



Our work to look at how prices could be set for the National Disability Insurance Scheme

We want to know what you think

Easy Read version



How to use this document



The Independent Health and Aged Care Pricing Authority (IHACPA) wrote this document. When you read the word 'we', it means IHACPA.



We wrote this document in an easy to read way. We use pictures to explain some ideas.



We wrote some important words in **bold**. This means the letters are thicker and darker.



We explain what these words mean. There is a list of these words on page [24](#).



You can ask for help to read this document. A friend, family member or support person might be able to help you.

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Our work to look at how prices could be set for the NDIS



The **National Disability Insurance Scheme (NDIS)** provides services and support to people with disability.



The Australian Government looked at the NDIS to find out what:

- worked well
- could be better.

They call it the **NDIS Review**.



The NDIS Review found problems with how prices are set for the NDIS.



The way prices are set for the NDIS can affect the **quality** of services and supports.

Quality is about good services that:



- meet the needs of people with disability
- support people with disability to reach their goals
- give people with disability choice and control.



The way prices are set for the NDIS can also affect how many supports and services are ready for people to use now.



The Australian Government asked us to find out how to improve the way prices are set for the NDIS.

To find out more, we will:



- do research



- work with experts



- hear ideas from the community.



We also want to hear from **participants** and the people who support them.



Participants are people with disability who take part in the NDIS.



We also want to hear from **providers** and workers.



Providers support people with disability by delivering a service.



Then we will share what we learn with the Australian Government.

How you can have your say



We want to know about any issues you have with how NDIS prices are set.



We also want to hear your ideas on how to improve the way NDIS prices are set.



We have some questions you can answer to share your ideas.

You can answer:



- all the questions



- some of the questions.



You can send this document back to us after you have:

- answered our questions
- explained your ideas.



You can email this document to us.

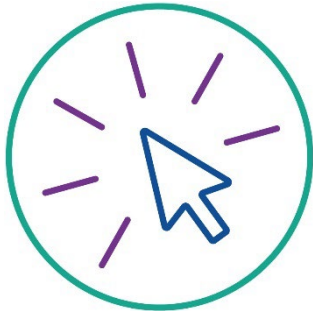
ndispricingreform@ihacpa.gov.au



You can mail this document to us.

PO Box 483

Darlinghurst NSW 1300



You can visit our website to:

- upload this document
- share your ideas in other ways.

www.ihacpa.gov.au/exploring-opportunities-ndis-pricing-reform/have-your-say



You can also visit our website to learn more about our work.

This information might help you think about what ideas you want to share with us.

www.ihacpa.gov.au/exploring-opportunities-ndis-pricing-reform

What we have heard so far

What we heard from participants and the people who support them



Participants and the people who support them told us some of their issues with how prices are set.



We heard they often have to pay providers the highest amount for each service they deliver.



Even if the provider doesn't deliver a good service.



We heard that some providers ask participants to pay more after they find out the participant takes part in the NDIS.



We also heard that some providers only choose to support people who have lower needs.

This means people with higher needs might not get support.

What we heard from providers and workers



Providers and workers told us some of their issues with how prices are set.



We heard that the way prices are set doesn't reward providers to build the skills of their workers.

We also heard providers can sometimes lose money when they deliver supports to people who:

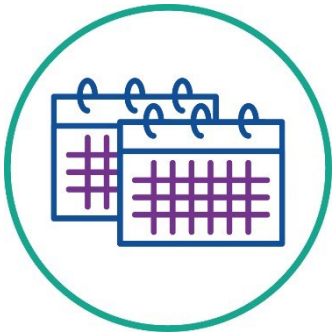


- have high needs



- live in places far away from cities or towns.

We heard the way prices are set doesn't support providers to:



- run their business for a long time



- make sure their services work well.



We also heard that no one checks if the prices for the NDIS are fair.

Questions for you



We have some questions for you.



You can write your answer in the box below each question.



How could we improve the way prices are set for the NDIS?



A large empty rectangular box with a purple border, intended for writing the answer to the question above.



What is working well about how NDIS prices are set right now?



A large, empty rectangular box with a purple border, intended for handwritten responses to the question above.

Principles to guide how prices are set



We want to create a set of **principles** to guide how prices could be set for the NDIS.



Principles are important ideas we should always think about.



We want to make sure the principles work together so that prices are fair for everyone.



We also want to have principles that everyone agrees are important.

This includes:



- participants



- people who the NDIS affects



- providers and workers



- governments.

Questions for you



We have some questions for you.



You can write your answer in the box below each question.



What principles should guide the way prices are set for the NDIS?

A blue icon of a hand holding a pencil writing in a rectangular box, enclosed in a green circle, positioned at the top right corner of the answer box.



In what ways could these principles guide the way prices are set for the NDIS?



A large, empty rectangular box with a teal border, intended for writing an answer to the question above.

What will happen next



For now, the **National Disability Insurance Agency** is still in charge of how prices are set for the NDIS.

The National Disability Insurance Agency runs the NDIS.



This includes all work for the 2024–25 **Annual Pricing Review**.

The Annual Pricing Review is when NDIS service prices are reviewed and updated each year.



But we will use your ideas to learn about how to improve how we could set prices for the NDIS.



And we will use what we learn to give advice to the Australian Government.



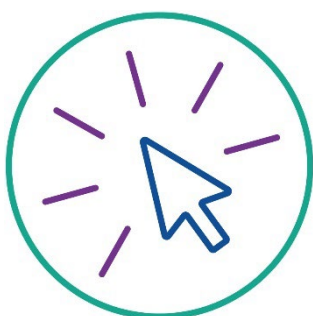
The Australian Government will use this information to decide if we should manage how prices are set for the NDIS.

Contact us



You can send us an email.

ndispricingreform@ihacpa.gov.au



You can visit our website.

[www.ihacpa.gov.au/ndis-pricing-reform/
stay-updated](http://www.ihacpa.gov.au/ndis-pricing-reform/stay-updated)

Word list

This list explains what the **bold** words in this document mean.



Annual Pricing Review

The Annual Pricing Review is when NDIS service prices are reviewed and updated each year.



National Disability Insurance Agency

The National Disability Insurance Agency runs the NDIS.



National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



NDIS Review

The Australian Government looked at the NDIS to find out what:

- worked well
- could be better.

They call it the NDIS Review.



Participants

Participants are people with disability who take part in the NDIS.



Principles

Principles are important ideas we should always think about.



Providers

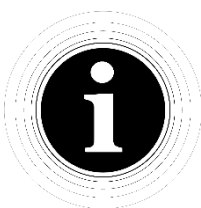
Providers support people with disability by delivering a service.



Quality

Quality is about good services that:

- meet the needs of people with disability
- support people with disability to reach their goals
- give people with disability choice and control.



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