

FACT SHEET

Changes to NDIS Price Guide

effective as from 25th March 2020
during the COVID-19 period



An update to keep you advised on recent changes to the NDIS price guide.

It is extremely important that all Lifebridge families and customers are kept informed about changes as they occur.

The recent changes have been introduced for a six (6) month period in response to COVID19 in order to better support and provide flexibility to NDIS participants, support staff and organisations throughout this challenging period.

What are the Changes during the COVID-19 period?

As from 25 March 2020 a temporary 10 percent increase to the price limit on some Capacity and Core Building Supports including:

- Assistance with daily life
- Assistance with Social and Community participation
- Improved Health and Wellbeing
- Improved Daily Living Skills

Cancellation and Non Attendance at service

- Changes to cancellation rules- please note participants will be required to give 10 business days (increased from 2 days) if you wish to avoid paying the full fee for a cancelled service.
- Please advise Lifebridge as soon as possible regarding a cancellation of fees, otherwise we have no option but to charge the full fee.
- The same will apply where you do not cancel and do not attend a scheduled service.

Accessing Support Coordination from Core Supports

- In light of these challenging times , it has been acknowledged that having Support Coordination capacity may assist some customers.
- If you do not have Support Coordination currently in your plan, you can now access some of your funds within your Core Supports to engage a Support Coordinator, where you feel this will assist you.
- **Please Note:** This does not mean that there is additional funding available, it just means that you can use your existing NDIA plan more flexibly and draw upon your core supports, where you feel that this may assist you.

Lifebridge understand that this is a challenging and uncertain time for all of us and we are here to support you wherever we can.

If you have any concerns or enquiries about these recent changes to NDIS billing , please do not hesitate to contact Martin Cook on 1800 043 186.

We thank you for your continued support, understanding and patience

Stay safe and look after yourselves!

