has been lodged against a cancelled service booking

### How to fix:

- Resubmit the claim with an amended support item price to ensure the claim is within the price in the agreed service booking

# myplace provider portal home page



For help using the myplace portal, refer to our step-by-step guides on the NDIS website:

[myplace provider portal and resources](#)



# Questions about the provider portal




# Payment requests and enquiries



How to manage your claims

# Creating payment requests




## Payment Request

Create and manage new and existing payment requests


Home / Payment Request

### Payment Request




#### Create Payment Request

Create new payment requests for the services you have provided to a participant.




#### View Payment Request

Search and view all payment requests that you have saved and submitted.



#### Bulk Payment Request Upload

Bulk upload payment request file for all the services provided to all participants.



#### Payment Summary

Payment Summary

For help using the myplace provider portal, please refer to our step-by-step guides:

[Using the myplace provider portal step-by-step guide](#)

# Bulk payment requests

Self-help guide for providers

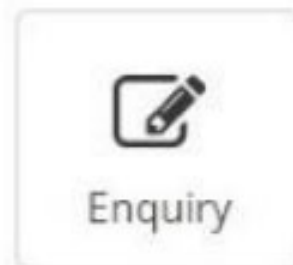
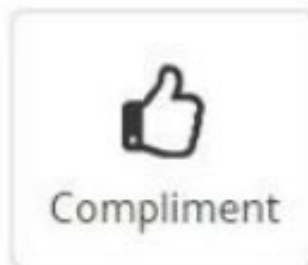
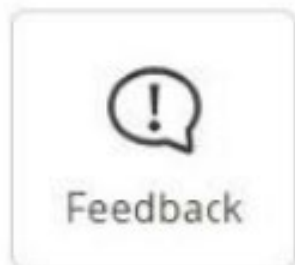
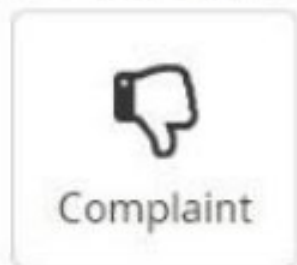
Refer to the **Bulk Payment Request self-help guide** on the NDIS website: [Bulk payments | NDIS](#) or YouTube for a [video demonstration](#)

# Payment enquiries

Registered providers can submit payment enquiries through the 'Payment enquiry' tile in the NDIS myplace provider portal.

You will receive a unique identification number which will help you track the status of your enquiry, monitor its progress and view history of all payment enquiries you make through the portal

Feedback type: \*



# Documenting support delivery



It is important that all providers keep full and accurate records of supports delivered

Records at a minimum must include:

- participant's name
- participant's reference number
- date(s) and total hours and/or quantity of the support delivered
- support type
- location of support being delivered.

For further information, refer to our website:

- [Provider Payment Assurance Program](#)
- [Retaining documentation of support delivery](#)
- [Documentation by support type](#)
- [Provider compliance monitoring](#)





# Questions about payment and claiming



# Managing your information



How to update and maintain your information

# Updating your details



The screenshot displays the NDIS Quality and Safeguards Commission portal. At the top, there are logos for the Australian Government and the NDIS Quality and Safeguards Commission. Navigation links include Home, Application, Registration, Task, Behaviour support plan, and Reportable incidents. A notification bell icon with a '2' and a 'Logout' button are also visible.

The main content area is titled 'Application details' and includes a sidebar on the left with options: Applications details, Provider details (highlighted with a red box), Key personnel, and Addresses. The main content area contains a table of application information:

Application reference number:	Application type:	Application status:
12345	New Application	Approved
Submitted date: dd/mm/yyyy	Received date: dd/mm/yyyy	Status change date: dd/mm/yyyy
07/02/2018	07/02/2018	07/02/2018
Provider business name:	Provider ABN:	Financial subsidy requested:
[Redacted]	123456789	Yes
Auditor:	Number of participants currently getting service?	Number of staff employed:
[Redacted]	[Redacted]	[Redacted]

An 'Update' button is located in the top right corner of the application details section, highlighted with a red box. A '\* required' label is also present in the top right corner.

Task cards and further information can be found on the NDIS Commission website at their [NDIS Commission provider page](#)

# Use of the NDIS Logo



Registered NDIS provider



Only use approved NDIS Logos as pictured above



Don't use the NDIS acronym in your business or domain name

[Trademark and use of the NDIS logo](#)

# Stay up to date

- NDIS website ([ndis.gov.au/providers](https://www.ndis.gov.au/providers))
- Subscribe to the [Provider eNewsletter](#)
- Subscribe to the [NDIS eNewsletter](#)
- Notifications through your myplace provider portal inbox
- Events advertised on the NDIS website under the [Provider events and information session section](#)



## How to contact us:



**Email:** [provider.support@ndis.gov.au](mailto:provider.support@ndis.gov.au)

**Phone:** 1800 800 110

**Web chat**



myplace Provider Portal using the  
“View complaints and enquiries” tile

# Questions and answers





## National Disability Insurance Agency

 1800 800 110

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

 [Provider.support@ndis.gov.au](mailto:Provider.support@ndis.gov.au)

 Find us on Facebook/NDISAus

 Follow us on Twitter @NDIS

## For people with hearing or speech loss

 TTY: 1800 555 677

 Speak and Listen: 1800 555 727

## For people who need help with English

 TIS: 131 450