

WHAT'S NEW IN THE PRICE GUIDE?

Leisure Networks will be adjusting all current Service Bookings in line with the NDIS price guide changes which are outlined below. If you have any concerns relating to these changes or your Service Booking please do not hesitate to contact our friendly Customer Engagement team on 03 5222 3911.

CHANGES AS OF **1ST JULY 2020**

1. COVID-19 rate increase and cancellation notice periods

As of 1st July 2020 the 10% COVID-19 rate increase has finished, and insufficient cancellations are now back to two (2) business days.

2. Late cancellation charges

As of the 1st July, the cancellation rate is 100% of the scheduled support for late cancellations or no shows.

3. Continuation of TTP rate

As a registered TTP provider, Leisure Networks will continue to charge the TTP rate for applicable supports.



CHANGES AS OF **1ST AUGUST 2020**

1. Activity Based Transport / Provider Travel – Non labour costs (KM)

Leisure Networks will now be charging the following transport costs for Inclusion Support Services.

How does this impact me?

Small group supports and overnight respite

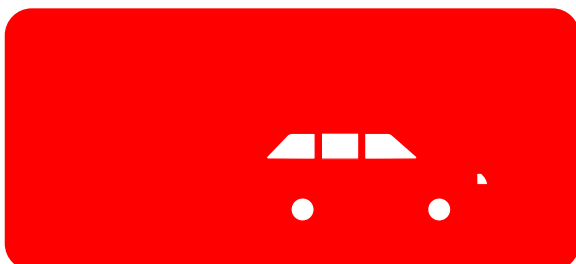
- > Costs will be charged from Core Supports budget under 'Activity Based Transport'
- > Costs will be calculated return trip from the meeting location'
- > Costs will be split across the total number of participants booked into the activity.

1:1 individual support

- > We will continue to charge for the cost of KM travelled when a customer is in a vehicle with a Leisure Networks staff member.

Public transport, toll and parking costs

- > As per the new price guide, we will now be charging customers for public transport fares, parking, and road tolls that staff have to pay for during small group programs and 1:1 supports.



For all Inclusion Support services, we will work with you to develop an agreement for your transport budget.

CHANGES AS OF **1ST AUGUST 2020**

2. Provider Travel – Labour costs (Time)

Where a staff member is required to travel from one customer straight after another, travel time may be put on to a shift.

How does this impact me?

- > Travel time charges will be calculated on a case by case basis and Leisure Networks will work with you to develop a suitable agreement based on your support schedule.



3. Establishment Fees

Leisure Networks can now claim an establishment fee to cover the cost of setting up your supports when you are receiving a minimum (20 hours) of Core support per month for 3 months or more in a row.

How does this impact me?

- > Leisure Networks will charge a one-off fee of \$543.00 for customers who are completing intake or a change in service, where the above criteria is met.

4. Report writing requests

Leisure Networks can charge for the time spent in writing any reports requested by the NDIS for your plan review.

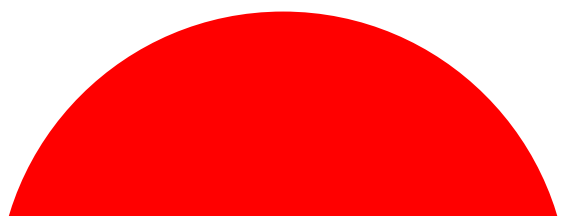
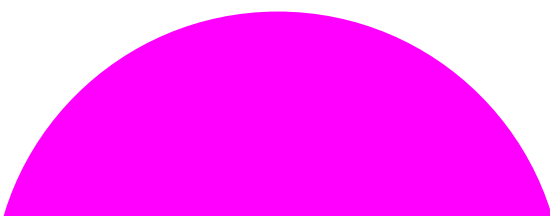
How does this impact me?

- > Leisure Networks will charge between 2 and 4 hours of Individual Support to complete each report request.

CHANGES AS OF **1ST SEPTEMBER 2020**

1. New Group Pricing Structure

The NDIS have a new pricing structure for group-based supports. Leisure Networks will be moving across to the new process for Social, Economic and Community Participation budgets on 1st September.



CHANGES AS OF **1ST SEPTEMBER 2020**

How will this impact me?

From this time the following items will appear separately on invoices:

- 1. Hours of direct support**
- 2. Centre Capital costs (centre based activities only)**
- 3. Non-face-to-face supports**
- 4. Activity based transport**

Further information on how the new pricing structure may impact your supports will be sent out at the end of August.

2. Programs of Support

The new price guide has introduced a Programs of Support model which allows us to work with you to develop a specific outcome-based program.

Further information will be provided regarding Programs of Support arrangements closer to the 1st September.

RESOURCES

For further information regarding the NDIS Price Guide 2020/21 please see:

<https://www.leisurenetworks.org/frequently-asked-questions/>

<https://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/understanding-price-guide>

WE ARE STILL HERE... SO PLEASE DON'T HESITATE TO CONTACT US

In this very uncertain time, we want to you to feel safe and connected and we have a kind, caring and skilled team that can assist with making this happen.

The best way to contact us is during office hours (8.30am – 5.00pm) and by calling our Customer Engagement Team on phone 5222 3911.

Please take care and stay safe!