

# NDIS Price Guide changes – Frequently asked questions

## What does non face to face support mean?

Non face-to-face support are tasks MDS complete outside of direct support with you, participant. These tasks include (but not limited to) communication books, development and monitoring of care plans, data collection for goal review and reporting, research and planning directly related to a participants needs. Delivering these activities ensure MDS staff can provide a safe service and support participants achieve their chosen goals.

## Why are the NDIS now wanting to separate Non face to face and capital centre costs?

Currently the NDIS Group Prices include either a contribution to non-face-to-face, capital centre costs or both. Capital Centre Costs is a standard rate set by the NDIS which supports MDS to operate our sites. Non Face-to-face encompasses all the recording, documenting, communication and planning we do to provide outside of your direct support as noted in the question above. Under the current system, MDS distribute non face-to-face and capital income to services and deliver this support as required (for example on request we dedicate time to developing a report or consolidating data to support a plan review). However, under this system we do not know the portion of time dedicated to these efforts. The change has been introduced so you and the NDIS understand how much time is dedicated to providing your non face-to-face support and how much you contribute to maintaining the service centre as well as the time it takes to provide you a full support service.

## Will these charges affect my funding?

Your funding will continue to be allocated by the NDIS following a plan review. MDS will consult with you on the non face-to-face and capital costs you may expect over your plan period. Depending on the participants support requirements non face-to-face and capital costs will vary. We will be having individual contacts with each participant/family about each participants circumstances.

## Will I need more funding in my plan to cover these costs?

Capital costs are a set rate and included in the current standardised group price structure therefore this component is available if you receive group support in a centre. However, you may require more funding to support the non face-to-face component of your service. There are two reasons for this. 1. Each participants non face-to-face support requirements will vary dependent on their needs. 2. The NDIS current standardised group prices either vary or do not include an allocation of non face-to-face. We will support you to understand these components and if you do not have enough funds support you to discuss your options.

## How will this affect my support?

We will deliver support as agreed through your service agreement however it is important to note that MDS can only provide support within the limits of your funding. For example, if you require more non face-to-face support MDS will draw upon these funds to pay for staff time dedicated to these tasks which may leave you with less face-to-face for the rest of your plan. However, if you require less non face-to-face support your plan may have surplus funds available. In either case we will support you to understand and wherever possible let you know if you either have too much or not enough allocated funding.

## How will the non-face to face charges be calculated for each participant?

Over recent months MDS staff have been recording how much time they are committing to non face-to-face activities. We have developed a non face-to-face schedule which includes our regular activities (e.g. goal reporting, daily notes, and communication) and variable activities (care plan development, plan reviews, individual activity planning). Over the coming weeks during your individual catch ups with us, we will explain this costs structure in further detail and what it will mean for each individual.

## Will my direct support hours reduce?

For most participants their direct support hours will remain the same however for some they may be impacted by the change due to the NDIS previous costs structure and the participants variable support requirements. Working with you if we identify any problems maintaining your current support we will work closely to find a manageable solution which may include supporting you to request a plan review or adjusting your support with MDS.

## Will these charges come out of my core support funding?

Yes these charges will continue to come from your Core funding category

## If I receive individualised supports will I be charged non face to face support?

Yes. We deliver non face-to-face across all our services and therefore we will negotiate a component of non face-to-face support

## Will it be broken down in my service Agreement how much non face to face support I will be charged?

Yes we will break down services charges in a service agreement. We are required to detail how much direct support, capital costs and non face-to-face support we expect to deliver over the plan period.

## What will happen next?

Your Regional Manager will contact you on an individual basis to discuss the changes before the 1<sup>st</sup> July. We will also consult and develop a variation to your Service Agreement.

If you would like more information on the changes please visit: <https://www.ndis.gov.au/providers/price-guides-and-pricing/annual-price-review#group-based-supports>

or scan this QR code:

